

REFERENCE GUIDE

mySedgwick Guide for Supervisors and People Partners

for those managing associates with disability, leave of absence, or accommodation claims

With mySedgwick, you can access up-to-date claim information in real time for your associates, see who is off work, contact their examiner, learn more about the claim process, and more. This guide will walk you through accessing mySedgwick and using its features.

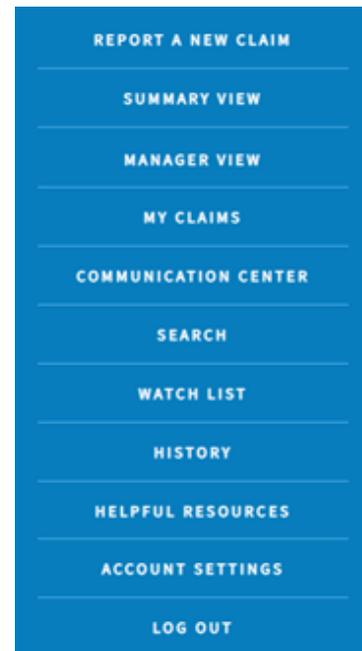
Navigation features

The bar at the top of the page includes icons for **Messages** (Communication center), **Search**, **Watch list**, **History**, **Account settings**, and **Log out**, features that are described below.



A navigation menu is displayed on the left side of each page and includes the following links:

- **Report a new claim:** If available, this link opens a separate browser tab where you can report a new claim.
- **Summary view:** Provides an at-a-glance summary of claim metrics in dashboard form. See page 3.
- **Manager view:** Appears after you log in and provides a manager-level overview of your direct reports' claims as described on page 3.
- **My claims:** Opens the My claims page, which displays your personal claim details. Refer to the **mySedgwick Guide for Associates** for more information.
- **Communication Center:** Opens the Communication center page, enabling you to communicate directly with the examiners assigned to your or your associates' claims. See page 16 for more information.
- **Search:** Opens the Claim search page; see page 16.
- **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. See page 18 for details.
- **History:** Displays a list of claims you've recently accessed. See page 18 for more details.
- **Account settings:** Allows you to change your password, update your security questions, and more. See page 19 for details.
- **Helpful resources:** Provides information about the claim process, helpful links to state websites, documents, and frequently asked questions. See page 20 for more information.
- **Log out:** Logs you out of mySedgwick.



Summary View

The Summary view page appears after you log in and provides an at-a-glance summary of claim metrics in a dashboard-style view. It also contains links to the **Communication center** and **Helpful resources**.

The screenshot shows the 'Summary View' dashboard for Walmart's mysedgwick portal. The interface includes a left-hand navigation menu with options like 'REPORT A NEW CLAIM', 'SUMMARY VIEW', 'MANAGER VIEW', 'MY CLAIMS', 'MY WORK SCHEDULE', 'COMMUNICATION CENTER', 'SEARCH', 'WATCH LIST', 'HISTORY', 'HELPFUL RESOURCES', 'MANAGE DELEGATES', 'ACCOUNT SETTINGS', and 'LOG OUT'. The main content area features several widgets: 'New claims' showing 0 today and 29/162 for the last 7/30 days; 'Returning to work' with a donut chart for full-day and reduced/restricted work; 'Associates off work' with a large '774' count; 'Report a claim' with a 'Start' button; 'Communication center' with a 'Visit' button; 'Open claims' with a donut chart for disability and leave; and 'Helpful resources' with links to the Learning Center, Documents, and Links.

Walmart | mysedgwick

Leslie [Email] [Search] [Star] [Refresh] [User] [Settings] Log out

New claims

TODAY: 0

LAST 7 DAYS: 29 | LAST 30 DAYS: 162

Returning to work

11 - FULL DAY
0 - REDUCED/RESTRICTED WORK

Associates off work

774

View Details

Report a claim

Start

Communication center

Have questions regarding a claim?
Visit the communication center to send messages directly to an examiner. Responses are provided within one business day.

Visit

Open claims

432 - DISABILITY
1677 - LEAVE

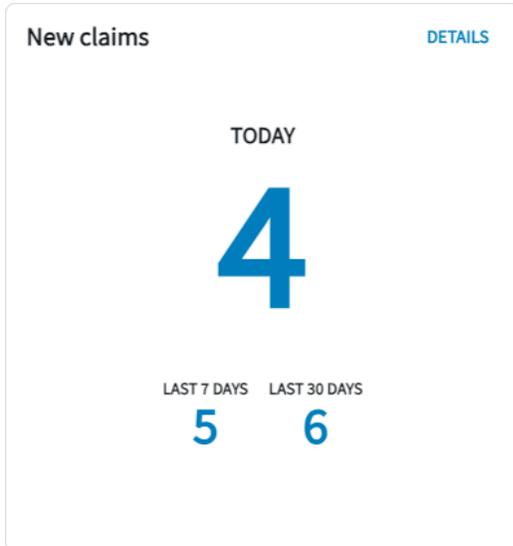
Helpful resources

Learning Center | Documents | Links

View | View | View

NEW CLAIMS

New claims displays the number of claims reported **Today**, the **Last 7 Days**, and the **Last 30 Days**; canceled and dismissed claims are not included in the counts.



