

*my*sedgwick

*5.0 Training
Employee view*

Hyperlink back to Welcome

- [REPORT A NEW CLAIM](#)
- [MY CLAIMS](#)
- [ACCOUNT SETTINGS](#)
- [HELPFUL RESOURCES](#)
- [LOG OUT](#)

mysedgwick

Jacobs Log out

Welcome

0 22

With mySedgwick, you can view details about claims, easily update information, view and upload claim documents to keep the process moving forward, and much more. You can also communicate securely with us or request assistance. For additional information, please refer to the Learning Center.

Show less

My claims



Hello Jacobs, here are some important reminders.

- Supporting documentation is required for **five** claim(s) as early as 9/26/2023.
- Confirmation of your return to work date is required for **one** notification(s).

- [Report a new claim](#)
- [Report an absence](#)
- [Communication center](#)
- [Helpful Resources](#)

Sort by

CLAIMS	STATUS	DETAIL	ACTIONS
Short Term Disability - C468100018000101	Open - Pending	BEGIN DATE: 11/7/2023	⋮
Continuous Leave - C401080191500003AA	Open - Conditional	BEGIN DATE: 11/7/2023 LEAVE TYPE: Employee Medical	⋮
Continuous Leave - 4A2311S42360001GI	Open - Conditional	BEGIN DATE: 11/2/2023 LEAVE TYPE: Employee Medical	⋮
Long Term Disability - 4A2308G3ZD30001	Open - Pending	BEGIN DATE: 9/5/2023	⋮

Messages and Notifications

My Claims



Hello Jacobs, here are some important reminders.

Reminders are great to help keep your claim on track!

- Supporting documentation is required for **five** claim(s) as early as 9/26/2023.
- Confirmation of your return to work date is required for **one** notification(s).

CLAIM	STATUS	DETAIL	ACTIONS
Intermittent Leave - C311170204800003TC	Open - Conditional	BEGIN DATE: 10/2/2023 LEAVE TYPE: Employee Medical	⋮
Short Term Disability - C283001255000103	Open - Approved	BEGIN DATE: 6/1/2022	⋮

Hyperlink to Claim

ACTIONS

- ⋮
- Upload documents
- Report an absence

Claim list: Displays a list of your claims. To open claim to view it, click the claim number shown. You will also see the claim status and details of claim.

Quick hyperlinks

- Report a new claim
- Report an absence
- Communication center
- Helpful Resources

Report a Claim

Questions

What is the reason for this absence?

CANCEL

Report an absence

NAME: Jasmine Burke CLAIM: C283001255000103

Date of Absence

Date of Absence *

DURATION: 24 hours 60 minutes per day maximum. Please report in increments of 1 minutes.

Hours* Minutes*

Reason: Illness Appointment

Add absence

Hyperlinks jump you with a click to report a new claim, report an absence or communication with your examiner.

Communication center

NAME: Alyssa Suarez CLAIM: Short Term Disability - C283001255000103

Alyssa Suarez - 1 second ago 12/8/2023 10:02 AM

Hello. I have a question about my return-to-work date. Can you assist?

Type a message...

Send Clear

Employee view- Payments and Notifications tabs



PAYMENTS NOTIFICATIONS

Filter

Issue Date

ISSUE DATE	PAYEE	AMOUNT	PAYMENT METHOD	DETAIL
8/1/2022	Medical Provider	\$500.00	Check	MAILING ADDRESS: 901 Getwell AVE, Memphis, TN 38017 Explanation of benefits
8/1/2022	Medical Provider	\$500.00	Check	MAILING ADDRESS: 901 Getwell AVE, Memphis, TN 38017 Explanation of benefits
7/3/2022	John Doe	\$200.00	Check VOID	MAILING ADDRESS: 123 Sesame ST, Memphis, TN 38017 FROM-TO: 7/1/2022 - 8/1/2022 GROSS-NET: \$300.00 - \$200.00
7/3/2022	John Doe	\$200.00	Check VOID	MAILING ADDRESS: 123 Sesame ST, Memphis, TN 38017 FROM-TO: 7/1/2022 - 8/1/2022 GROSS-NET: \$300.00 - \$200.00
7/2/2022	John Doe	\$1,000.00	Voucher	FROM-TO: 7/1/2022 - 8/1/2022

Payment history for past 12 months.

Items per page: 5 1 - 5 of 8

PAYMENTS NOTIFICATIONS



Click to upload important documents

CLAIM	MESSAGE	DATE	DISMISS
Short Term Disability - C468100016000101	Supporting documentation on your Short Term Disability and Continuous leave of absence claim is required by 01/29/2024. Click here to upload documentation	01/29/2024	⊗
Short Term Disability - C468100018000101	A reimbursement agreement on your Short Term Disability and Continuous leave of absence claim is required. Click here to access the form	01/08/2024	⊗
Short Term Disability - C468100016000101	A reimbursement agreement on your Short Term Disability and Continuous leave of absence claim is required. Click here to access the form	01/08/2024	⊗
Workers' Compensation - C468100015000101	Authorization for Release of Information on your Workers' compensation is required. Click here to access the form	01/08/2024	⊗
Workers' Compensation - C468100014000101	Authorization for Release of Information on your Workers' compensation is required. Click here to access the form	01/08/2024	⊗

Access forms with just a click

Items per page: 5 1 - 5 of 22



Use arrows to see more data

Payments: Displays a list of payments made within the past 12 months for your open claim(s) only. You will see the date issues, who was the payee, amount paid, method of payment and details regarding the payment.

Hyperlink to the Explanation of benefits

Notifications: Lists any information that has been deemed important for your claim. You can dismiss a notification from this list by clicking the Dismiss icon. You can hyperlink to upload documents to your claim under the message column.

Displays current day

Off work calendar

January 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
	Waiting - Continuous Leave				Approved - Continuous Leave	
		Approved - Intermittent Leave				
		Approved - Short Term Disability				
7	8	9	10	11	12	13
Approved - Intermittent Leave	Denied - Continuous Leave			Denied - Intermittent Leave		
Approved - Short Term Disability				Denied - Workers' Compensation		
Approved - Continuous Leave						
14	15	16	17	18	19	20
Denied - Intermittent				Waiting - Intermittent Leave		
Waiting - Short Term Disability						
21	22	23	24	25	26	27
28	29	30	31	1	2	3

Legend: Approved (Green), Pending (Blue), Waiting Period (Grey), Denied (Red)

On the main **My Claim** screen you can also find your *Off-work Calendar*, *Communication center*, *Leave Balance summary*, *Helpful resources* and *Your contact information* (if applicable)

Your contact information

CONTACT ADDRESS
123 Elm Street
Oakland, California 94610
[Change Contact Address](#)

Your contact information is available on open claims only and displays the contact information you have on file. You can update your contact preference options here.

Helpful resources

- Learning Center [View](#)
- Documents [View](#)
- Videos [View](#)
- Links [View](#)

Communication center

CLAIM	DATE	OPEN
Workers' Compensation - 1000GHI12341234Z	1/9/2024	NEW Open
Short Term Disability - 1000JKL12341234Z	1/9/2024	Open
Intermittent Leave - 1000BNM12341234Z	1/9/2024	NEW Open
Continuous Leave - 1000CVB12341234Z	1/9/2024	Open

You got a new message

Leave balance summary

Hours Days Weeks

- Federal Family and Medical Leave Act (12 Weeks): 7 Used Weeks, 1 Pending Week, 4 Available Weeks
- Company Employee Medical (52 Weeks): 12 Used Weeks, 0 Pending Weeks, 40 Available Weeks
- Company Public Health Emergency Leave (52 Weeks): 49 Used Weeks, 1 Pending Week, 2 Available Weeks
- Supplemental Leave (12 Weeks): 7 Used Weeks, 1 Pending Week, 4 Available Weeks

mysedgwick Alyssa Log out

REPORT A NEW CLAIM

MY CLAIMS

ACCOUNT SETTINGS

HELPFUL RESOURCES

LOG OUT

My Claims > Short Term Disability - C283001255000103

Short Term Disability - C283001255000103 View a different claim

SUMMARY PAYMENTS BENEFITS WORK SCHEDULE RESTRICTIONS DOCUMENTS IMPORTANT CONTACTS

Claim

Name ALYSSA SUAREZ - 226323592

Claim Short Term Disability - C283001255000103

Begin Date 6/1/2022

Status Incident - Approved

Companion Claims C283001255000102 C283001255000101

Actions

Upload documents Manage direct deposit Visit helpful resources Communication preferences

CLAIM INITIATED 11/17/2023

02 SUPPORTING DOCUMENTATION DUE: 12/07/2023

03 CLAIM DETERMINATION

04 CLAIM CLOSED

Claim activity

Filter Sort by

DATE	MESSAGE
12/05/2023	Estimated FULL Return to Work date for your Short Term Disability is 12/05/2023.
12/02/2023	Your request for Short Term Disability has been approved. Let's stay in touch 3 days prior to the end of this approval, we'll need to know if you're planning to return to work or if you'll need more time away from work, if you need more time, additional medical will be required so we'll start the process over again.
11/29/2023	Estimated RESTRICTED Return to Work date for your Short Term Disability is 11/29/2023.

