for Disability, Leave of Absence, and Accommodations

Employee Dashboard Experience

After you log in, mySedgwick's dashboard provides at-a-glance information about your current claims via the **Claims Calendar**, **Activity Stream**, and **Notifications** sections. Additional features allow you to communicate with your claims specialist and learn more about disability and leave of absence benefits.

To easily access the features described below, click the menu button ≡ in the upper-left corner. To include closed claims from the **Activity Stream**, **Communication Center**, and **Claims Calendar** sections, select the **Include Closed Claims** check box at the top of the dashboard.

To explore a section in depth, click **More**. To return to this dashboard, click **Home** at the top of the page.

Claims Calendar

The **Claims Calendar** section shows your absences and their statuses in a weekly view. Click **More** to see a monthly view of your absences.

You can also filter a calendar to display only intermittent absences.
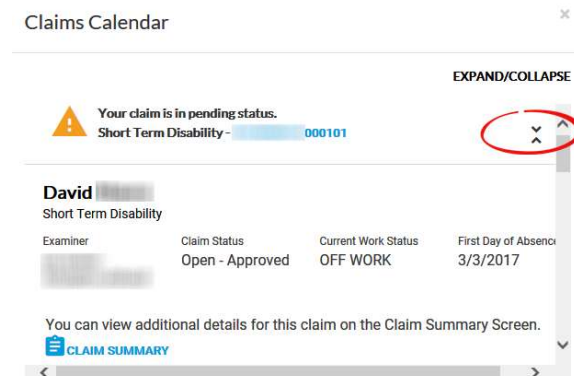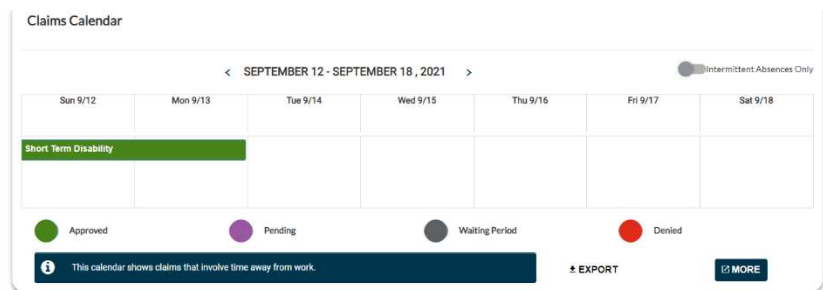
Click an absence on the calendar to view its status and see the related claim number. Click ⌄ under the **EXPAND/COLLAPSE** heading to view additional claim information and click ⌃ to hide it.

Click a blue claim number to view details for that claim.

Notifications

This section displays updates and important events regarding your claims. Click **Open** ⬈ to view additional information about a notification. Click ⌄ **EXPAND** to view additional claim information and click ⌃ **COLLAPSE** to hide it.

Check the **Dismiss** box beside one or more notifications and click ⟳ **UPDATE** to remove them from view.
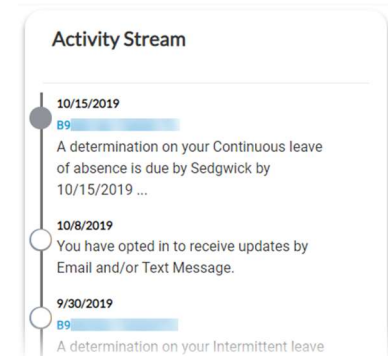
Click a blue claim number to view details for that claim.

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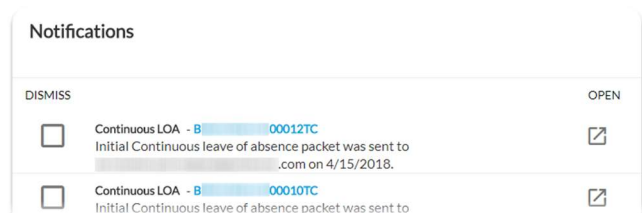
Activity Stream

The **Activity Stream** shows you all milestone dates for your claim(s), with the most recent activity listed first. Click **More** to open the Activity Stream page, from which you can enlarge an event node to see more detail by clicking the plus sign (**+**) to the left. If you are required to provide information for a claim, you can enter or upload it from this page.