Click **Details** to open the New claims page to see new claims within the last 30 days and additional information about each.

The table is titled "New claims" and shows "New claims past 30 days". It indicates "15 claims found" and includes a "Filter" button and a "Sort by" link. The table has four columns: CLAIM, NAME, DETAIL, and CONFIRM. There are five rows of claim data, each with a star icon next to the claim ID. At the bottom right, there is a download icon, an "Items per page:" dropdown set to "5", and a pagination control showing "1 - 5 of 15" with navigation arrows.

CLAIM	NAME	DETAIL	CONFIRM
Intermittent Leave - C402130280700001TC ☆	Michele Pacilli - 002264469	FIRST DAY ABSENT: 2/1/2024 HOURS WORKED: 2,500	✓
Short Term Disability - C462500005000101 ☆	Travis Hale - 001145926	FIRST DAY ABSENT: 2/6/2024 LAST DAY WORKED: 2/6/2024	✓
Continuous Leave - C402060280700001TC ☆	Robin Gettys - 001613100	FIRST DAY ABSENT: 2/6/2024 HOURS WORKED: 2,500	✓
Workers' Compensation - C462500014000101 ☆	Travis Hale - 001145926	DATE OF LOSS: 2/13/2024 DATE REPORTED TO SEDGWICK: 2/13/2024 CLAIM REOPENED: No	✓
Short Term Disability - C462500008000101 ☆	Robin Gettys - 001613100	FIRST DAY ABSENT: 2/2/2024 LAST DAY WORKED: 2/1/2024	✓

Click **Confirm** ✓ to confirm or edit the first day absent and hours worked. Note the following, which also apply to grids found on other pages accessed from the Summary view page:

- You can sort what’s displayed on a grid in ascending or descending order by choosing the appropriate field from the **Sort by** menu.
- The **Filter** option allows you to search what’s displayed on the grid.
- You can export information from this page to an Excel file by clicking the **Export**  button.

You can click **Additional parameters** to display search fields to find the claim(s) you want to see. Enter your search criteria, then click **Search** to see matching results.

New claims

New claims past 30 days

Additional parameters ^

Claim Number <small>0/30</small>	First Name <small>0/50</small>	Last Name <small>0/50</small>	Win <small>0/30</small>
Line of Business ▼	Begin Date 	End Date 	

Search
Clear

191 Claims found

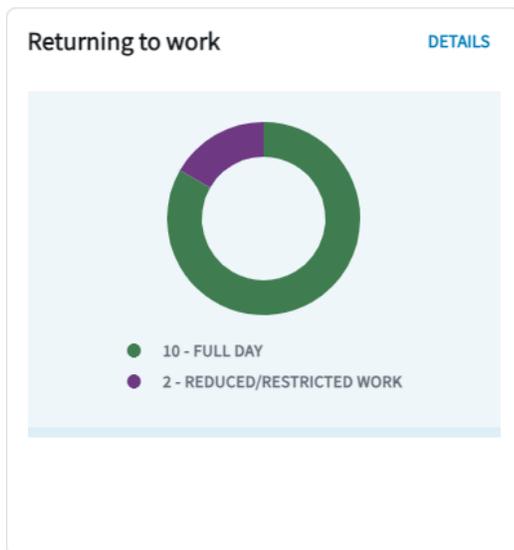
Filter

Sort by

CLAIM	NAME	DETAIL	CONFIRM
Future Claim - 4A2405YKRQ50001 ☆	Jamie Carson - 104718067	FIRST DAY ABSENT: 5/24/2024 LAST DAY WORKED: 5/23/2024	✓

RETURNING TO WORK

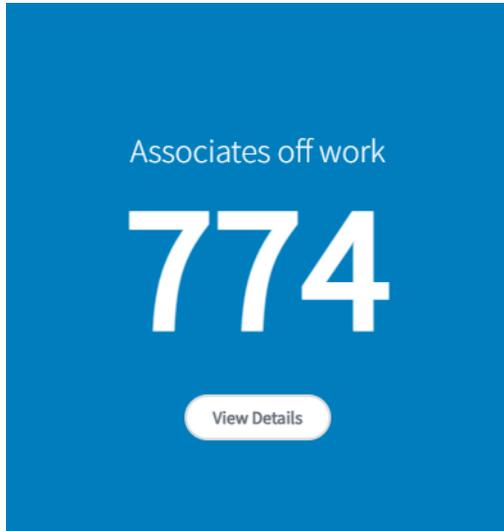
Returning to work displays a pie chart showing claim counts by return-to-work type: **Full Day** (green) and **Reduced/Restricted Work** (purple).



