



viaOne®



Our viaOne suite of tools provides our clients and their employees with convenient, secure online access to real-time claims information, along with configurable features and communication options to meet their needs.

Making your job easier

Sedgwick is an industry leader in building and customizing technology that fully integrates with virtually any human resources, risk management or payroll system. Our proprietary viaOne suite of tools provides clients and their employees with 24/7 access to real-time claims information through a secure website.

Client technology consulting

Sedgwick’s client technology consulting team delivers excellence in client and colleague customer service by providing advanced viaOne training for users. They serve as the first line of support and assist clients with troubleshooting needs. The team also provides sales presentations, system demonstrations and capabilities overviews for prospective clients.

Client feedback

At Sedgwick, we have always believed that technology must first meet the needs of our customers. Using the Site Survey link in viaOne, they can easily let us know how we can do that better. Client recommendations have resulted in key enhancements, including a new report module, expandable and collapsible menu features, and greater system control through expanded preference options.

Core capabilities

Some of the key features in viaOne include a view tool and graphical dashboards. Here are some additional details highlighting the capabilities in viaOne.

View

Users have the ability to conveniently add claims of interest to a user-defined Watch List, view specific claims for detailed, real-time information including notes, payments, reserves and absence/work status data via easy-to-use tabs and screens. Users have full visibility into every aspect of managed care – from triage and intake to clinical services and medical bill review – and they can email the assigned examiner. A summary screen with icons (pictured below) gives a visual overview of claims.

The screenshot displays the 'Claim Info' page in the viaOne system. At the top, there is a navigation bar with options like 'VIEW', 'REPORT', 'DASHBOARDS', 'QUERY', 'DOWNLOADS', 'MY DIARY', and 'ALERTS'. Below this, there are tabs for 'Recent Claims', 'Watch List', and 'Search'. The main content area is titled 'Claim Info' and includes a 'Watch List' button. The claim details are as follows:

Claim #	20051139958-0001	Claimant	Hernandez Kristen	Loss Date	1/22/2006
Examiner	Demo User	Type	WC - IN	Last Action Date	1/30/2012
Exam Office	014 - Memphis Corporate	Status	Open - Accepted	Vendor ID	DEM
Proc Office	014 - Memphis Corporate				

Below the claim details, there are several tabs: 'Summary', 'Loss', 'Injury', 'MMI', 'Contacts', 'Voc Rehab', 'Related Claims/Cases', 'Status History', and 'Change Location'. The 'Event' section shows:

- Event Number:** A521026966
- Event Desc:** The associate fell off of a ladder and fractured her right ankle.
- Loss Date:** 1/22/2006
- Loss Desc:**
- Event Closed:**
- Site:** 0000 - Manual Entry
- Source:** 0022 - Slip and Fall
- Cause:** 2600 Fall/Slip From Ladder or Scaffoldin
- Nature/Result:** 2800 Fracture
- Part/Target:** 5500 Ankle

The 'Location' section provides the following details:

- Jurisdiction:** IL
- Payroll State:** IL
- Structure Location Code:**
- Address:** 123 Main St, 5700 North River Road
- Client:** 5003 - ABC Company, Inc.
- City/State/Zip:** Rosemont, IL 60018
- Account:** 1 - ABC Division
- County:** Organization Cicero Station
- Unit:** 999999 - ABC Location 1

At the bottom, there is a '+ Corporate Structure' button.



Dashboards

Using the dashboards, clients can go beyond the visualization of data to analyze information immediately. Sedgwick gives clients the ability to choose any path

they see as important in understanding their data. There is virtually no limit to how deep users can go into the data. See sample dashboard features below.

The screenshot displays the viaOne dashboard with several key components:

- Navigation Bar:** Includes 'VIEW', 'REPORT', 'DASHBOARDS', 'QUERY', 'DOWNLOADS', 'MY DIARY', and 'ALERTS'. A 'Set as viaOne Home' link is also present.
- Dashboard Tabs:** 'My Home Page', 'Workers Comp', 'Disability', 'Liability', and 'Admin'.
- 5 year trend Reserves on Open claims:** A combined bar and line chart showing 'Outstanding Reserves On New Claims grouped by Claim type for WC, Claim type=IN,MO'. The Y-axis is '\$ in Thousands' (0-15) and the X-axis shows quarterly periods from Apr-10-Mar-11 to Apr-14-Mar-15. Legend includes t_INDEMNITY, INDEMNITY, t_MEDICAL ONLY, and MEDICAL ONLY.
- Incurred On Open Claims for ABC Company, Inc. - 2016:** A map of the United States showing 'Incurred On Open Claims grouped by State of jurisdiction for WC'. The map is color-coded by state.
- New Claims for ABC Company, Inc. - 2016:** A bar chart showing 'New Claims grouped by Claim type for WC'. The Y-axis is 'Claim Count' (0-200) and the X-axis shows months from Jun-13 to Jun-14. Legend includes EMPLOYER'S LIABILITY, INDEMNITY, and MEDICAL ONLY.
- ICD Grouping:** A pie chart showing 'Open Claims grouped by ICD group for WC'. The chart is divided into 'Musculo skeletal' and 'Gastro intestinal'. A detailed legend lists various ICD codes and their corresponding categories.

My Tasks

The My Tasks tool is another key feature in viaOne. My Tasks enables users other than clients (such as carrier and broker users) to assign tasks to themselves that generate future reminders. Entries created in My Tasks are user-specific and cannot be viewed by, updated by, or assigned to other users.

Data protection

We are committed to protecting client and employee information and ensuring secure, authenticated access to data. Sedgwick's investment in security technology is unmatched in the industry. Our world-class infrastructure and secure-by-design software architectures are part of our unwavering commitment to protecting our clients' data.