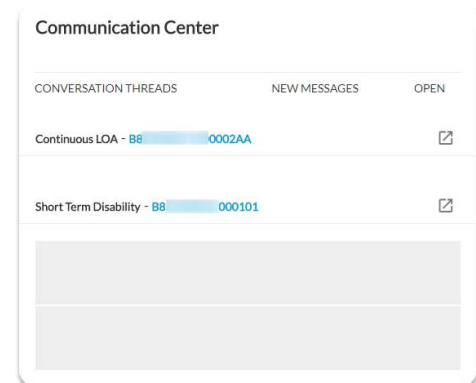Click a blue claim number to view details for that claim.

Activity Stream

10/15/2019
B9▓▓▓▓▓▓
A determination on your Continuous leave of absence is due by Sedgwick by 10/15/2019 ...

10/8/2019
You have opted in to receive updates by Email and/or Text Message.

9/30/2019
B9▓▓▓▓▓▓
A determination on your Intermittent leave

Communication Center

The **Communication Center** enables you to communicate directly with your specialist through mySedgwick. Click **Open** ⬀ to start a conversation thread. Type your question or message to the examiner in the text box at the bottom of the section. Responses are typically available in the **Communication Center** within one business day.

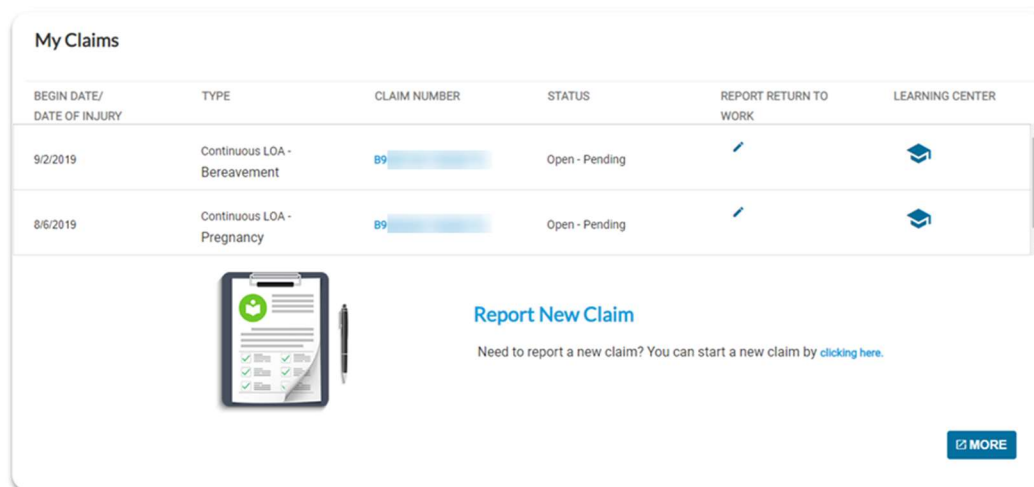Click ⬍ to view additional claim information and click ⌄ to hide it.

Click a blue claim number to view details for that claim.

Communication Center

| CONVERSATION THREADS	NEW MESSAGES	OPEN
Continuous LOA - B8▓▓▓▓0002AA		⬀
Short Term Disability - B8▓▓▓▓000101		⬀

My Claims

The My Claims section lists all open claims and any that closed within the past 24 months.

Click a blue claim number to view details for that claim, the pencil ✎ to report your return to work date (if available), or the cap 🎓 to visit the Learning Center. You can also click the graphic at the bottom to report a new claim, when available.