Click anywhere on this pie chart to open the Returning to work page that lists claims with unconfirmed return to work dates.

ASSOCIATES OFF WORK

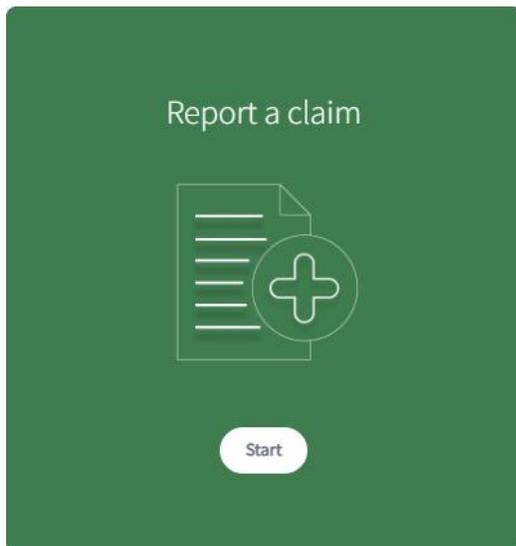
Associates off work displays the number of Associates off work. Associates whose only claim is an intermittent leave claim are not included in the count.



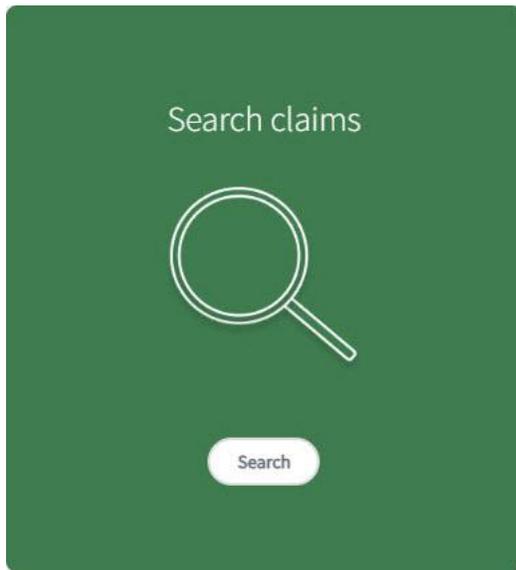
Click **View Details** to open the Associates off work page that lists claims with Associates on approved off-work periods. Refer to the **New claims** section, which contains the same features as well as an **Actions**  column with options that vary by claim type.

REPORT A CLAIM / SEARCH CLAIMS

If you have access, **Report a claim** provides a link to report a new claim. Click **Start** to begin.



If you do not have access to report a claim, **Search claims** is shown in its place.



OPEN CLAIMS

Open claims displays a pie chart showing counts for open and pending/future claims by claim type: **Disability** (blue), **Leave** (purple), and **Workers Compensation** (green).



Click anywhere on the chart to open the Open claims page, where you can see a detailed list of the claims included in the counts.

Manager view

The Manager view presents you with a manager-level overview of your direct reports' claims or claims of those you support as a People Partner. To also see the claims of your indirect reports (i.e., those who report to your direct reports), select the **Include indirect reports** toggle.

mysedgwick

REPORT A NEW CLAIM

MANAGER VIEW

MY CLAIMS

COMMUNICATION CENTER

SEARCH

WATCH LIST

HISTORY

HELPFUL RESOURCES

ACCOUNT SETTINGS

LOG OUT

Manager view

Filter by manager

Include indirect reports

Manager view My claims

Giles Hillary - 5132932576

Hello Giles, here are some important reminders.

- Supporting documentation is required for one claim(s) as early as 12/22/2023..

Report a new claim

Communication center

Helpful resources

NEW CLAIMS NOTIFICATIONS RETURN TO WORK OFF WORK

Filter Sort by

CLAIM	NAME	DETAIL	CONFIRM
Continuous Leave - C404020191500002AA ★	West Nora - 5132932568	FIRST DAY ABSENT: 4/2/2024 HOURS WORKED: 0	✓
Continuous Leave - C401080191500006AA ☆	Jones Jazlene - 5132932571	FIRST DAY ABSENT: 8/8/2022 HOURS WORKED: 0	✓
Short Term Disability - C468100048000101 ★	Jones Jazlene - 5132932571	FIRST DAY ABSENT: 4/23/2024 LAST DAY WORKED: 4/23/2024	✓
Continuous Leave - C404230191500001AA ★	Jones Jazlene - 5132932571	FIRST DAY ABSENT: 4/23/2024 HOURS WORKED: 0	✓
Continuous Leave - C402080191500001AA ☆	Jacobs Ellene - 6243043609	FIRST DAY ABSENT: 1/2/2024 HOURS WORKED: 1,250.04	✓

Items per page: 5 1 - 5 of 7

Communication center

Have questions regarding a claim?