Communication center

CLAIM	DATE	OPEN
Short Term Disability - C283001255000103	12/6/2023	✉

Off work calendar

January 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
	7	8	9	10	11	12
	13	14	15	16	17	18
	19	20	21	22	23	24
	25	26	27	28	29	30
	31					

Your contact information

CONTACT ADDRESS
123 Elm Street
Oakland, California 94610
Change Contact Address

Short Term Disability - C283001255000103 View a different claim

SUMMARY PAYMENTS BENEFITS WORK SCHEDULE RESTRICTIONS DOCUMENTS IMPORTANT CONTACTS

Claim

Name ALYSSA SUAREZ - 226323592

Claim Short Term Disability C283001255000103

Begin Date 6/1/2022

Status Incident - Approved

Companion Claims C283001255000102 C283001255000101

Actions

Report return to work Upload documents Manage direct deposit Visit helpful resources Report an absence

CLAIM INITIATED 11/17/2023

02 SUPPORTING DOCUMENTATION DUE: 12/07/2023

03 CLAIM DETERMINATION

04 CLAIM CLOSED

Action in Summary

- ❖ Upload Documents
- ❖ Manage direct deposit
- ❖ Helpful resources
- ❖ Communication preferences
- ❖ Report an absence

Return to work

NAME Jasmine Burke CLAIM Short Term Disability - C283001255000103

Return to Work Date *

RETURN TO WORK TYPE *
 Full Duty Restricted Duty

Additional Comments

Submit Clear

Provide additional information if needed

Change claims

Claim activity

Certification (LOA only)

Remember, multiple certifications may exist for each claim.
The current status of this leave is based on the most recent certification received from the treatment provider as shown below.

Certified Absence Frequency & Duration

ILLNESS 1 absence(s) every 1 week(s) with a duration of 8 hour(s) per absence
APPOINTMENT 1 absence(s) every 4 week(s) with a duration of 4 hour(s) per absence

Certifications

The certification(s) below are related to your Family Medical leave for your Self
Status Pending - Eligibility Review

Claim Status

DATE REQUESTED	DUE DATE	BEGIN DATE	END DATE
11/17/2023	12/7/2023	SUCCESS	SUCCESS

- ❖ **Benefits** (disability only): Displays work status and previous work status. Shows Max benefit duration date. To view previous work statuses, select the toggle on the right side.
- ❖ **Certifications** (leave only): Provides information about absence frequency and duration, as well as medical certification.
- ❖ **Restrictions** (disability only): Displays a list of work restrictions, along with dates for each restriction.

Benefit Plan (STD only)

Benefit Plan
MAXIMUM BENEFIT DURATION DATE : 12/26/2023

BEGIN DATE	END DATE	BENEFIT FREQUENCY	BENEFIT RATE
6/1/2022	6/26/2022	Bi-weekly	\$undefined
6/1/2022	6/30/2022	Bi-weekly	\$2626.04
12/1/2023	12/26/2023	Bi-weekly	\$2626.04

Work Status
View Prior Entries

WORK STATUS	AS OF	BENEFITS BEGIN	BENEFITS END	BENEFIT STATUS
OFF WORK	6/1/2022	6/1/2022	6/30/2022	Approved

Restrictions (STD only)

WORKING WITH RESTRICTIONS	RECOMMENDED DATES	TYPE	ACTIVITY	RESTRICTION
11/1/2023 - 11/3/2023	11/1/2023 - 11/3/2023	Temporary	Computer Screen	More Than 8 Hours
11/1/2023 - 11/3/2023	11/1/2023 - 11/3/2023	Temporary	Drive	8 Hours
11/1/2023 - 11/3/2023	11/1/2023 - 11/3/2023	Temporary	Frequent Breaks	8 Hours
11/1/2023 - 11/3/2023	11/1/2023 - 11/3/2023	Temporary	Climbing Poles	Occasionally
11/1/2023 - 11/3/2023	11/1/2023 - 11/3/2023	Temporary	1 - 5 lbs.	Never

Items per page: 5 1 - 5 of 8

Employee view-Work Schedules, Leave Balance, Payments

SUMMARY **WORK SCHEDULE** CERTIFICATIONS LEAVE BALANCE DOCUMENTS IMPORTANT CONTACTS

EFFECTIVE DATE: 6/1/2022

WEEK 1 HOURS: TOTAL 40

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
0	8	8	8	8	8	0

EFFECTIVE DATE: 6/1/2022

WEEK 2 HOURS: TOTAL 40

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
0	8	8	8	8	8	0


Did your work schedule change? If yes provide an update to your examiner via communication

- ❖ **Work Schedule:** Displays your most recent work schedule (i.e., number of hours scheduled to work per day).
- ❖ **Leave balance** (leave only): Lists any leave policies applicable to the claim, as well as the amount of time used for each policy.
- ❖ **Payments** (disability only): a list of payments made for the claim in the past 12 months, starting with the most recent

SUMMARY WORK SCHEDULE CERTIFICATIONS **LEAVE BALANCE** DOCUMENTS IMPORTANT CONTACTS

↑ Sort by

POLICY	TIME USED	POLICY EXHAUSTS
Federal Family and Medical Leave Act	0.00 Weeks	1/19/2024






- You can also [learn more](#) about leave rights in your state
- View your [leave balance summary](#) for all of your related claims

Click the hyperlink to learn more or check your leave balance summary by clicking the hyperlink

Payments (STD only)

SUMMARY **PAYMENTS** BENEFITS RESTRICTIONS DOCUMENTS IMPORTANT CONTACTS

↑ Sort by

ISSUE DATE	PAYEE	AMOUNT	PAYMENT METHOD	DETAIL
11/28/2023	 ALYSSA SUAREZ	\$0.75	Voucher	GROSS-NET: \$0.75 - \$0.75 FROM-TO: 6/22/2022 - 6/22/2022
11/28/2023	 ALYSSA SUAREZ	\$0.50	Voucher	GROSS-NET: \$0.50 - \$0.50 FROM-TO: 6/1/2022 - 6/2/2022
9/7/2023	 ALYSSA SUAREZ	\$2,438.47	Voucher	GROSS-NET: \$2,438.47 - \$2,438.47 FROM-TO: 6/18/2022 - 6/30/2022

Payment history for past 12 months.

Reimbursement Agreement

Document Status

NAME
Jacobs Ellene

CLAIM
Short Term Disability - C468100018000101



To help expedite the claim process, please read and authorize the following document.

