mySedgwick Application Guide

mySedgwick provides online access to disability claims and leave of absence cases. You can view information about claims or cases including a history of payments, contact the claim specialist, and report the return to work date.

As a manager, you have access to claims/cases for associates within your area of responsibility, which enables you to search for an associate and report claims or absences on their behalf.

mySedgwick can be accessed from any web browser. You can get current claim/case information from your personal computer, tablet, and other mobile devices in an easily navigated view that automatically adjusts to screen size. Those accessing the application from a desktop or laptop can view a larger amount of information at a glance, while those accessing it from a tablet or smartphone can view this information in a condensed and expandable form.

This application guide is a step-by-step reference document to help you navigate mySedgwick for others. For assistance with accessing mySedgwick to review your own claims/cases, refer to the mySedgwick Application Guide—Basic.

Visit mySedgwick.com/Walmart to access mySedgwick from your desktop or mobile device.
mySedgwick is available on the following browsers: Internet Explorer 8 or above and Google Chrome.

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Accessing mySedgwick

Open One.Walmart.com and click the **mySedgwick** link to automatically sign in to mySedgwick.

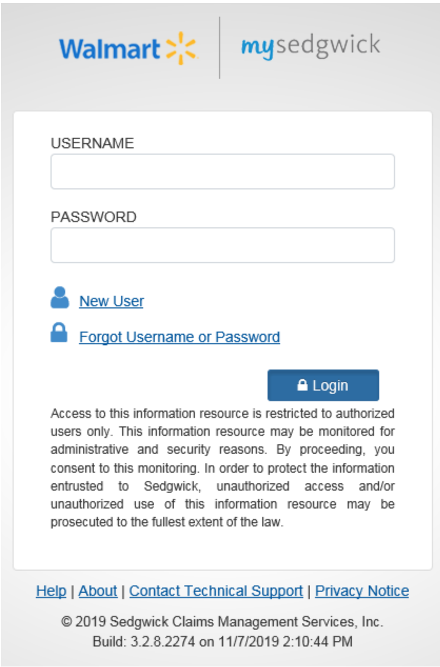
One.Walmart.com: ME>LEAVE OF ABSENCE (LOA) > mySedgwick (LOA Claims)

Note: If you are accessing mySedgwick outside of Walmart’s network from a desktop or mobile device, you will need to register a new user account. See the next page for instructions.

New User Registration

If you are accessing mySedgwick outside of Walmart's network, you will need to register a new user account.
You will see the same information in mySedgwick as when you log in through internal sign-on.

Note: If you have already registered as a new user to mySedgwick outside of Walmart's network, you will not need to re-register to use the Advanced Functions found in this guide.



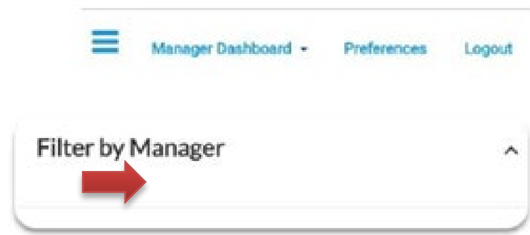
<u>To register:</u>

1. Go to https://www.mySedgwick.com/Walmart
2. From the Login page, click **New User**.
3. Complete the **Personal Information** section of the Registration Page.
4. Click **Next**.
5. If necessary, complete the **Your Case/Claim Information** section by entering your case/claim number.
6. Enter a **Username** and **Password**. You may use your OneWalmart Username.
7. Select a **Security Question** from the drop-down menu and enter your **Security Question Answer**.
8. Click **Submit**.

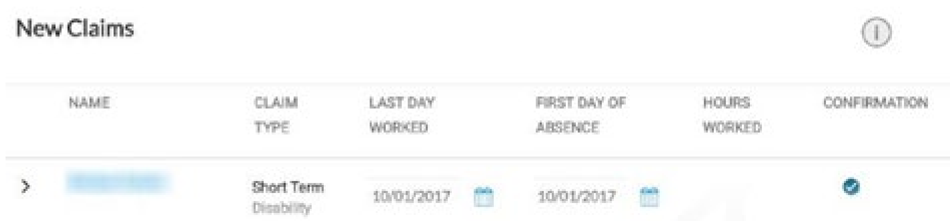
Forgot your password? If you cannot remember your password, click **Forgot Username or Password** and enter your **Username.** If your username is recognized, Sedgwick will email your password to you. If you cannot remember your username, contact the Sedgwick Technical Applications Team at (866) 647-7610.

Manager Dashboard

The Manager Dashboard in mySedgwick provides at-a-glance information about your associates' claims via the **New Claims**, **Notifications**, and **Associates Off Work** sections. Additional features allow you to filter claims by manager, confirm return-to-work dates, search for an associate, communicate with a claims specialist, and learn more about disability and leave claims.



To easily access the features described below, click the menu button in the upper-left corner from the Manager Dashboard, as shown in the example to the right.