Visit the communication center to send messages directly to a LOA Specialist. Responses are provided within one business day.

Visit

Helpful resources

Learning Center Documents Videos Links

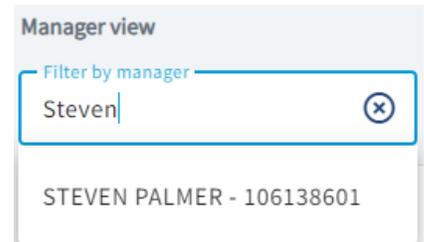
View View View View

sedgwick

© 2024 SEDGWICK CONTACT SUPPORT PRIVACY POLICY TERMS AND CONDITIONS HELP

MANAGER FILTER

The **Manager** filter in 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.



MAIN SECTION AND TABS

Messages  and **Notifications**  icons display the number of unread messages in the **Communications center** and undismissed items on the **Notifications** tab. To view a claim from here or any other page, click the claim number. Sort what's displayed on any grid in ascending or descending order by choosing the appropriate field from the **Sort by** menu.

The main section of the Manager view page includes important reminders and quick links (i.e., links to commonly used features, such as the **Communication center**), as well as the following tabs:

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

NEW CLAIMS	NOTIFICATIONS	RETURN TO WORK	OFF WORK
Filter			
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 - C204070618200002TC ★	James Feng - 2009381	FIRST DAY ABSENT: 4/1/2022 HOURS WORKED: 2,000	✓

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

NEW CLAIMS NOTIFICATIONS RETURN TO WORK OFF WORK				
				↓ Date
CLAIM	NAME	MESSAGE	DATE	DISMISS
Continuous Leave - C40111061820001AA ☆	James Feng	James Feng's determination on their Continuous leave will be made by 2/6/2024.	02/06/2024	
Continuous Leave - C40111061820001AA ☆	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 |< < > >|

- **Return to Work:** Contains a list of return-to-work dates for your associates' 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**.

NEW CLAIMS NOTIFICATIONS RETURN TO WORK OFF WORK			
			↓ Return to work
CLAIM	NAME	RETURN TO WORK	CONFIRM
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	

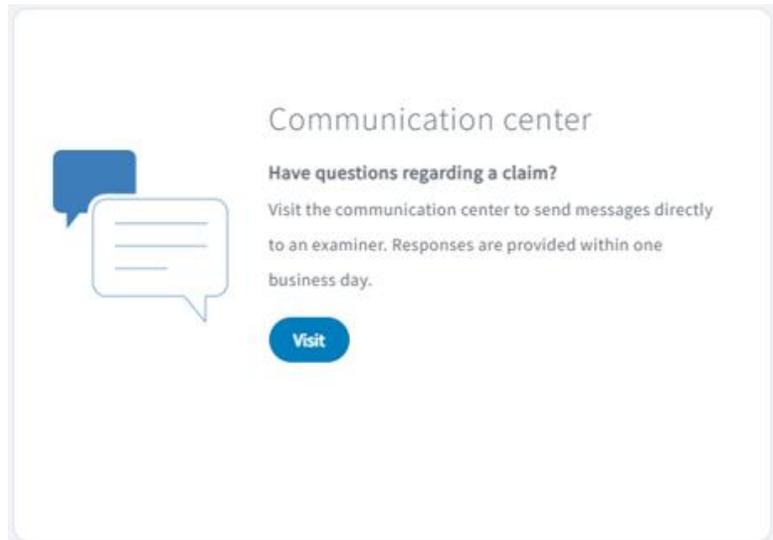
- **Off Work:** Displays a list of off-work date ranges for your associates. Select the **Actions**  menu to report a return to work for the associate or perform another action (options vary).

NEW CLAIMS	NOTIFICATIONS	RETURN TO WORK	OFF WORK	
Filter ↓ From				
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		⋮
				↓

COMMUNICATION CENTER

The **Communication center** enables you to communicate directly with the examiner on a claim.

Click **Visit** to open the Communication center described on page 16 to view and send messages to an examiner.



HELPFUL RESOURCES

This page also includes links to the Helpful resources page, described on page 20.