Reimbursement Agreement for Paid Benefits

Sedgwick
PO Box 14424, Lexington, KY 40512-4424
Telephone: (866) 206-6769 Fax: (866) 315-0607 Email: Starbucksmail@sedgwickcms.com

In consideration of payment to me of benefits under any sponsored Paid Benefit Plan, I hereby agree to reimburse Starbucks to the extent any such benefits were paid to me under any Paid Benefit Plan erroneously, or which should be offset in accordance with the Paid Benefit Plan, by reason of my eligibility for benefits (1) under any federal Social Security law, (2) under any workers' compensation law, whether by formal

Reimbursement Agreement for Paid Benefits

Sedgwick
PO Box 14424, Lexington, KY 40512-4424
Telephone: (866) 206-6769 Fax: (866) 315-0607 Email: Starbucksmail@sedgwickcms.com

Claim view- Documents

In consideration of payment to me of benefits under any sponsored Paid Benefit Plan, I hereby agree to reimburse Starbucks to the extent any such benefits were paid to me under any Paid Benefit Plan erroneously, or which should be offset in accordance with the Paid Benefit Plan, by reason of my eligibility for benefits (1) under any federal Social Security law, (2) under any workers' compensation law, whether by formal award, redemption award, informal compromise, or otherwise, or (3) from any other sources that Starbucks or Sedgwick, the Benefit Plan claim administrator, deem are to be taken into account in determining the amount of Paid Plan benefits. As a means to obtain reimbursement, I hereby give Starbucks and Sedgwick my full and free consent to offset against any benefits for which I am eligible under the Plan or any compensation (excluding wages payments) or other partner benefits payable to me by Starbucks until reimbursement is complete. I understand this agreement remains in effect until any overpayment owed the Paid Benefit Plan has been paid in full.

I understand that if any monies or benefits listed in items 1, 2 and 3 above are awarded retroactively, they shall be treated as having been received during the entire time period for which Paid Plan benefits were payable and any overpayment of benefits shall be calculated accordingly. I understand that this Reimbursement Agreement must be signed by me and returned to Sedgwick Claims Management Services to receive Starbucks Paid benefits.

I understand that in consideration of payments made to me I am required to file for any benefits due me under federal Social Security law, if eligible, and use a Social Security assistance vendor as required by the Paid Benefit Plan, and pursue such application to the extent allowed under the law.

If you authorize the reimbursement as indicated above, enter your initials:

February 2, 2024 12:22 PM

[Review](#) [Cancel](#)

[SUMMARY](#) [WORK SCHEDULE](#) [CERTIFICATIONS](#) [LEAVE BALANCE](#) [DOCUMENTS](#) [IMPORTANT CONTACTS](#)

My Documents

My Forms



No documents available for this claim

↑ Sort by

DOCUMENT

OPEN

Release of Information



Upload Documents

Please upload your file below. Up to 10 files can be selected. Size limit is GMB per file. The following formats are supported: .jpg, .png, .gif, .pdf, .rtf, .tif, .txt & .docx. Do not upload password protected documents as Sedgwick will not be able to open them.

[Upload](#)



No documents uploaded for this claim

Click to open

Initial and click Review

- ❖ **Documents:** Displays a list of documents available to you and those you have uploaded.
- ❖ **Important Contacts:** Provides information about how to contact the examiner. If available, click Contact examiner to open the Communication center window (described on page 17) where you can send a message to the examine

- REPORT A NEW CLAIM
- MY CLAIMS
- ACCOUNT SETTINGS
- HELPFUL RESOURCES
- LOG OUT

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Jacobs Log out

Off work calendar

February 2024

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
Short Term Disability						
Long Term Disability						
Short Term Disability						
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	1	2
3	4	5	6	7	8	9

Approved Pending Waiting Period Denied

Communication center

CLAIM	DATE	OPEN
Workers' Compensation - C468100014000101		✉
- C401050191500001TC		✉
Intermittent Leave - 4A2308G3ZD00001GI		✉
Workers' Compensation - 4A2308G3ZC0001		✉
Short Term Disability - C468100018000101		✉
Short Term Disability - C468100016000101		✉
Long Term Disability - 4A2308G3ZD30001		✉
Continuous Leave - 4A2308G3ZD20001GI		✉
Continuous Leave - 4A2311542360001GI		✉
Workers' Compensation - C468100015000101		✉
Workers' Compensation - C468100011000101		✉
Workers' Compensation - C468100013000101		✉

Claim activity

Filter Sort by

DATE	MESSAGE
10/25/2023	Estimated FULL Return to Work date for your claim is 10/25/2023.
10/24/2023	Estimated RESTRICTED Return to Work date for your claim is 10/24/2023.
10/23/2023	Estimated FULL Return to Work date for your claim was changed from 10/24/2023 to 10/25/2023.
10/23/2023	Estimated RESTRICTED Return to Work date for your claim was changed from 10/23/2023 to 10/24/2023.
10/23/2023	Estimated FULL Return to Work date for your claim was changed from 10/17/2023 to 10/24/2023.

Items per page: 5 1 - 5 of 9

Communication center let's you communicate directly with the examiner of your claim.

Communication center

NAME: Alyssa Suarez CLAIM: Short Term Disability - C283001255000103

Alyssa Suarez - 1 second ago 12/8/2023 10:02 AM

Hello, I have a question about my return-to-work date. Can you assist?

Type a message... 0/1000

Send Clear

Claim activity section displays a list of milestone events that occurred for the claim, most recent activity listed first.

Employee view- Calendar and Contact information.

Off work calendar

< > today July 2023 month week

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	Waiting - Co
2	3	4	5	6	7	
Waiting - Continuous Leave		Approved - Continuous Leave				
Approved - Intermittent Leave						
Approved - Short Term Disability						
9	10	11	12	13	14	
Denied - Continuous Leave		Denied - Intermittent Leave			Waiting - Short Term Dis	
		Denied - Workers Compensatio				
16	17	18	19	20	21	
Waiting - Short Term Disability						
	Waiting - Intermittent Leave					
23	24	25	26	27	28	

● Approved ● Pending ● Waiting Period ● Denied

Click on an absence period to view more details in the Event pop up window.

Event

Claim Number : C054900071000101
Claim Type : Short Term Disability
Benefits Begin: 7/2/2020
Benefits End: 12/7/2023
Status : Open - Pending
Examiner :
First Absence :7/2/2020
Current Work Status: OFF WORK
Anticipated Return To Work Duty: At Work
Anticipated Return To Work Date: 5/16/2023

Close

Your contact information

CONTACT ADDRESS
[Redacted]
[Change Contact Address](#)

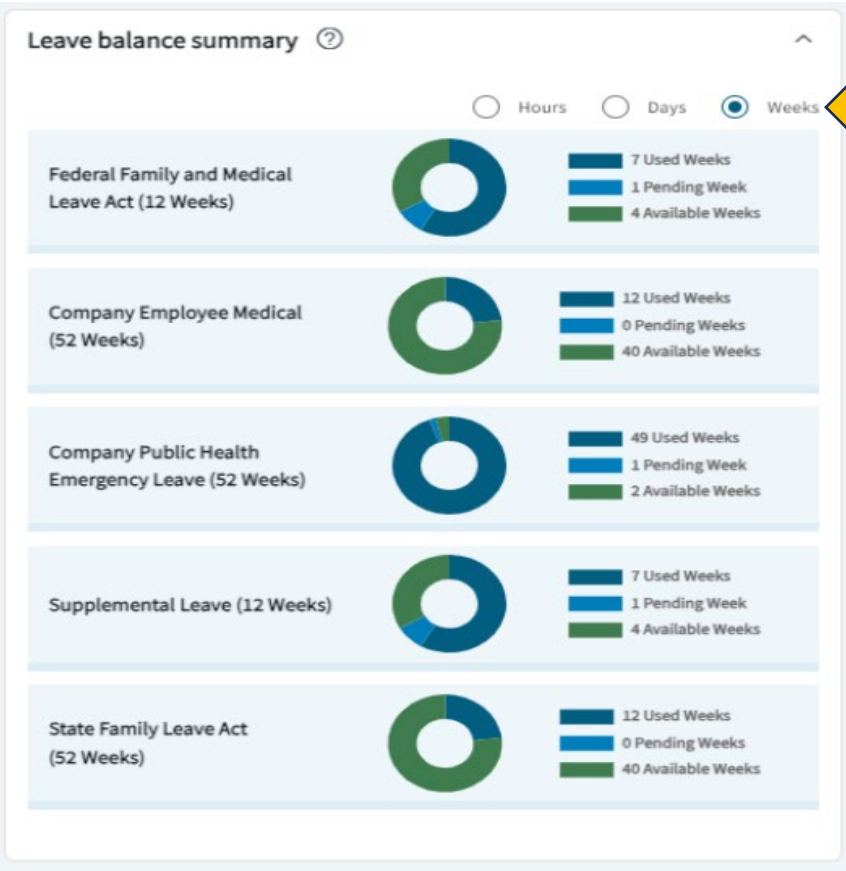
ELECTRONIC NOTIFICATIONS
EMAIL ADDRESS: [Redacted]
TEXT/SMS: [Redacted]
[Change Communication Preferences](#)

The Off-work calendar displays your absence periods and their statuses in a monthly or weekly view, color-coded according to the key shown beneath the calendar

Download absence data .CSV to export file.