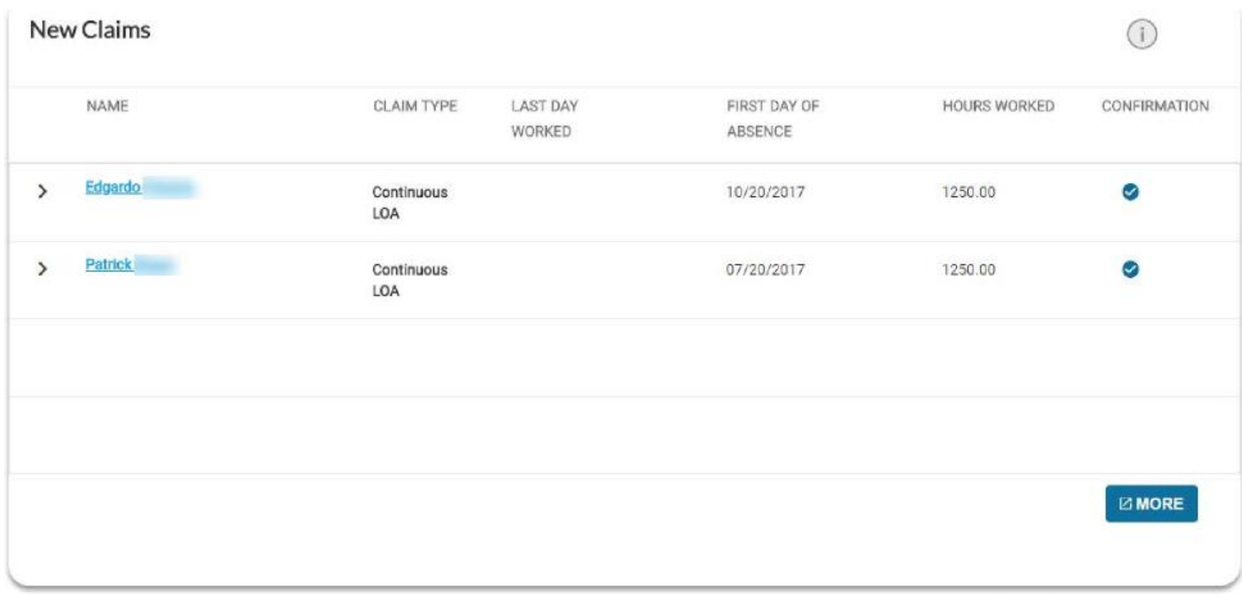
To explore a section in more depth, click 

. To return to this dashboard at any time, click **Manager Dashboard** at the top of the page.

Filter by Manager

Managers with associates that both directly and indirectly report to them can filter and include either group of associates. From the **Filter by Manager** section, search for and select other managers to add them to your dashboard and view information about their direct reports.

If you do not have direct reports, your dashboard will not display any information. Search for and select one or more managers from this feature to view their associates' claims. Select the **Include Indirect Reports** option to view all associates within the selected managers' organizations.

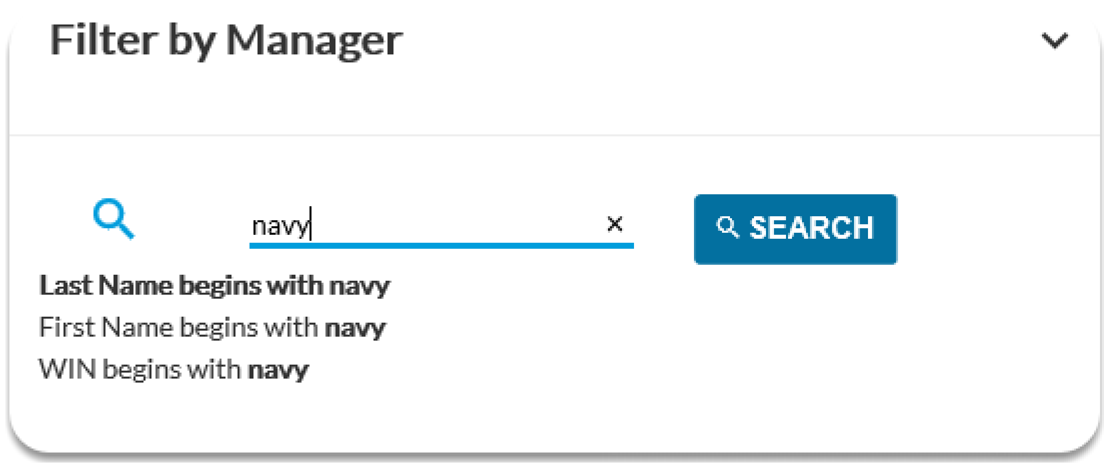


Manager Dashboard Continued

New Claims

The **New Claims** section displays new claims that associates have recently filed, displaying the last day worked, first day absent, and hours worked for each associate's claim. You can update this information if changes are necessary, or click the checkbox to confirm that everything is correct.

Click an associate's name to view that associate's dashboard and get additional claim information.



mysedgwick

Notifications

The **Notifications** section displays updates and important events regarding your associates' claims.

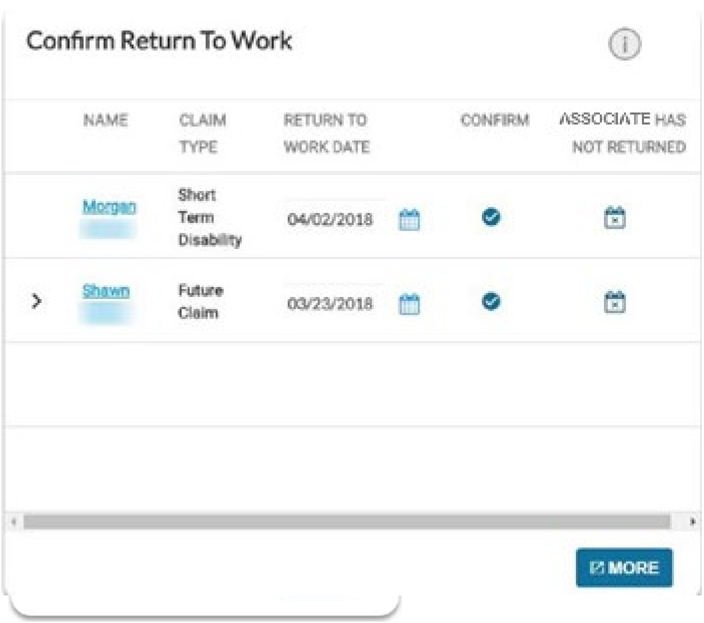
Click to select the types of notifications displayed. Click > name to view additional information about a notification. Click an associate's name to view their Associate Dashboard. Click to remove a notification.