Associate's Claims

When you select an associate name, the associate's claims page opens. This page presents you with an overview of claims for the selected associate.

my.sedgwick

Giles

My claims

West Nora - claims

West Nora - 5132932568

Hello Giles, there are currently no important reminders for your employee(s)' claim(s).

- Report a new claim
- Communication center
- Helpful resources

CLAIM	STATUS	DETAIL	ACTIONS
Continuous Leave - C404020191500002AA ★	Open - Pending	BEGIN DATE: 4/2/2024 LEAVE TYPE: Employee Medical	⋮
Continuous Leave - C402070191500001TC ☆	Open - Pending	BEGIN DATE: 1/29/2024 LEAVE TYPE: Accommodation	⋮
Continuous Leave - C402050191500002AA ★	Open - Pending	BEGIN DATE: 12/13/2023 LEAVE TYPE: Employee Medical	⋮
Short Term Disability - C468100035000101 ☆	Open - Pending	BEGIN DATE: 12/13/2023	⋮
Workers' Compensation - C468100039000101 ☆	Open	DATE OF LOSS: 10/6/2023	⋮

Items per page: 5 1 - 5 of 18

PAYMENTS NEW CLAIMS NOTIFICATIONS RETURN TO WORK OFF WORK

No payments have been issued for your open claim(s)

This page includes the same features as the Manager view page but also includes the following:

- A list of the associate'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).

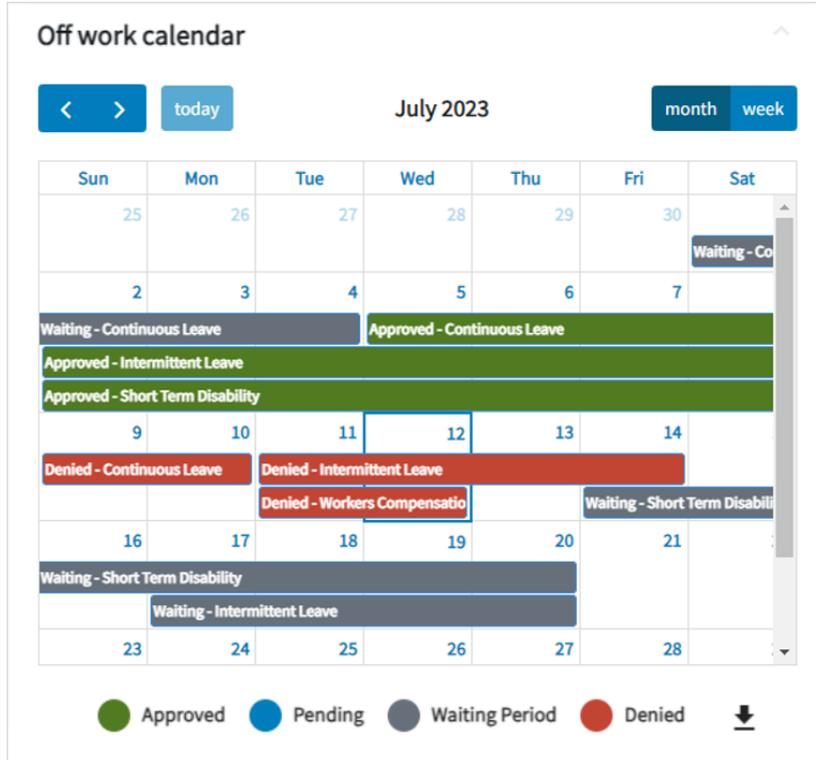
- Payments** tab: Displays a list of payments made for open claims in the past 12 months, starting with the most recent. Shown are each payment's **Issue Date**, **Payee**, **Amount**, **Payment Method**, and payment details (**Detail**). Note the following:
 - If a payment is scheduled, a message informs you when the next payment will be sent.
 - An icon in the **Payee** column helps to indicate whether the payee is a claimant or a medical provider.
 - You can export information from this tab to an Excel file by clicking **Export** .

PAYMENTS NEW CLAIMS NOTIFICATIONS RETURN TO WORK OFF WORK				
Filter Issue Date				
ISSUE DATE	PAYEE	AMOUNT	PAYMENT METHOD	DETAIL
7/3/2022 	 John Doe	\$200.00	Check VOID	MAILING ADDRESS: 123 Elm Street, Memphis, TN 38017 FROM TO: 7/3/2022 - 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: 7/2/2022 - 8/1/2022 GROSS-NET: \$300.00 - \$200.00 
7/2/2022 	 John Doe	\$1,000.00	Voucher 	FROM TO: 7/3/2022 - 8/1/2022

Payment history for past 12 months. 