Your contact information is available on open claims only and displays the contact information you have on file. You can update your contact preference options here.

Employee view- Leave balance summary and Helpful resources



Available hours and days are an estimate and can vary based on changes to the work schedule. They are meant for informational purposes. Actual leave balances are calculated in weeks and portion of weeks rather than hours or days per policy guidelines.

Pending represents future time away from work or time away from work where a decision has not yet been made.

Leave balance summary section: the **Leave balance summary** section shows any leave policies applicable to their claims, as well as the amount of time used and remaining for each policy, in graphical form.

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Alyssa Log out

REPORT A NEW CLAIM
MY CLAIMS
ACCOUNT SETTINGS
HELPFUL RESOURCES
LOG OUT

Helpful resources

LEARNING CENTER | HELPFUL LINKS | HELPFUL VIDEOS | HELPFUL DOCUMENTS

Hello Alyssa, Welcome To The Learning Center

- Here you can learn about all aspects of the claims process.
- Learn more about other claim types by selecting them from the right menu.

I would like to learn more about...

- Disability
- Leaves

Disability Introduction

What is a Short Term Disability Claim
Benefits Calculation
Submitting Claim Information
What's Next
After Your Decision is Made
Planning your Return
How Do All of These Claims Work

Helpful resources section: The Helpful resources page is where you can learn about your claim, view informational links, watch helpful videos, and access educational documents. Need help? If you need help at any time, select Contact Support at the bottom of any page.

Account Settings:

- **Change password:** Enter your old password, then type your new password in both fields provided. Click **Save** to save your changes. New passwords must meet the requirements listed on this tab.
- **Change security questions:** Select a security question and enter your answer for each on this tab, then click **Save**.
- **Change multi-factor authentication:** Specify where you will receive multifactor authentication codes (**Email** and **Text/SMS**).
- **Change communication preferences:** Select your preferred language and specify the methods (**Email** and **Text/SMS**) through which Sedgwick may contact you with updates about your claim.

If you forget your password, you can contact Support from the bottom of the page for help.

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*5.0 Training
Manager view*

my sedgwick

Jeannie

Log out

REPORT A NEW CLAIM

MANAGER VIEW

MY CLAIMS

SEARCH

WATCH LIST

HISTORY

ACCOUNT SETTINGS

HELPFUL RESOURCES

LOG OUT

Quick link to your claims

Notification icon

Toggle to include indirect report

Quick links

Include indirect reports

Report a new claim

Communication center

Helpful resources

Hello Jeannie, here are some important reminders. Do you want to [report a new claim](#) or [learn about claims](#)?

- Confirmation of a return to work date is required for **two** notification(s).
- Supporting documentation is required for **one** claim(s) as early as 4/27/2022..

NEW CLAIMS NOTIFICATIONS RETURN TO WORK OFF WORK

Filter Sort by

CLAIM	NAME	DETAIL	DISMISS
Workers' Compensation - C454500045000101 ☆	James Feng - 2005381	DATE OF LOSS: 1/1/2024 DATE REPORTED TO SEDGWICK: 1/1/2024 CLAIM REOPENED: No	✓
Continuous Leave - C204070618200001AA ☆	Mary Noll - 1528604	FIRST DAY ABSENT: 4/1/2022 HOURS WORKED: 1,884	✓
Continuous Leave - C312150618200001AA ☆	Mary Noll - 1528604	FIRST DAY ABSENT: 11/1/2023 HOURS WORKED: 1,884	✓
Continuous Leave - C204070618200002TC ☆	James Feng - 2005381	FIRST DAY ABSENT: 4/1/2022 HOURS WORKED: 2,000	✓
Continuous Leave - C401110618200001AA ☆	James Feng - 2005381	FIRST DAY ABSENT: 1/2/2024 HOURS WORKED: 149.04	✓

Communication center

No Messages

Select claim

Helpful resources

- Visit learning center
- Helpful links
- Helpful videos
- Helpful documents

sedgwick

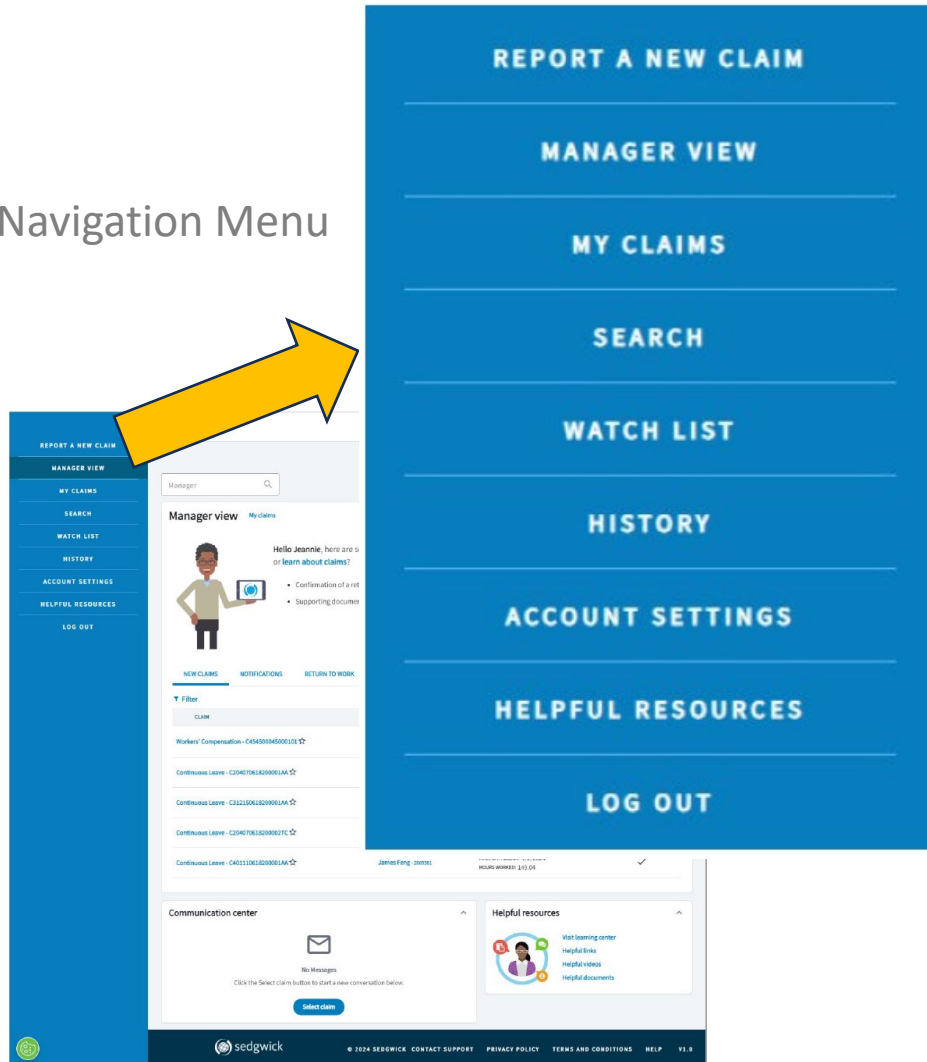
© 2024 SEDGWICK CONTACT SUPPORT PRIVACY POLICY TERMS AND CONDITIONS HELP V1.0

The bar at the top of the page includes icons for **Search, Watch list, History, Account settings,** and **Logout**, features that are described below.

The Manager view appears after you log in and presents you with a manager-level overview of your direct reports' claims.

To also see the claims of your indirect reports (i.e., those who report to your direct reports), select the **Include indirect reports** toggle. You can see up to five levels down in your HR hierarchy.

Navigation Menu



Report a new claim: This link opens a separate browser tab where you can report a new claim.