Manager Dashboard Continued

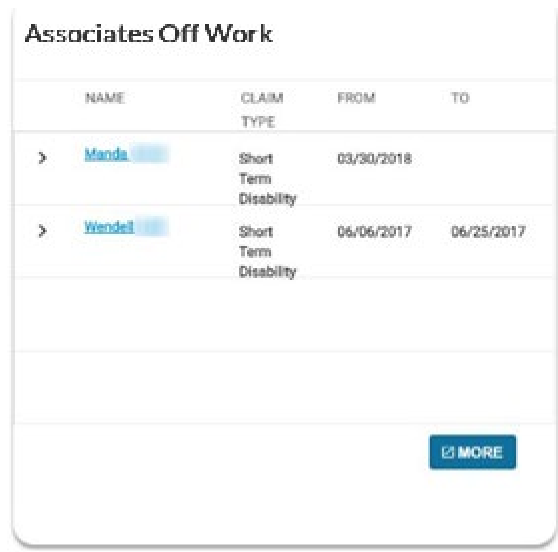
Associates Off Work

This section displays associates who are currently off work, the type of claim that resulted in the absence, and the dates they will be absent. Click > to see all the claims an associate currently has. Click the associate's name to view their Associate Dashboard.

Confirm Return to Work

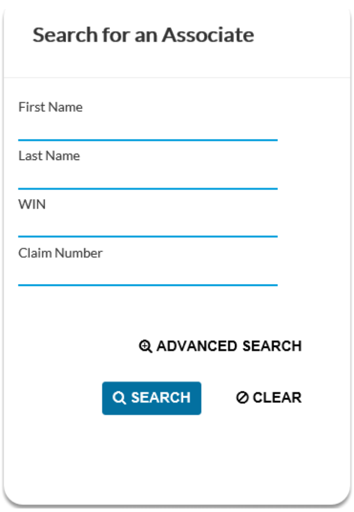


From this section, you can confirm that an associate has actually returned to the workplace, update their **Return to Work Date** or indicate that the **Associate Has Not Returned**.



Manager Dashboard Continued

Search for an Associate



The **Search** section allows you to search for a specific associate to view their associate dashboard and other important information like claim(s) status and leave balances or file a new claim on their behalf.

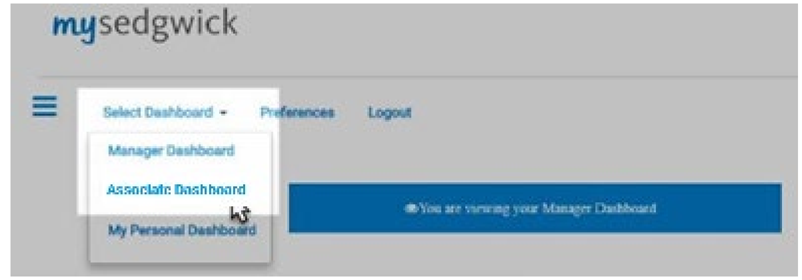
You can search by:

- First Name
- Last Name
- WIN
- Claim Number

Click **Advanced Search** to access additional search options such as the type of claim, dates, claim status, and sub status. You can also search by leave absence status and cause, allowing you to identify leaves that are not associated with other types of claims such as disability claims

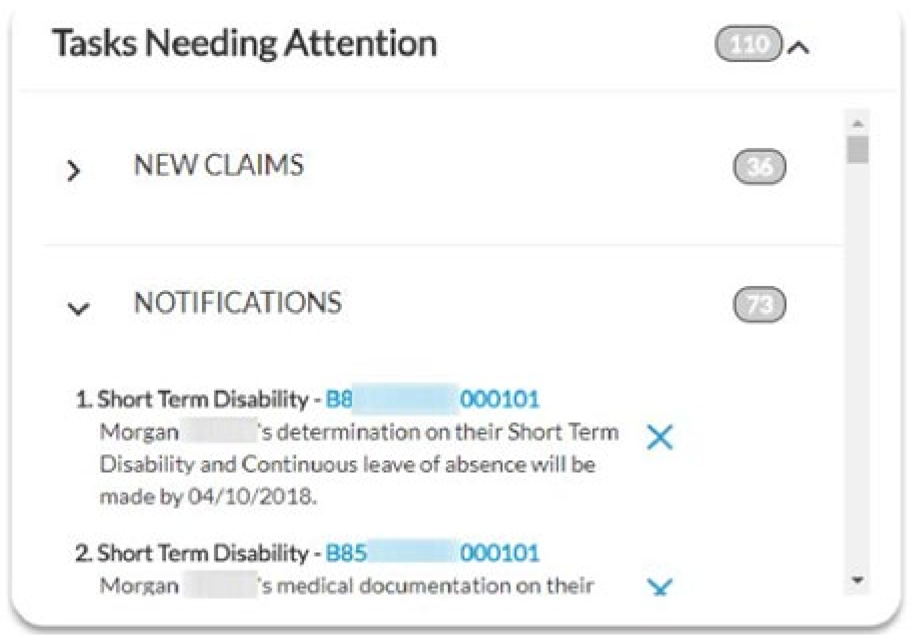
Search Results

The search results provide information about claims matching your criteria as well as features for working with those claims directly:



- **Name**: Click the associate's name to open the Manager's view of the Associate Dashboard where you can view any **Tasks Requiring Attention** as well as their **Leave Calendar**, **Communication Center**, and **Activity Stream**.
- **Claim Number**: Click the claim number to open the Claim Overview page and view details about the claim.
- **Start A New Claim**: Create a new claim for those associates returned in the search results who do not yet have a claim.
- **Export**: Click the **Select One** drop-down menu below the search results list and choose whether to save your results as a PDF or CSV file, then click **EXPORT**

Associate Dashboard



The Associate Dashboard provides managers a view of the associate's leave calendar, activity stream and a communication center for interacting with the examiner. It also provides a combined list of tasks needing attention, providing quick and easy access to items requiring your consideration.