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

- **Off work calendar** section: The **Off work calendar** displays a calendar-view of the associates 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 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

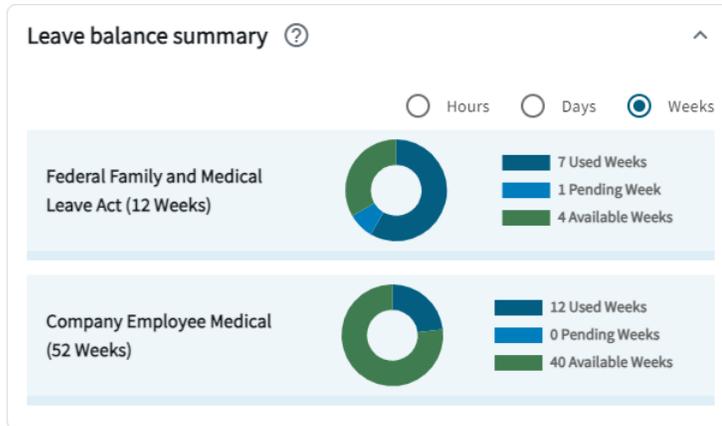
Current Work Status: OFF WORK

Anticipated Return To Work Duty: At Work

Anticipated Return To Work Date: 5/16/2023

[Close](#)

- **Leave balance summary** section: If the associate 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.



Claim

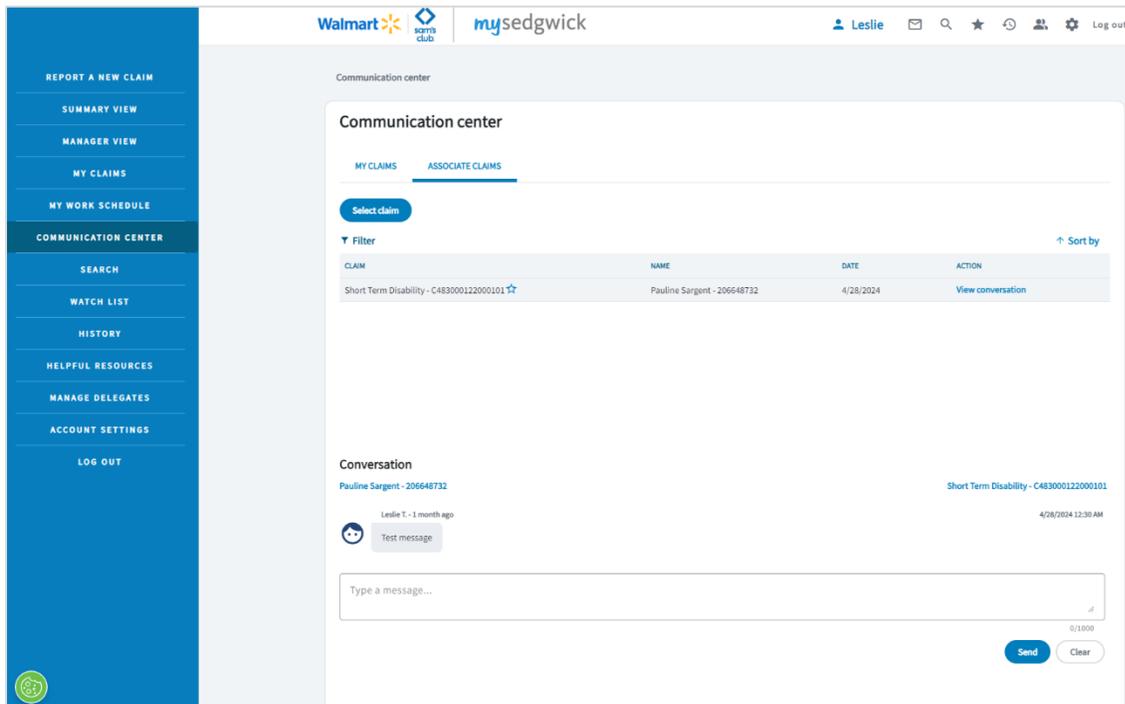
The Claim page contains information relevant to an associate's specific claim. For additional information about what you will see here, please refer to the **mySedgwick Guide for Associates**. Note that some features are not available when viewing your associates' claims.

My claims

The My claims page provides a list of your own claims, payments made, notifications about your claims, and more. From there, you can access an individual claim for yourself. For more information, refer to the **mySedgwick Guide for Associates**.

Communication center

The **Communication center** page enables you to communicate directly with examiners assigned to your own claims or those of your associates.



This page consists of two tabs: **My Claims** displays a list of your personal claims and any messages associated with them, while **Associate Claims** lists your associates' claims. To locate a specific associate's claim, click **Select Claim** and use the search features provided. **Note:** You may only view messages you have initiated; you cannot see conversations between your associates and their examiners.