Manager view: Appears after you log in and provides a manager-level overview of your direct reports' claims

My claims: Opens the My claims page, which displays your personal claim details.

Communication Center: Opens the page to view conversations between employee and specialist.

Search: Opens the Claim search page.

Watch list: Displays a list of claims you've added to your Watch list for easy tracking. You can add a claim to your Watch list by clicking the star icon next to a claim number

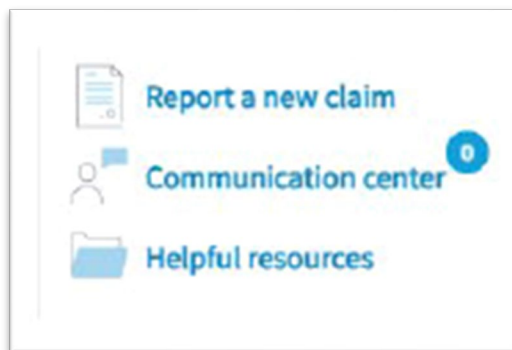
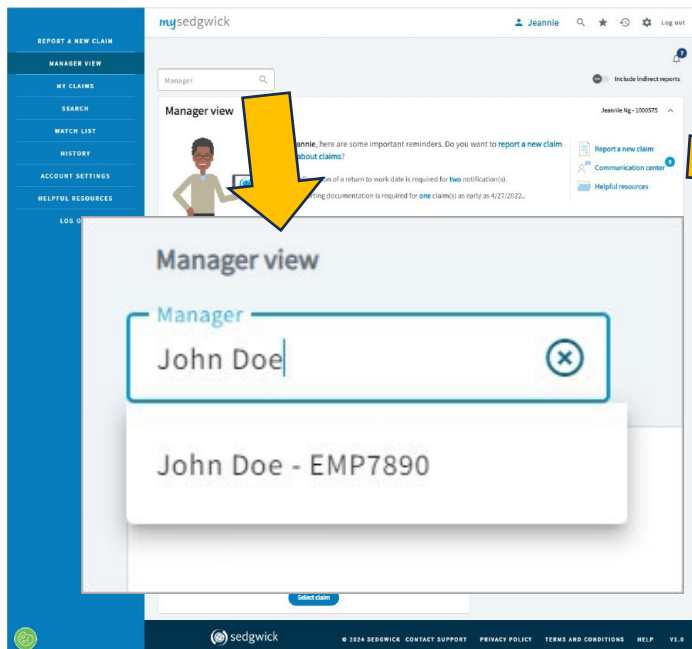
History: Displays a list of claims you've recently accessed.

Helpful resources: Provides information about the claim process, helpful links to state websites, documents, and frequently asked questions.

Account settings: Allows you to change your password, update your security questions, and more..

Log out: Logs you out of mySedgwick.

Manager View – Main Section and Tabs



Quick Links: To report a new claim for your employee, communicate with an examiner or view helpful resources click the link on the Manager view page to access these options swiftly.


Manager filter: the top-left corner allows you to see this page as the selected manager would see it, showing the claims of their direct reports (and their indirect reports, if you select that toggle) and applicable alerts. Begin typing a name in this filter field to see suggested matches.

To open a claim to view it, click the claim number shown.

New Claims: Displays a list of new claims for your employees. Click the **Confirm** icon to confirm or edit the first day absent and hours worked.

CLAIM	NAME	DETAIL	CONFIRM
Continuous Leave - C401110618200001AA ☆	James Feng - 2009381	FIRST DAY ABSENT: 1/2/2024 HOURS WORKED: 149.04	✓
Continuous Leave - C312150618200001AA ☆	Mary Noll - 1528604	FIRST DAY ABSENT: 11/1/2023 HOURS WORKED: 1,884	✓
Continuous Leave - C204070618200001AA ☆	Mary Noll - 1528604	FIRST DAY ABSENT: 4/1/2022 HOURS WORKED: 1,884	✓
Continuous Leave - C204070618200002 ☆	James Feng - 2009381	FIRST DAY ABSENT: 4/1/2022 HOURS WORKED: 2,000	✓

On watch List




NEW CLAIMS	<u>NOTIFICATIONS</u>	RETURN TO WORK	OFF WORK	
CLAIM	NAME	MESSAGE	DATE	DISMISS
Continuous Leave - C401110618200001AA ☆	James Feng	James Feng's determination on their Continuous leave will be made by 2/6/2024.	02/06/2024	⊗
Continuous Leave - C401110618200001AA ☆	James Feng	No message	01/22/2024	⊗
Workers' Compensation - C454500045000101 ☆	James Feng	James Feng's Received Legal Representation on 01/11/2024.	01/11/2024	⊗
Continuous Leave - C204070618200002TC ☆	James Feng	James Feng's determination on their Continuous leave will be made by 4/28/2022.	04/28/2022	⊗
Continuous Leave - C204070618200002TC ☆	James Feng	James Feng's supporting documentation on their Continuous leave is needed by 4/27/2022 in order to make a Claim determination.	04/27/2022	⊗

Items per page: 5 | 1 - 5 of 8 | < >


Notifications: Lists any information that has been deemed important for your employees' claims. You can dismiss a notification from this list by clicking the **Dismiss** icon.

Return to Work: Contains a list of return-to-work dates for your employees' claims. Click the **Confirm** icon to confirm the return-to-work date. If you need to change the return-to-work date, click **No**, edit the date, and click **Submit**.

Off Work: Displays a list of off-work date ranges for your employees. Select the **Actions** menu to report a return to work for the employee or perform another action (options vary).




NEW CLAIMS	NOTIFICATIONS	<u>RETURN TO WORK</u>	OFF WORK
CLAIM	NAME	RETURN TO WORK	Return to work
Short Term Disability - C254501273000101 ☆	Mary Noll	4/1/2022	✓
Continuous Leave - C204070618200001AA ☆	Mary Noll	4/1/2022	✓
Continuous Leave - C312150618200001AA ☆	Mary Noll	11/1/2023	✓
Short Term Disability - C354500743000101 ☆	Mary Noll	11/1/2023	✓



NEW CLAIMS	NOTIFICATIONS	RETURN TO WORK	<u>OFF WORK</u>	
CLAIM	NAME	FROM	TO	ACTIONS
Short Term Disability - C254501273000101 ☆	Mary Noll	4/1/2022		⋮
Continuous Leave - C204070618200001AA ☆	Mary Noll	4/1/2022	4/30/2022	⋮
Continuous Leave - C312150618200001AA ☆	Mary Noll	11/1/2023	11/30/2023	⋮
Short Term Disability - C354500743000101 ☆	Mary Noll	11/1/2023		⋮

Confirm RTW
Review Restrictions



Manager View – Communicating Center

Select Claim

Claim Number, Last Name, Employee ID

4 results - Recent claims

CLAIM	NAME	OPEN
Workers' Compensation - 1000GHI12341234Z	John Doe - EMP1234	
Short Term Disability - 1000JKL12341234Z	John Doe - EMP1234	
Intermittent Leave - 1000BNM12341234Z	John Doe - EMP1234	
Continuous Leave - 1000CVB12341234Z	John Doe - EMP1234	

The Communication center shown on the Manager view page includes a Select claim button.

When you click **Select claim**, a Select Claim window opens where you can search for and select the specific claim for which you want to send a message.

Click **Open** to open the Communication center page. Type your question or message to the examiner in the text box and click **Send**.

Communication center

Select claim

Filter

Sort by

CLAIM	NAME	DATE	OPEN
Workers' Compensation - 1000GHI12341234Z	John Doe - EMP1234	2/7/2024	
Short Term Disability - 1000JKL12341234Z	John Doe - EMP1234	2/7/2024	
Intermittent Leave - 1000BNM12341234Z	John Doe - EMP1234	2/7/2024	
Continuous Leave - 1000CVB12341234Z	John Doe - EMP1234	2/7/2024	

Communication center

NAME: Alyssa Suarez

CLAIM: Short Term Disability - C283001255000103

Alyssa Suarez - 1 second ago 12/8/2023 10:02 AM

Hello, I have a question about my return-to-work date. Can you assist?

Type a message...