My Claims

BEGIN DATE/ DATE OF INJURY	TYPE	CLAIM NUMBER	STATUS	REPORT RETURN TO WORK	LEARNING CENTER
9/2/2019	Continuous LOA - Bereavement	B9▓▓▓▓	Open - Pending	✎	🎓
8/6/2019	Continuous LOA - Pregnancy	B9▓▓▓▓	Open - Pending	✎	🎓

Report New Claim

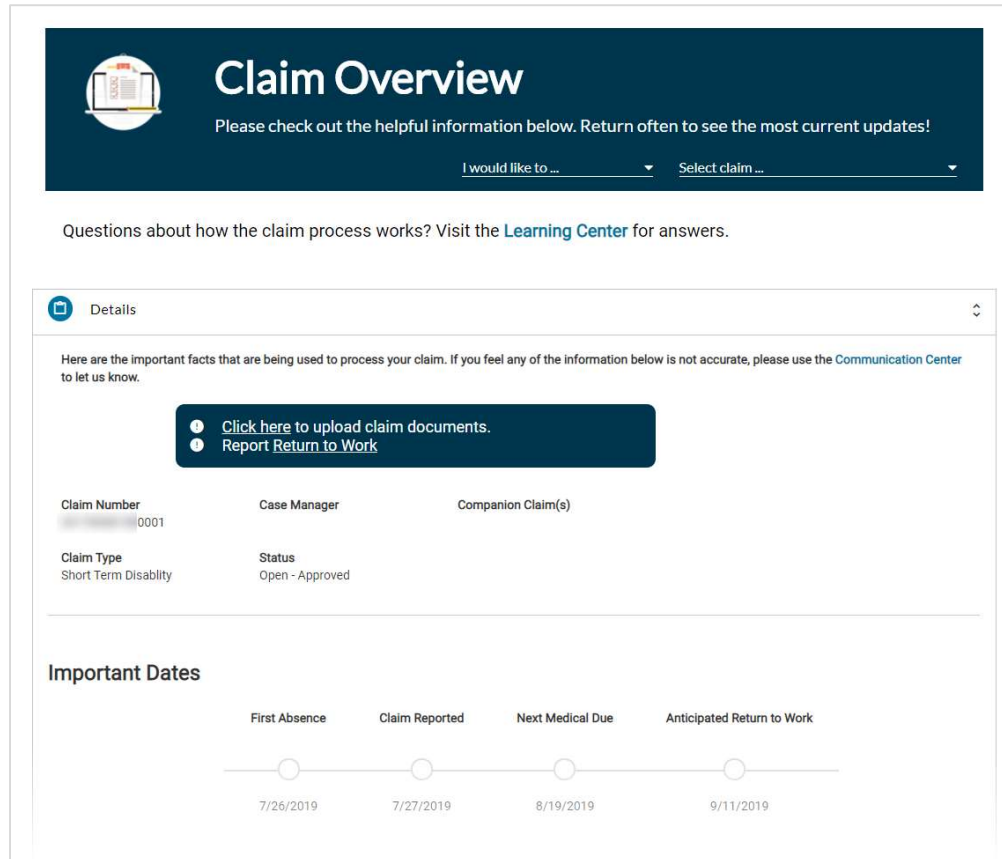Need to report a new claim? You can start a new claim by clicking here.

🗹 MORE

Learning Center

The **Learning Center** is a document library offering information to assist and educate you throughout the claims process. Click **Visit The Learning Center** to read about short-term disability and FMLA leave. You can also access additional information and helpful links from this section.
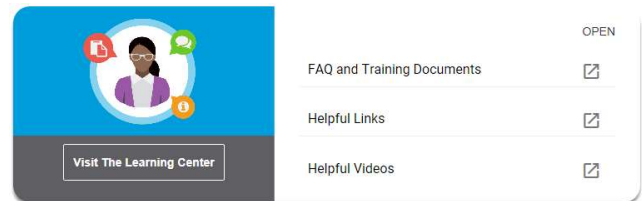
Claim and Accommodation Overview

The Claim Overview and Accommodation Overview pages contain all the information relevant to a disability or leave claim or an accommodation request. You can open this page by clicking any blue claim or accommodation number on your dashboard or My Claims page.