If you have not previously sent a message to the examiner for a specific claim, click **Start conversation** to begin a conversation. Otherwise, click **View conversation** to see an existing conversation at the bottom of the page.

To send a message, type it in the field provided and click **Send**. The examiner's reply, when received, appears below your message. When an unread message exists, a **New** icon appears next to the date.

Claim search

The Claim search page allows you to find claims using the associate's name, claim status, dates, and more. Enter your search criteria in the fields provided, then click **Search**. Results are shown in the bottom section; click a claim number to open it. You can export results to an Excel file by clicking **Export** ↓.

Walmart | som's club | mysedgwick | Leslie | Log out

Search

Claim search

Claim Number (0/30) First Name (0/50) Last Name (0/50) Win (0/30) SSN (eye icon)

Line of Business (dropdown) Status (dropdown) Begin Date (calendar icon) End Date (calendar icon)

Manager (search icon) Include indirect reports Pay Type (dropdown)

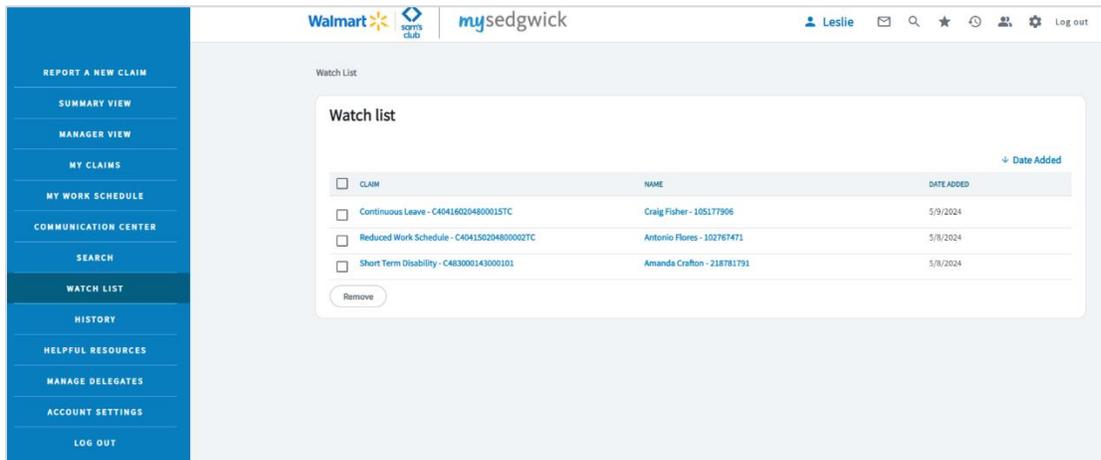
Search Clear

Search Results
Claim search results will appear here

Even if you navigate away from the Claim search page, your search results are retained until you perform a new search or you log out.

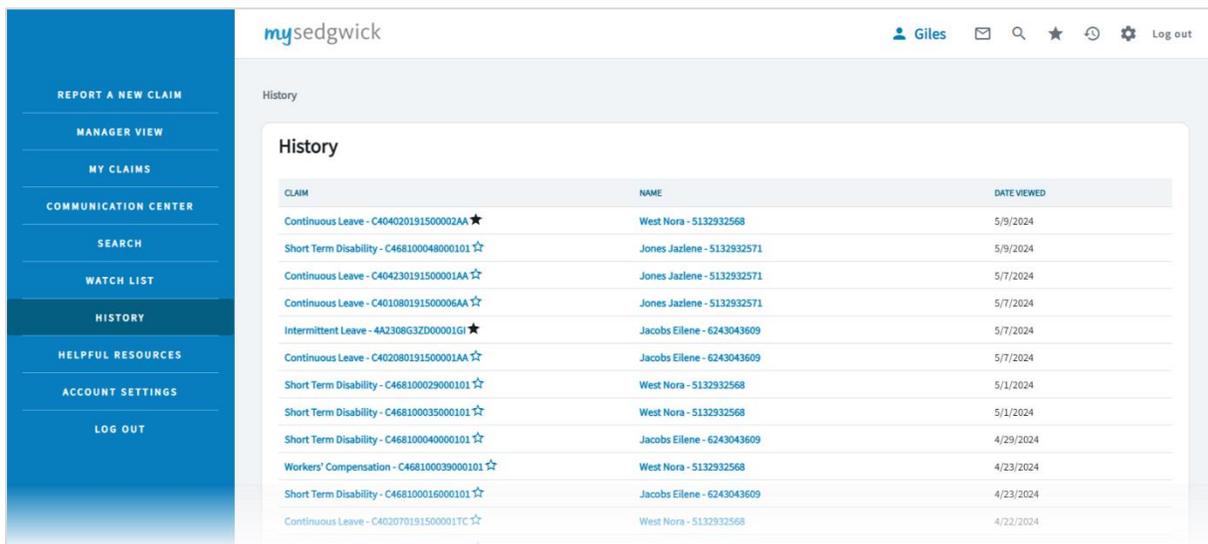
Watch list

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**.