Send Clear

Unread Message

The Communication Center here shows how it appears with no claim messages. To start a message, click Select claim and choose the claim you want to open a communication line with the examiner assigned to the claim. *The above example shows how the Communication center will appear with messages.

REPORT A NEW CLAIM

MANAGER VIEW

MY CLAIMS

SEARCH

WATCH LIST

HISTORY

ACCOUNT SETTINGS

HELPFUL RESOURCES

LOG OUT

my.sedgwick

Manager view

NEW CLAIMS

NOTIFICATIONS

Filter

CLAIM

Workers' Compensation - 05450004000

Continuous Leave - C20470K120000LAA

Continuous Leave - C31210K120000LAA

Continuous Leave - C20470K120000LAA

Continuous Leave - C40110K120000LAA

Communication center

No Messages

Click the Select claim button to start a new conversation below.

Helpful resources

Visit learning center

Helpful links

Helpful videos

Helpful documents

sedgwick

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mysedgwick

Jeannie

Search

Claim search

Claim Number: 0/30 | First Name: James | Last Name: | employee id: 0/50

Line of Business: | Status: | Begin Date: | End Date: |

Manager: | Include indirect reports

[Search](#) [Clear](#)

3 claims found

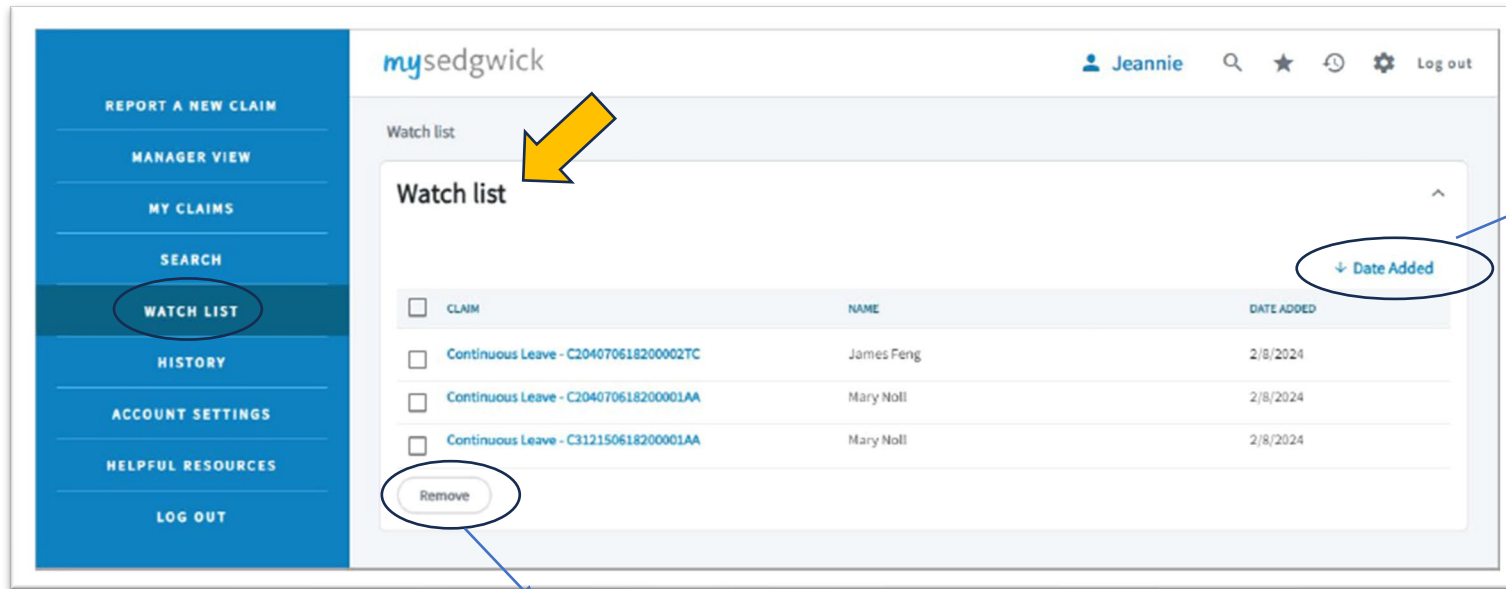
Filter [Sort by](#)

CLAIM	NAME	STATUS	DETAILS
Workers' Compensation - C454500045000101 ☆	James Feng - 2009381	Open - Approved	DATE OF LOSS: 1/1/2024
Continuous Leave - C204070618200002TC ☆	James Feng - 2009381	Closed	BEGIN DATE: 4/7/2022 LEAVE TYPE: Employee Medical
Continuous Leave - C401110618200001AA ☆	James Feng - 2009381	Open - Approved	BEGIN DATE: LEAVE TYPE: Employee Medical

[Export to Excel](#)

To open a claim to view it, click the claim number shown

To open employee's view, click employee's name shown



Sort by date added

Remove button

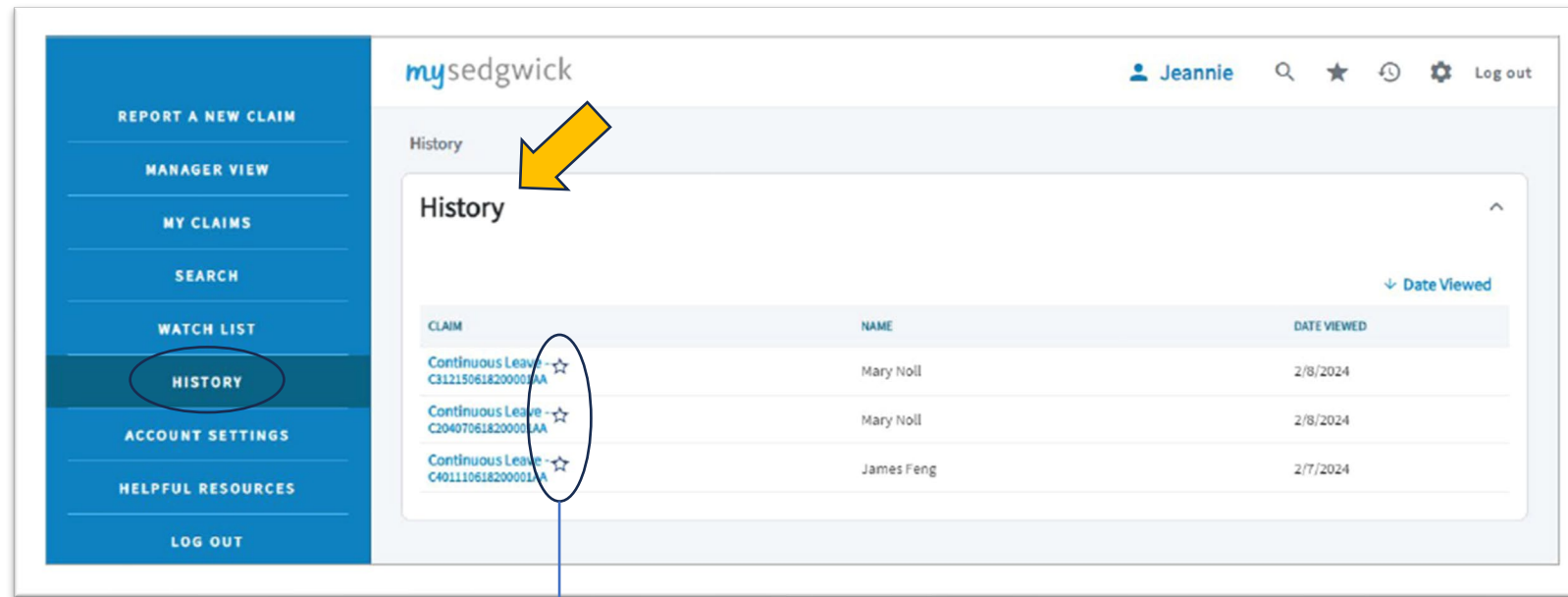
History

The History page displays a list of claims you've recently accessed. Up to 25 claims are shown.

Watch list

The Watch list displays a list of all claims you've added to it, providing quick and easy access to frequently viewed or important claims. Throughout mySedgwick, you can add a claim to your Watch list by clicking the star icon next to the claim number.