The following helpful features are available on an overview page:
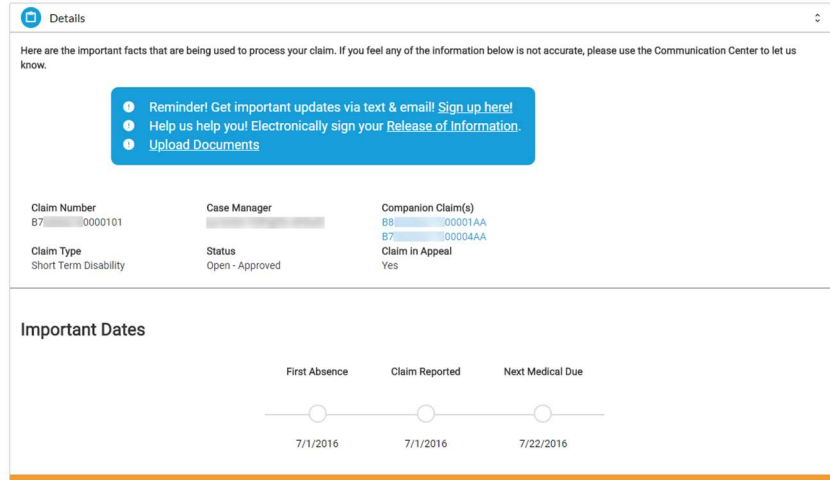
I would like to...	Click this option in the page header to choose from additional tools. The list varies by type of claim and your role (as an employee or manager) but may include the following: • **Return to Search Results** (managers only) • **View Documents and Forms** • **Upload Documents** • **Report Intermittent Absences**
Select Claim	Click this option in the page header if you have multiple claims and would like to view another claim's details.
⌃⌄	Expand to view additional details.
⌅	Collapse to hide additional details.

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The Claim Overview page provides the following sections (which vary by claim type as indicated):

Details

The **Details** section provides basic information about your claim or accommodation request, including a timeline of important dates. Reminders and links to useful tools and features may also appear at the top of this section.
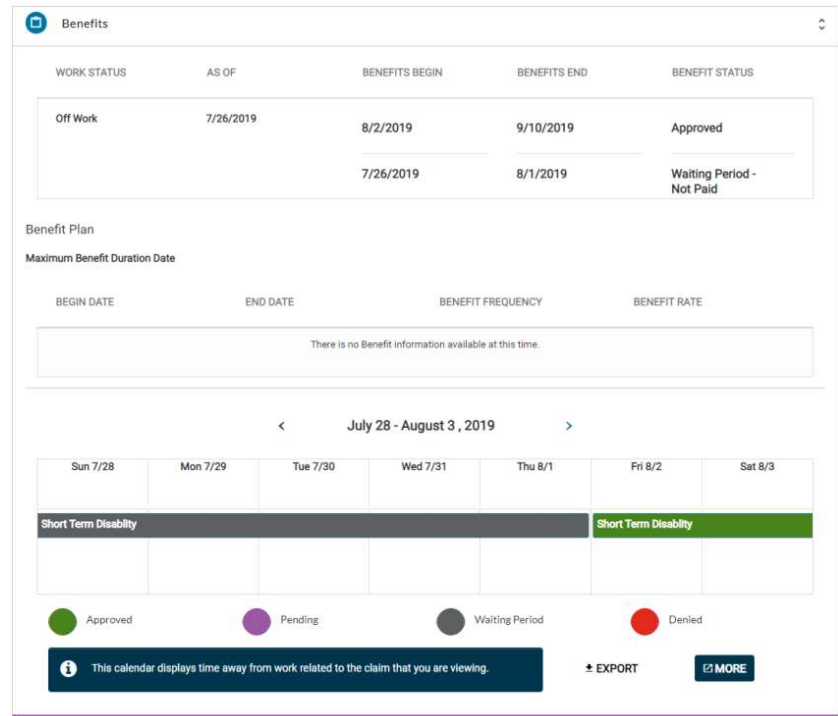
Benefits

This section provides information about your disability claim's work status changes and benefit plan details. Up to four records are displayed on this screen; if more are available for the claim, click **More** to display them in a pop-up pane.