To access these features, select an associate from the Manager Dashboard or click **Select Dashboard** and choose **Associate Dashboard** to search for an associate and view their information, as shown above. The blue banner near the top of the page will change to display *"You are viewing <associate's> Associate Dashboard."*

Tasks Needing Attention

The **Tasks Needing Attention** feature is available at the top of the Associate Dashboard, providing a combined listed of tasks needing your consideration, such as confirmation of new claims and associates that have returned to work, and acknowledgment of notifications about important claim events. The total number of tasks is available at a glance; click the down arrow to expand the section and view tasks by group.

Three groups of tasks needing attention are displayed: **New Claims** that require confirmation, **Notifications** of information that need to be addressed, and a **Confirm Return to Work** group. All three group headings display the number of tasks requiring attention within their group.

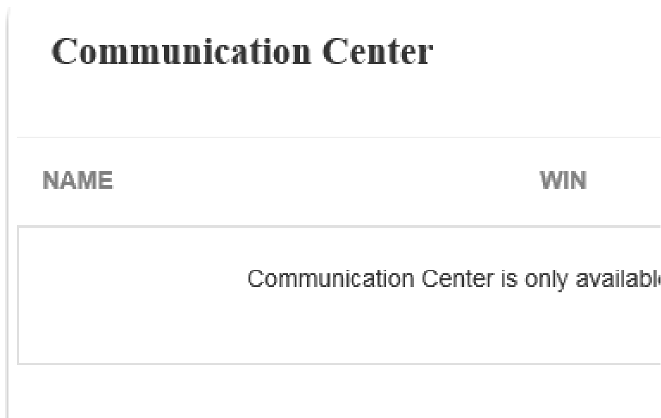
These groups provide the same information and functionality as their corresponding sections on the Manager Dashboard. Completing a task removes it from this task list as well as the Manager Dashboard.

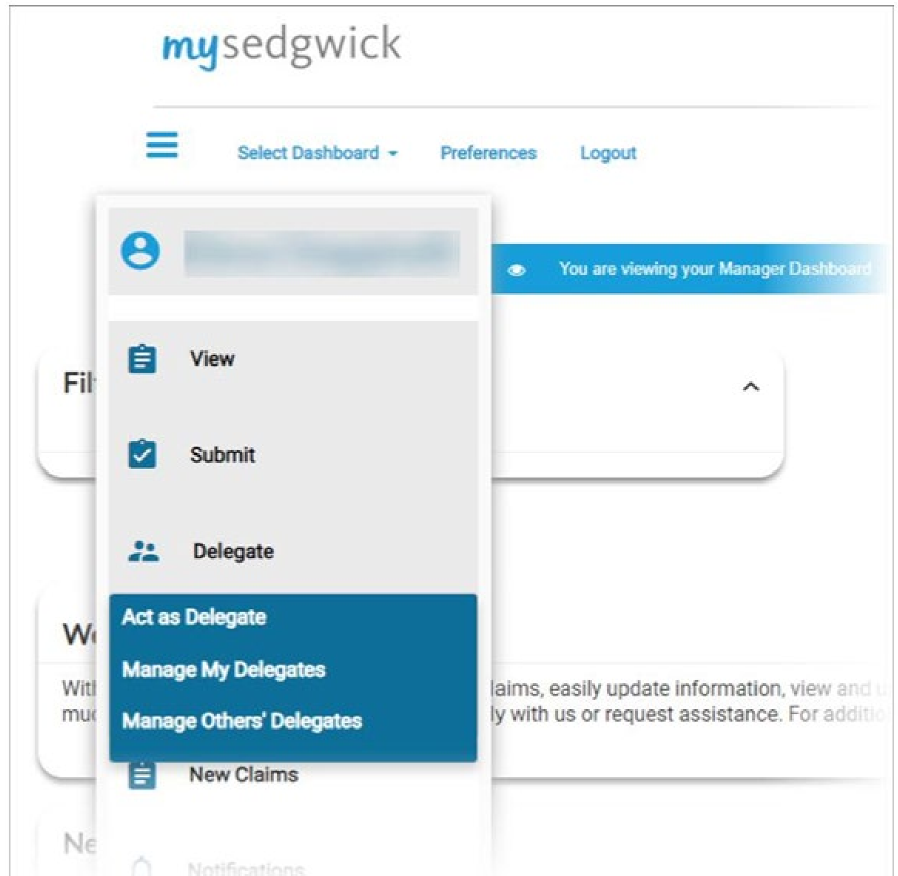
To expand a group and view specific tasks, click the arrow beside the group.

Contacting a Claim Specialist

The **Communication Center** enables you to communicate directly with a Claim Specialist through mySedgwick. Click **Open** to start a conversation thread and type your question or message to a claim specialist in the text box at the bottom of the section. The claim specialist will be notified of the message and will take action on your request by the end of the following business day. Each secure correspondence will be timestamped and documented in the claim notes.

Remember to provide the best times to call back so the Claim Specialist can contact you directly at your convenience.





What is a Delegate?