Up to 25 claims can be added to your Watch list; you can remove a claim from this list by selecting the check box next to it and clicking **Remove**.



Click Star to add to Watch List

Manager View - Employee's claim view

mysedgwick

John

Manager view > John Doe - EMP1234

John Doe - Claims

Hello John, here are some important reminders.

- Confirmation of your return to work date is required for **one claim**.
- Supporting documentation is required for **one claim** as early as 9/30/2023.
- There is an upcoming payment scheduled for 9/25/2023.
- Two claims** have been referred to Clinical review on 9/15/2023. This review may take up to 5 business days.

Report a new claim
Report an absence
Communication center
Helpful resources

Filter Sort by

CLAIM	STATUS	DETAIL	ACTIONS
Short Term Disability - 1000JKL12341234Z ☆	Open - Approved	BEGIN DATE: 5/2/2022	⋮
Intermittent Leave - 1000BNM12341234Z ☆	Open - Approved	BEGIN DATE: 5/2/2022 LEAVE TYPE: Employee Medical	⋮

PAYMENTS NEW CLAIMS NOTIFICATIONS RETURN TO WORK OFF WORK

Filter Issue Date

ISSUE DATE	PAYEE	AMOUNT	PAYMENT METHOD	DETAIL
8/1/2022	Medical Provider	\$500.00	Check	MAILING ADDRESS: 123 Elm Street, Memphis, TN 38017
8/1/2022	Medical Provider	\$500.00	Check	MAILING ADDRESS: 123 Elm Street, Memphis, TN 38017
7/3/2022	John Doe	\$200.00	Check VOID	MAILING ADDRESS: 123 Elm Street, Memphis, TN 38017 FROM-TO: 7/1/2022 - 8/1/2022 GROSS-NET: \$300.00 - \$200.00
7/3/2022	John Doe	\$200.00	Check VOID	MAILING ADDRESS: 123 Elm Street, Memphis, TN 38017 FROM-TO: 7/1/2022 - 8/1/2022 GROSS-NET: \$300.00 - \$200.00
7/2/2022	John Doe	\$1,000.00	Voucher	FROM-TO: 7/1/2022 - 8/1/2022

Payment history for past 12 months.

Items per page: 5 1 - 5 of 8

To open a claim to view it, click the claim number shown.

The Claim page contains information relevant to an employee's specific claim.

A list of the employee's claims is displayed. Only open claims and claims closed within the last 24 months are shown. To open a claim to view it, click the claim number shown.

Click the three vertical dots in the **Actions** column to access various actions for the claim (options may vary).

Tabs to check out your employees Payments, New Claims, Notifications, return to work and off work status

Off work calendar

< > today July 2023 month week

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	Waiting - Co
2	3	4	5	6	7	
Waiting - Continuous Leave		Approved - Continuous Leave				
Approved - Intermittent Leave						
Approved - Short Term Disability						
9	10	11	12	13	14	
Denied - Continuous Leave		Denied - Intermittent Leave			Waiting - Short Term Dis	
		Denied - Workers Compensatio				
16	17	18	19	20	21	
Waiting - Short Term Disability						
	Waiting - Intermittent Leave					
23	24	25	26	27	28	

● Approved ● Pending ● Waiting Period ● Denied

Download icon

Click on an absence period to view more details in the Event pop up window.

Event

Claim Number : C054900071000101
Claim Type : Short Term Disability
Benefits Begin: 7/2/2020
Benefits End: 12/7/2023
Status : Open - Pending
Examiner :
First Absence :7/2/2020
Current Work Status: OFF WORK
Anticipated Return To Work Duty: At Work
Anticipated Return To Work Date: 5/16/2023

Close

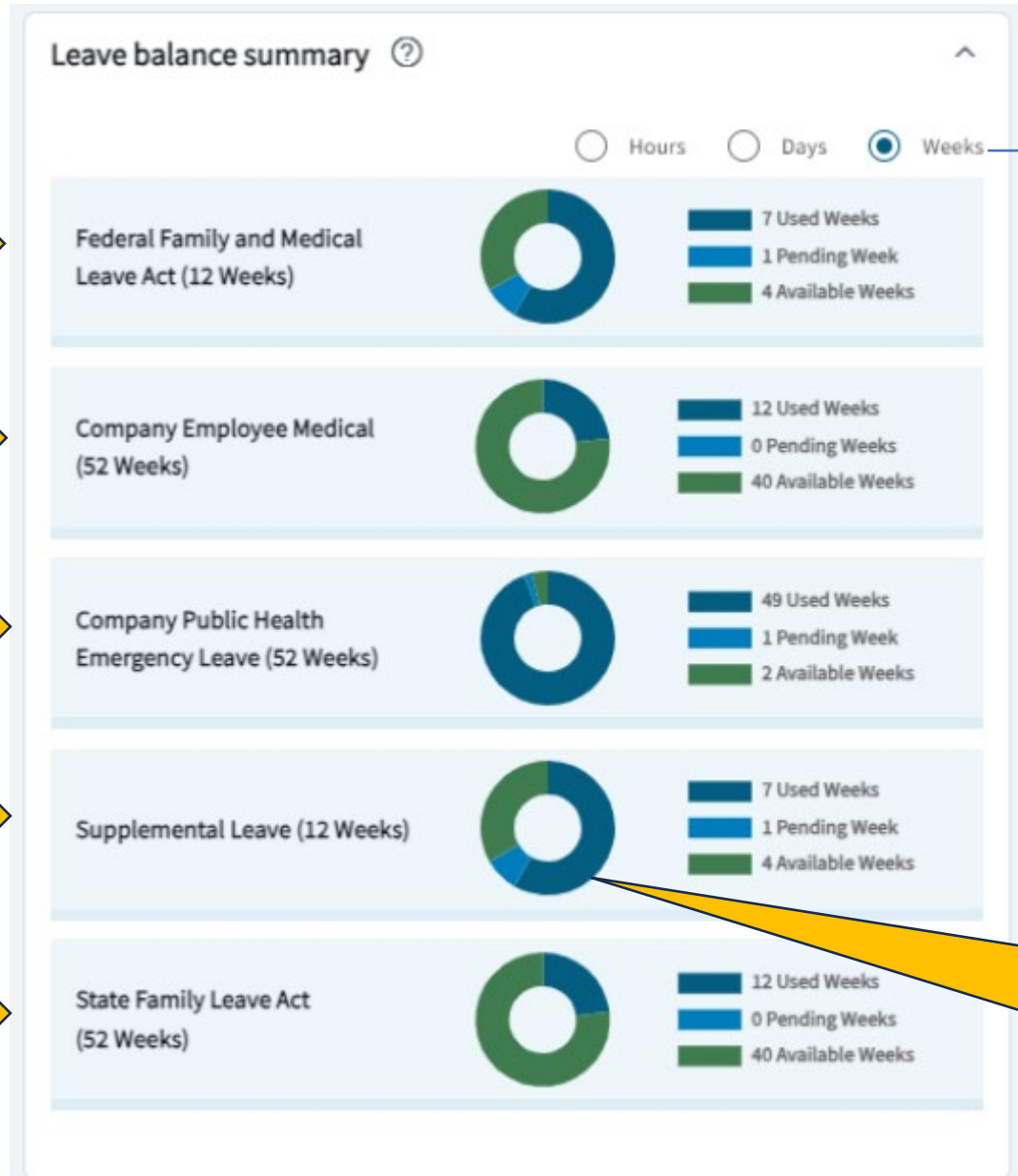
Download absence data .CSV to export file.

The **Off work calendar** displays a calendar-view of the employee's time away from work on all applicable claims. Absence periods and their statuses are shown in a monthly or weekly view, color-coded according to the key shown beneath the calendar.

Use the arrows to change the month or week being viewed. You can toggle between views by clicking **month** or **week**, and the **today** button returns you to the current month/month. To export the information to an Excel file, click **Export** . Click an

Use the arrows to change the month or week being viewed. You can toggle between views by clicking **month** or **week**, and the **today** button returns you to the current month/month. To export the information to an Excel file, click **Export** .