Payments

The **Payments** section lists recent or upcoming disability benefit payments issued to you. Up to four payments are displayed on this screen; if more are available for the claim, click **More** to display them in a pop-up pane.

Note: This section is not displayed if the claim has no existing or future payments or if your employer requested this information not be displayed.

Payments				

Sometimes disability benefit payments are offset by other payments you may be receiving. Examples of those offsets are state disability benefits for certain states, workers' compensation benefit payments, or repayment of any benefit amount that was previously overpaid to you. If your disability benefit payment is being offset, you will see different amounts in the "BENEFIT BEFORE OFFSET" and "BENEFIT AFTER OFFSET" columns.
The "BENEFIT BEGIN" and "BENEFIT END" dates represent only the period of benefits that is applicable to the payment. This may differ from what has been approved through your entire claim process.

ISSUED	BENEFIT BEFORE OFFSET	BENEFIT AFTER OFFSET	BENEFIT BEGIN	BENEFIT END
5/14/2019	$144.61	$126.19	5/2/2019	5/8/2019
5/21/2019	$144.61	$126.21	5/9/2019	5/15/2019
5/28/2019	$144.61	$126.19	5/16/2019	5/22/2019
6/4/2019	$144.61	$126.20	5/23/2019	5/29/2019

MORE 10

Restrictions

The **Restrictions** section for disability claims displays work restrictions the employee is under (if applicable) and the dates to which the restrictions apply. Up to four restrictions are displayed on this screen; if more are available for the claim, click **More** to display them in a pop-up pane.

Note: This section is not displayed if the claim has no existing restrictions.

Restrictions			

Restrictions are ways in which a job is being modified to facilitate a successful return to work. Some of these restrictions are physical in nature such as lifting limitations, frequent breaks or limited use of certain body parts. Other restrictions may impact the length of time able to be worked each day.

WORKING WITH RESTRICTIONS	TYPE	ACTIVITY	RESTRICTION
2/6/2019 - 2/13/2019	Temporary	Bending	Occasionally
2/6/2019 - 7/22/2019	Temporary	21 - 50 lbs.	Never

Certifications

This section provides information about medical certification applicable to the leave claim. Up to four certifications are displayed on this screen; if more are available for the claim, click **More** to display them in a pop-up pane.

Certifications			

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.

The certification(s) below are related to your Employee Medical leave .

Current Certification
Status
Certified Leave

	Date Due	Begin Date	End Date	Date Sent
	1/25/2021	5/18/2021	7/5/2021	9/17/2021

Previous Certifications

BEGIN DATE/ END DATE	STATUS	SUBSTATUS	CLARIFICATION REQUESTED
There is no Certification information available at this time.			

Last Updated August 28, 2023

Leave Balance

The **Leave Balance** section, shown here, lists any leave policies applicable to the current leave claim, as well as the amount of time used for each policy. Up to four policies are displayed on this screen; if more are available for the claim, click **More** to display them in a pop-up pane.

Work Schedule

The **Work Schedule** section for leave claims displays your most recent work schedule (i.e., number of hours scheduled to work per day). Multiple work weeks may be available depending on your schedule.

Documents and Forms

This section, available for disability and leave of absence claims, allows you to access documents that have been sent to you by your examiner and documents you have uploaded through mySedgwick, as well as any forms that may need to be completed. You can also upload the documents or images, if allowed.