Delegates can act on behalf of those that assigned them as a delegate (usually in their absence), to perform certain actions during a specified timeframe within mySedgwick. For example, an executive goes out of town and wants an assistant to manage their associates during the absence. The executive adds the assistant as a delegate so the assistant can act on behalf of the executive.

If you can delegate activities to another user or if you have been assigned to act on someone's behalf, the **Delegate** option on the navigation menu at the top of the page presents the following choices:

- **<u>Act as Delegate</u>**: Any user who has been assigned to act as a delegate for another can access this feature. You may only act as a delegate for someone else if they have assigned you to do so. See page 2 for details.
- **<u>Manage My Delegates</u>**: Those with access to this feature (typically managers or supervisors who oversee multiple associates) can assign others access to their associates' claims and select associated permissions. See page 2 for details.
- **<u>Manage Others' Delegates</u>**: Those responsible for overseeing many associates and managers can manage the delegates and permissions assigned for others. See page 6 for details.

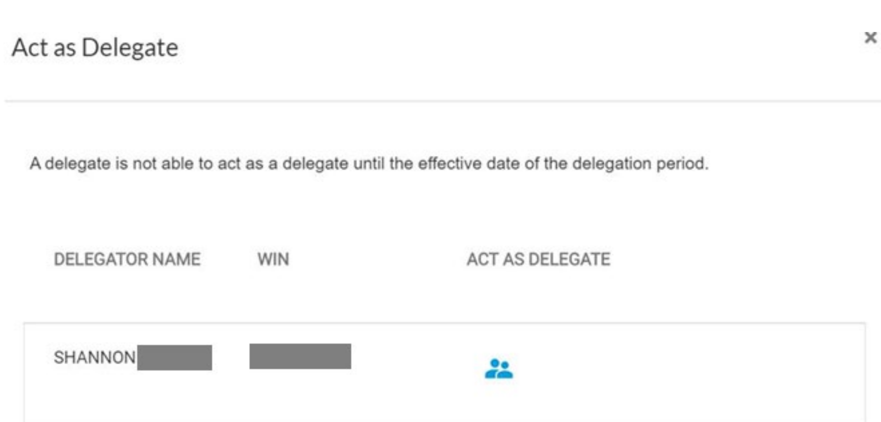
Note: *This feature is available only to users with the proper authority, such as supervisors or managers.* ***You may assign multiple delegates, as needed.*** *You may only act as a delegate when another supervisor or manager has assigned you as their delegate.*

Acting as a Delegate

While acting as a delegate for another, you can view the claims of associates who report to the delegator and perform certain actions on those claims, such as confirm return to work dates or report new claims. You can only perform the functions for which you have been given permission, and you can only act on claims for associates assigned to the delegator. Delegates cannot act on their own claims.

To act as a delegate:

1. Click ☰ at the top of any page to open the navigation menu.
2. Click **Delegate**, and then select **Act as Delegate**. An **Act as Delegate** pane opens, listing the delegator(s) for whom you are currently assigned as a delegate:



3. Click **Act as Delegate**

The delegator's Manager Dashboard opens, displaying claims and associates to which they have access. Also, a message displays at the top of the dashboard and every subsequent page you visit, reminding you that you are acting as a delegate.

To stop acting as a delegate, click in the message at the top of the page

Managing Delegates

There are three steps to establishing another mySedgwick user as a delegate to act on your behalf:

1. Search for an associate and select them as your delegate
2. Edit the period during which they may act as your delegate
3. Manage their permissions

Note: Depending on your level of security or any employer-specific customizations, the features listed here may be limited or appear differently than described.

What are *permissions*?

Permissions are the functions that you can allow or prevent a delegate from performing. Delegates can only perform the functions granted to them when they act as your delegate.

You can grant or deny the following permissions:

- Report intermittent absence: If granted, the delegate can report an intermittent absence for you and your associates.
- Length of time a delegate has remaining: If granted, the delegate can extend the delegation period (the amount of time before delegation privileges expire). Delegation periods are 365 days.
- Report new claim: If granted, the delegate can report a new claim for you and your associates.

Note: All permissions are granted by default, so if you want a delegate to be limited, you must edit their permissions from the Manage My Delegates or Manage Other Delegates pages. Remove associates as your delegates when the privilege is no longer needed.

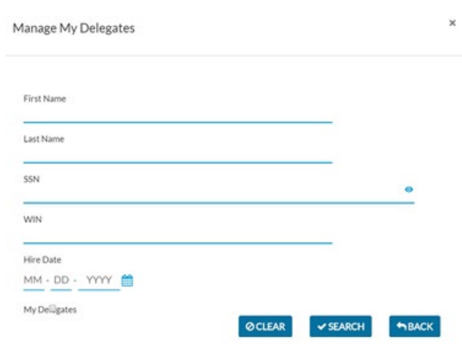
Searching For and Selecting a Delegate

To search for another mySedgwick user and designate them as your delegate:

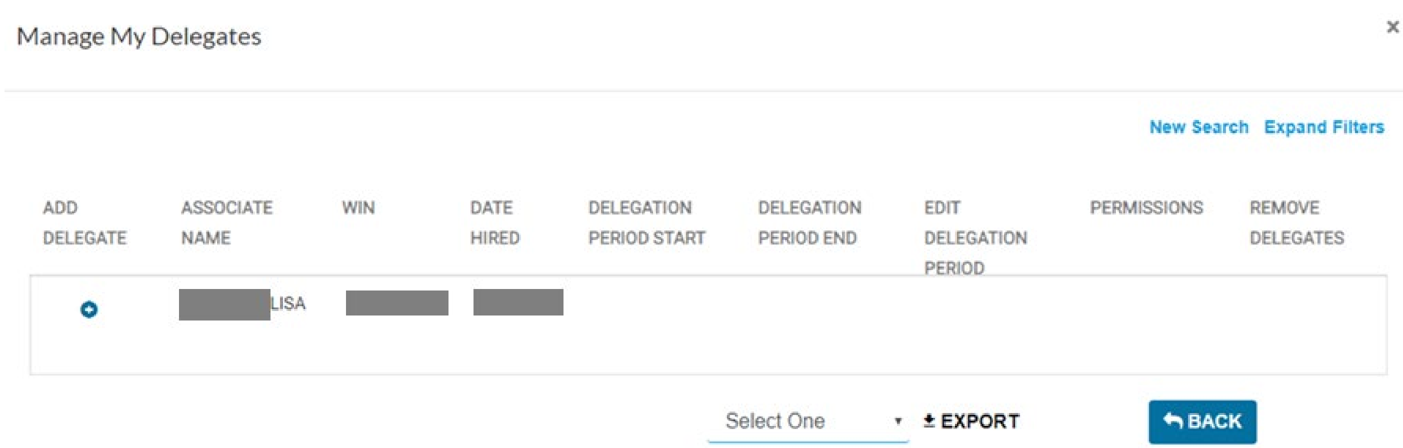
1. Click at the top of any page to open the navigation menu.
2. Click **Delegate**, then select **Manage My Delegates**. A Manage My Delegates pane opens, providing fields where you can enter criteria for finding a user:

3. To list users you have previously designated as delegates, leave all search fields blank and select **My Delegates**.

Managing Delegates Continued



4. After specifying your criteria, click **Search**. A list of users matching your search is displayed.
5. Click **Add Delegate** beside the users you wish to designate as your delegate.



Once you have added a delegate, you can edit their delegation period and change their permissions.

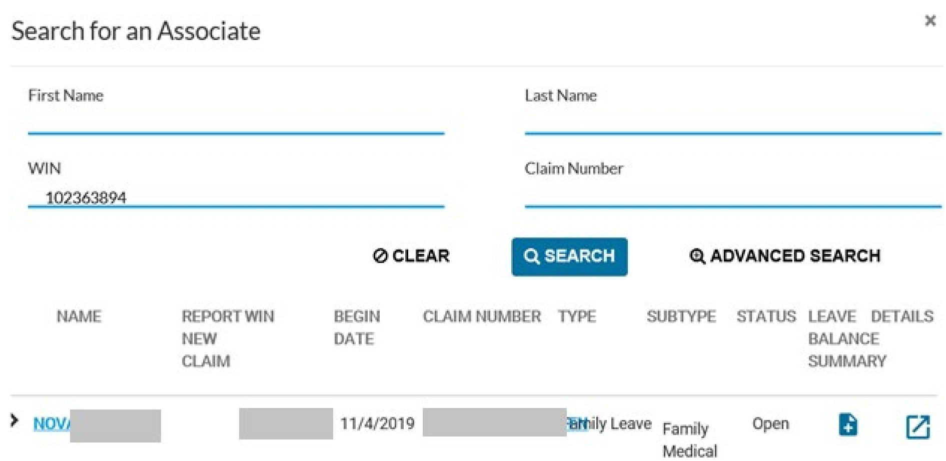
To search for another user or modify your search criteria, click **New Search** or **Expand Filters**, respectively.

To end a delegate's access early, follow the steps above to locate them in the Manage My Delegates pane, and then click **Remove Delegates.**

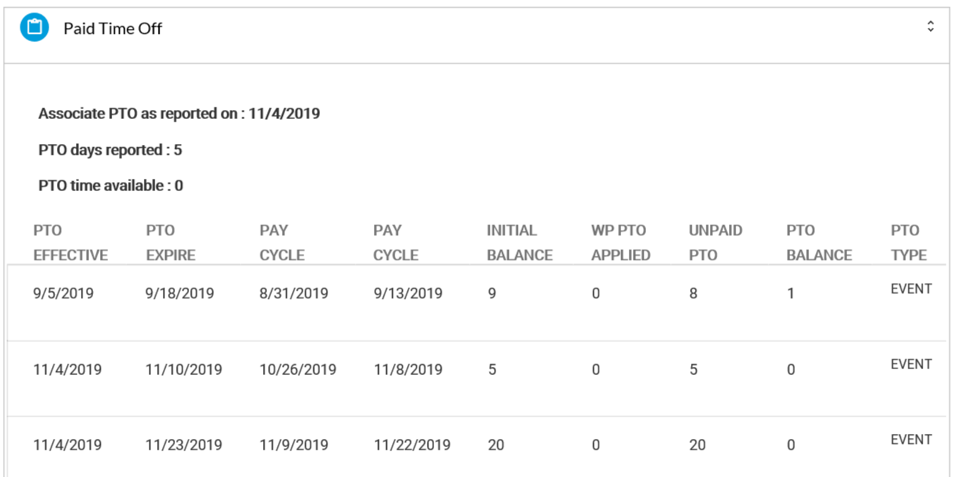
Paid Time Off Tool

The **PTO Tool** provides a snapshot of the PTO salaried associates have used each pay period while out on leave. It also helps with managing salaried PTO usage as well as assistance in answering pay questions as they arise.

Search for an associate using **Search for an Associate** function or open an associate's claim listed under Associates Off Work. You may also click on **Advance Search** and search by WIN. Click on the desired claim number after search results have populated.



Once the claim details have opened, expand the **Paid Time Off** drop down option by clicking the double arrows to view the PTO usage detail which is updated by Sedgwick.