All leave benefits employee has available

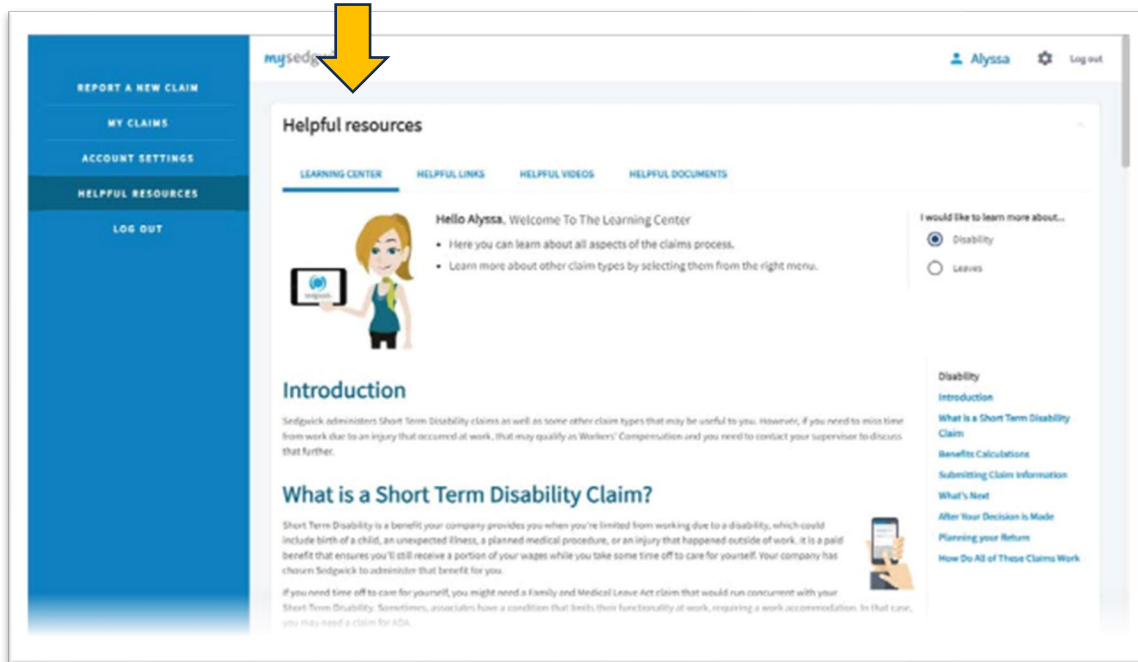


Switch between hours, day and weeks

Leave balance summary section: If the employee has any leave claims, the Leave balance summary section shows any leave policies applicable to their claims, as well as the amount of time used and remaining for each policy, in graphical form.

Hover over leaves grafts with mouse and see detailed information regarding the time used and remaining

Manager View – Helpful resources and Account Settings



REPORT A NEW CLAIM
MY CLAIMS
ACCOUNT SETTINGS
HELPFUL RESOURCES
LOG OUT

mysedgw Alyssa Log out

Helpful resources

LEARNING CENTER HELPFUL LINKS HELPFUL VIDEOS HELPFUL DOCUMENTS

Hello Alyssa. Welcome To The Learning Center

- Here you can learn about all aspects of the claims process.
- Learn more about other claim types by selecting them from the right menu.

I would like to learn more about...

Disability
 Leaves

Disability
Introduction
What is a Short Term Disability Claim
Benefits Calculations
Submitting Claim Information
What's Next
After Your Decision is Made
Planning your Return
How Do All of These Claims Work

Introduction

Sedgwick administers Short Term Disability claims as well as some other claim types that may be useful to you. However, if you need to miss time from work due to an injury that occurred at work, that may qualify as Workers' Compensation and you need to contact your supervisor to discuss that further.

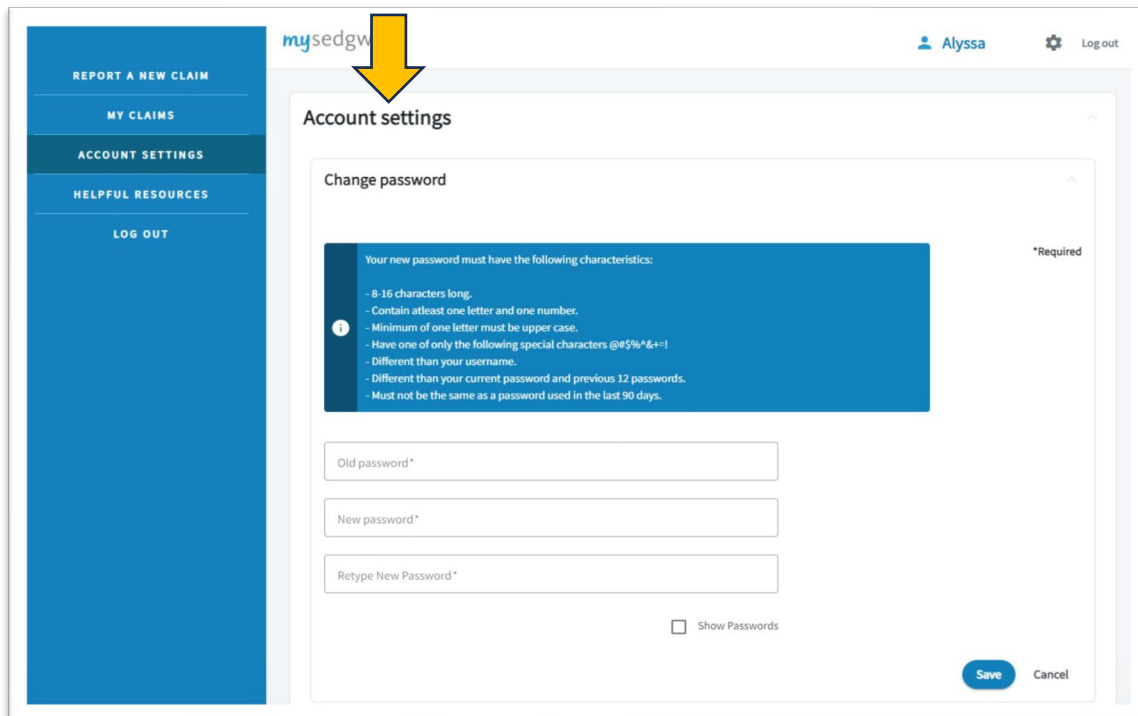
What is a Short Term Disability Claim?

Short Term Disability is a benefit your company provides you when you're limited from working due to a disability, which could include birth of a child, an unexpected illness, a planned medical procedure, or an injury that happened outside of work. It is a paid benefit that ensures you'll still receive a portion of your wages while you take some time off to care for yourself. Your company has chosen Sedgwick to administer that benefit for you.

If you need time off to care for yourself, you might need a Family and Medical Leave Act claim that would run concurrent with your Short Term Disability. Sometimes, associates have a condition that limits their functionality at work, requiring a work accommodation. In that case, you may need a claim for ADA.

Helpful resources

The Helpful resources page is where you can learn about claims, view informational links, watch helpful videos, and access educational documents.



REPORT A NEW CLAIM
MY CLAIMS
ACCOUNT SETTINGS
HELPFUL RESOURCES
LOG OUT

mysedgw Alyssa Log out

Account settings

Change password

Your new password must have the following characteristics: *Required

- 8-16 characters long.
- Contain at least one letter and one number.
- Minimum of one letter must be upper case.
- Have one of only the following special characters @\$%*&+!@
- Different than your username.
- Different than your current password and previous 12 passwords.
- Must not be the same as a password used in the last 90 days.

Old password*

New password*

Retype New Password*

Show Passwords

Save Cancel

Account Settings:

- **Change password:** Enter your old password, then type your new password in both fields provided. Click **Save** to save your changes. New passwords must meet the requirements listed on this tab.
- **Change security questions:** Select a security question and enter your answer for each on this tab, then click **Save**.
- **Change multi-factor authentication:** Specify where you will receive multifactor authentication codes (**Email** and **Text/SMS**).
- **Change communication preferences:** Select your preferred language and specify the methods (**Email** and **Text/SMS**) through which Sedgwick may contact you with updates about your claim.

*This applies to your own claims only, not the claims of your employees.

Questions