To view additional documents, click **More**. This section is not displayed if you have no documents or forms.
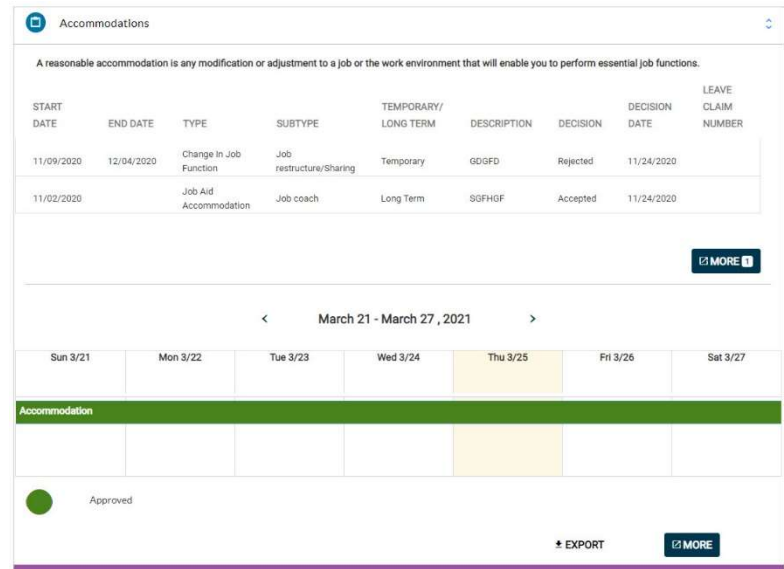
Accommodations

This section, displayed only for accommodation requests, provides information about the individual accommodations related to your event and the outcomes related to each. Click **More** to view additional accommodations, if applicable.

If applicable, a calendar may also display the current week with each accommodation type listed according to date. Click a calendar record to view details related to that accommodation. Click **More** beneath the calendar to view a monthly calendar view.
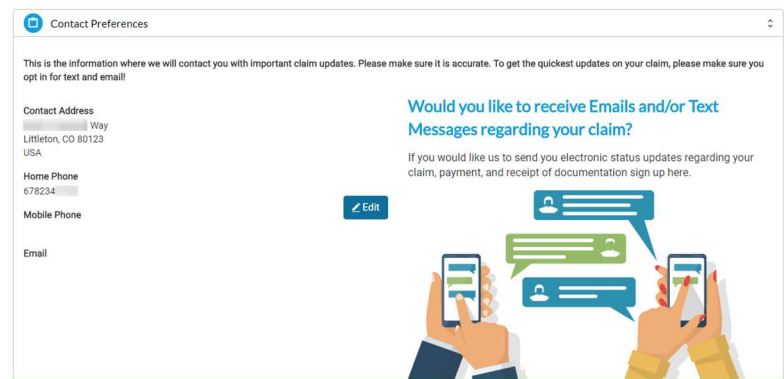

Contact Preferences

This section lists your contact information, including your address, home phone, mobile number, and email address. You can edit this information and indicate whether you would like to receive emails and text messages about your claim.

Note: Contact Preferences is not displayed to managers viewing your claim.

Communication Center

Like your dashboard's Communication Center, this section provides a convenient way to discuss your claim or accommodation with your specialist. Only the current claim's or accommodation's discussion is shown on this page.

Reporting an Intermittent Absence

You may occasionally need to report intermittent absences for time off work due to illness or an appointment related to an existing intermittent absence claim. These brief absences are easy to report to your claim specialist via mySedgwick.

To begin, click the Navigation menu icon ☰, click **Report**, and choose **My Intermittent Absence**. A pop-up window lists any intermittent absence claims you currently have open. Click **Report Absence** 🖊 beside the appropriate claim to continue. A Report an Intermittent Absence pop-up window opens.

From this pop-up window:

1. Enter the **Date of Absence** or click the calendar 📅 to pick a date.
2. Enter the **Duration of Absence** in **Hours** and **Minutes**.
3. Select your **Absence Reason**; choose **Illness** or **Appointment**.
4. Click **Add Absence**. Your absence is added to the list at the bottom of the pane. You may need to scroll down to see all features in the pane.
5. If needed, add additional absences by following steps 1-4 above.
6. When done, click **Submit** at the bottom of the pane.

A confirmation message lets you know your absences have been reported to your specialist.