Paid Time Off

Associate PTO as reported on : 11/4/2019

PTO days reported : 5

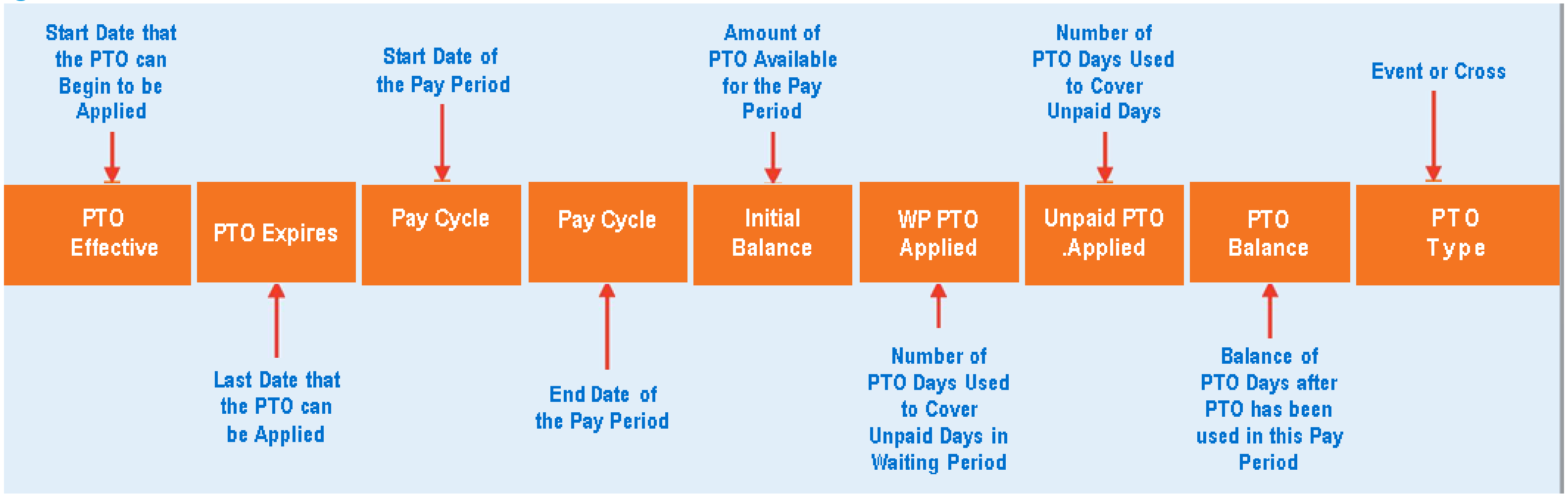
PTO time available : 0

PTO EFFECTIVE	PTO EXPIRE	PAY CYCLE	PAY CYCLE	INITIAL BALANCE	WP PTO APPLIED	UNPAID PTO	PTO BALANCE	PTO TYPE
9/5/2019	9/18/2019	8/31/2019	9/13/2019	9	0	8	1	EVENT
11/4/2019	11/10/2019	10/26/2019	11/8/2019	5	0	5	0	EVENT
11/4/2019	11/23/2019	11/9/2019	11/22/2019	20	0	20	0	EVENT

Note: It may take the examiner up to 24 hours to update the PTO information

Paid Time Off Tool Continued

Understanding the Paid Time Off columns:



Items to Note:

- Generally the PTO Effective and PTO Expires dates correspond to the dates of the leave.
- You should review the associate's Initial Balance to ensure the associate has the amount of PTO available for their election while out on a leave of absence.
- Call Sedgwick to report any changes to the associate's PTO balance as an incorrect amount can be pay impacting.
- The PTO Usage Tool only monitors PTO used while out on a leave. PTO used outside of a leave of absence managed by Sedgwick, will not be reflected on this tool.
- If you have any questions regarding this tool, please contact Sedgwick or LOAQOD@wal-mart.com .
- There are two types of PTO: EVENT and CROSS.
  – EVENT = Normal PTO Bucket
  – CROSS = Indicates the associate is using PTO from the new PTO bucket when a leave crosses over 2/1 each year.
- In a crossover claim/case, the PTO Expire column, for rows marked as EVENT, will always show an expiration date of 1/31 as this is the date the PTO bucket expires for the associate.
- In the CROSS row, the PTO Expire date will be listed as the last date of the absence, in which PTO can be applied for that case/claim.
- If an associate has PTO leftover from their old PTO bucket, these days will be carried over and added to their new PTO bucket for use after 2/1.

PTO Tool Scenario #1

SCENARIO 1:

- Associate requests STD claim and elected 24 days of PTO at intake.
- 6 days of PTO are used for scheduled days in the Waiting Period.
- The last 5 days of the STD claim are denied and 5 PTO days are used to cover that time.
- Before associate RTW from STD claim, on 5/19, their mother passes away and they report bereavement leave, after the 3 scheduled days paid by Walmart, and elect 20 days of PTO for this absence.

PTO Usage Tool in mySedgwick:

PTO Effective	PTO Expire	Pay Cycle	Pay Cycle	Initial Balance	WP PTO Applied	PTO Applied to Unpaid days	PTO Balance	PTO Type
3/6/2018	5/16/2018	3/3/2018	3/16/2018	24	6	0	18	EVENT
3/6/2018	5/16/2018	5/12/2018	5/25/2018	18	0	5	13	EVENT
5/22/2018	6/30/2018	5/12/2018	5/25/2018	20	0	2	18	EVENT

Items to Note:

1. You will only see rows for pay periods that used PTO while the associate was out on leave.
2. You may see multiple rows for a pay period when the associate has one case end and a new case begin, where PTO is used on both cases, within the same pay period.