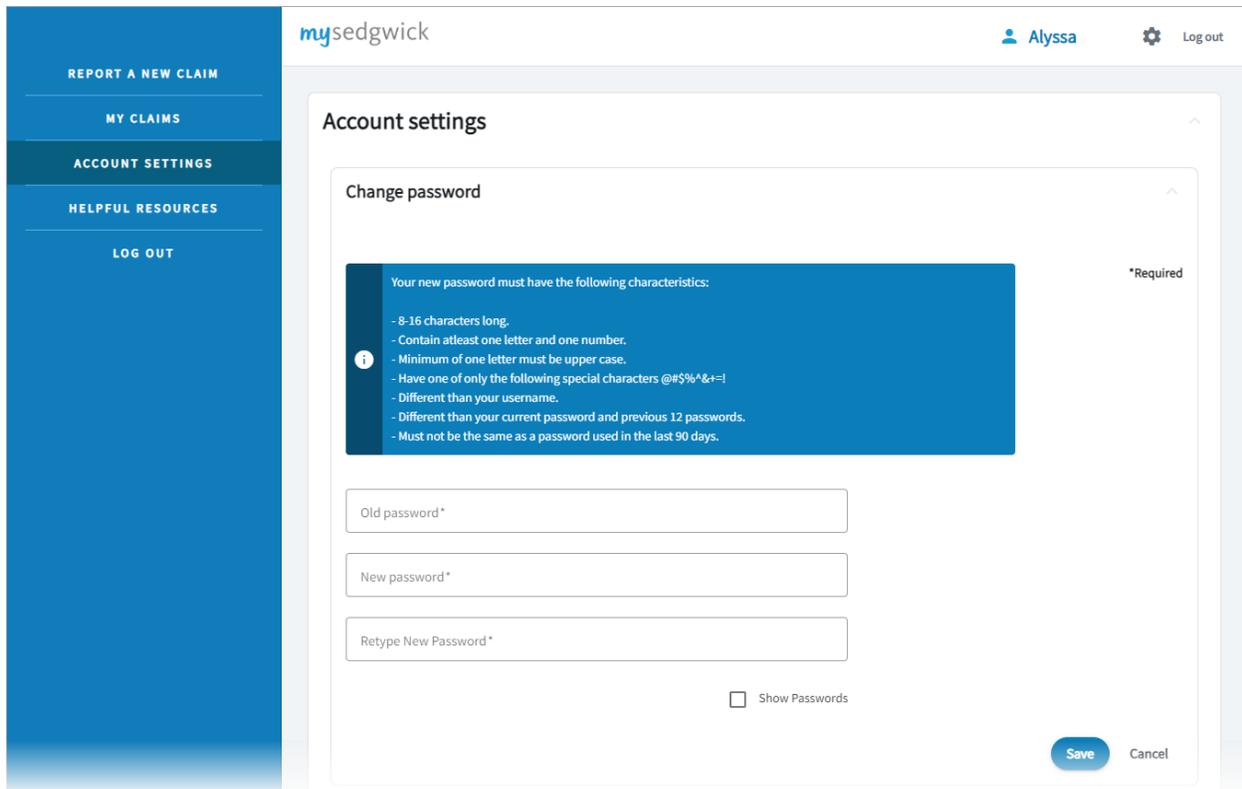
History

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



Account settings

From the Account settings page, you can update your password, security questions, and more.



The screenshot shows the 'my sedgwick' user interface. On the left is a blue navigation sidebar with links: 'REPORT A NEW CLAIM', 'MY CLAIMS', 'ACCOUNT SETTINGS' (highlighted), 'HELPFUL RESOURCES', and 'LOG OUT'. The main content area is titled 'Account settings' and features a 'Change password' section. A blue box lists password requirements: 8-16 characters long, at least one letter and one number, minimum one uppercase letter, one special character from @#\$%^&*+!=, different from the username, different from the current password and previous 12 passwords, and not the same as a password used in the last 90 days. Below this are three input fields: 'Old password*', 'New password*', and 'Retype New Password*'. A 'Show Passwords' checkbox is present, and 'Save' and 'Cancel' buttons are at the bottom right.

Click a header to expand the corresponding section:

- **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 associates.

Helpful resources

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

mysedgwick

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

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.

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

Need help?

If you need help at any time, select **Contact Support** at the bottom of any page.