PTO Tool Scenario #2

SCENARIO 2:

- Associate requests STD claim that will cross over 2/1/2018
- At intake the associate elects 19 days from the 2017 PTO bucket and 10 days from their 2018 PTO bucket
- 6 days of PTO are used for scheduled days in the Waiting Period
- The last 30 days of the STD claim are denied
- 8 PTO days are used to cover that time from the 2017 PTO bucket and 2 days are used from the 2018 PTO bucket in the PPE 2/2/2018
- The associate also carry's over 5 PTO days from the 2017 PTO bucket and this is added to the 10 PTO days that the associate elected from their 2018 PTO bucket

PTO Usage Tool in mySedgwick:

PTO Effective	PTO Expire	Pay Cycle	Pay Cycle	Initial Balance	WP PTO Applied	PTO Applied to Unpaid days	PTO Balance	PTO Type
1/6/2018	1/31/2018	1/6/2018	1/19/2018	19	6	0	13	EVENT
1/6/2018	1/31/2018	1/20/2018	2/2/2018	13	0	8	5	EVENT
2/1/2018	3/30/2018	1/20/2018	2/2/2018	15	0	2	13	CROSS
2/1/2018	3/30/2018	2/3/2018	2/16/2018	13	0	10	3	CROSS

PTO Tool Scenario #3

SCENARIO 3:

- Associate requests leave case and elected 24 day of PTO at intake.
- 20 days of Unpaid PTO are used for scheduled days in the leave
- The HRM calls in to advise that the associate did not have any PTO available to use and the PTO balance is changed to 0
- This results in an overpayment of PTO time to the associate and a negative balance is now visible on the PTO Usage tool

PTO Usage Tool in mySedgwick BEFORE PTO Balance Change (24):

PTO Effective	PTO Expire	Pay Cycle	Pay Cycle	Initial Balance	WP PTO Applied	PTO Applied to Unpaid days	PTO Balance	PTO Type
2/4/2018	5/1/2018	2/3/2018	2/16/2018	24	0	10	14	EVENT
2/4/2018	5/1/2018	2/17/2018	3/2/2018	14	0	10	4	EVENT
2/4/2018	5/1/2018	3/3/2018	3/16/2018	4	0	4	0	EVENT

PTO Usage Tool in mySedgwick AFTER PTO Balance Change (0):

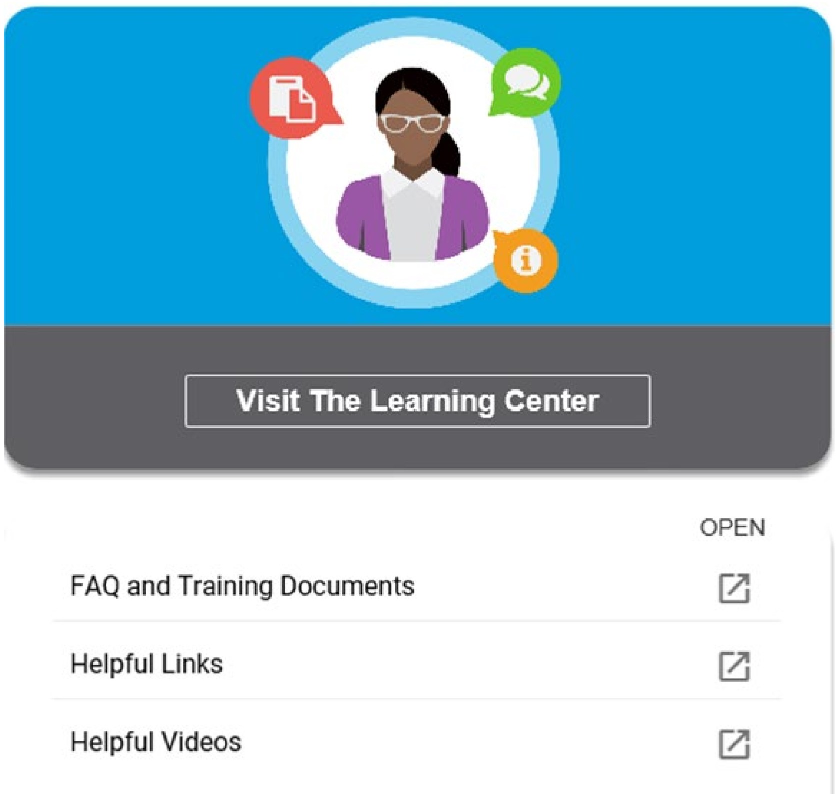
PTO Effective	PTO Expire	Pay Cycle	Pay Cycle	Initial Balance	WP PTO Applied	PTO Applied to Unpaid days	PTO Balance	PTO Type
2/4/2018	5/1/2018	2/3/2018	2/16/2018	0	0	10	-10	EVENT
2/4/2018	5/1/2018	2/17/2018	3/2/2018	0	0	10	-20	EVENT
2/4/2018	5/1/2018	3/3/2018	3/16/2018	0	0	4	-24	EVENT

Items to Note:

1. Negative numbers indicate that the associate used PTO and the balance has changed resulting in an overpayment.

Still Need Help?

The Learning Center is a document library offering information to assist and educate you throughout the claim process. Click **Visit The Learning Center** to open the Learning Center and read about Short Term Disability or FMLA leave. You can also access additional information and helpful links from this section of the dashboard.



- **FAQs and Training documents** page provides documents and frequently asked questions specific to Walmart.
- **Helpful Links** page contains a list of links based on claim/case type.
- **Helpful Videos** page contains a list of helpful videos.

Questions about a claim or case?

Contact your Claim Specialist at (800) 492-5678.

Questions about mySedgwick or technical support?

Contact the Sedgwick Technical Applications Team at (866) 647-7610.