UCI HR | People Services
Empower People Success

sedgwick
caring counts

mySedgwick Manager's Guide for UCI

- **Introductions**

- **Review of What's Has Changed?/What's Not Changing.**

- **mySedgwick System**
  - Differences between Manager view and the Employee view

- **Sedgwick Communications**
  - **Frequent Claims Communications**

sedgwick
caring counts

Beginning January 1, 2021 Sedgwick will administer leaves for UCI.

The leave services will include:

All new leaves with a first day absent of 01/01/2021 or later, to include:

Continuous	Intermittent	FMLA/California State Leaves	Staff Leaves	Military

Historical leave data (where available) will be loaded for entitlement tracking and eligibility, to include:

All current open or pending CA statutory leaves: Federal, State, and Military	All current open or pending exception leaves: Reasonable Accommodation, Personal, Other

*This program does not apply to Faculty, Academics, PostDocs or Residents

sedgwick caring counts

- **Short Term Disability Administration** will remain the same. Lincoln Financial Group will continue to manage UCI's Short Term Disability process.
  - Sedgwick will coordinate with Lincoln Financial Group when necessary
- **Long Term Disability Administration** will remain the same. Lincoln Financial Group will continue to manage UCI's Long Term Disability process.
- **Workers' Compensation Administration** is currently with and will remain with Sedgwick
  - Sedgwick will coordinate the FMLA component of Worker's Compensation cases
- **Entry and Approval of Time** continues to be administered locally (i.e TRS,API)
- **Entry of Extended Absences** in UCPath continues to be handled locally

*This program does not apply to Faculty, Academics, PostDocs or Residents

sedgwick
caring counts

mySedgwick® portal allows Employees, Managers, and Human Resource personal to:

- search for claims
- report new claims and intermittent leaves 24/7
- review current leave status
- confirm return to work

mySedgwick can be accessed by:

- http://hr.uci.edu/sedgwick
- Avoid clicking on the link and then saving to favorites, this has resulted in errors
  - If your experiencing issues confirm the link that is saved, if you have www.sedgwick.com this is the cause of your error messages

Users can go to mySedgwick.com and login anytime using their smartphone, tablet, laptop or web-based device.

sedgwick
caring counts

Signing on to mySedgwick through Single Sign On (SSO): http://hr.uci.edu/sedgwick

The menu, ▤ **some refer to this as the "Hamburger"**
- Select to take you to sections and actions quickly
- Report your employee's new claim/intermittent absence or your new claim

Select Dashboard
- Allows you to change your view between your Manager Dashboard or the Employee Dashboard

Preferences
Allows for you to Change Password
The Employee's view would allow to change "Notification Preferences"
  Allows the claimant to opt into text and email communications (Claimant only)

Logout
  Log you out of mySedgwick

UCI Human Resources | **my**sedgwick

Select Dashboard ▾   Preferences   Logout

● DOROTHY ONG

You are viewing your Manager Dashboard
To populate the Dashboard, please Filter by Manager or Search for an Employee.

If the employee you are looking for is not listed, you can use Search For an Employee or Filter by Manager if available.

📋 View

☑ Report

∷ Delegate

◆ Help

SEARCH

📋 New Claims

🔔 Notifications

∷ Employees Off Work

☑ Confirm Return

☐ Include Indirect Reports

...tails about your employees' claims, easily update information, view and upload claim documents to keep the process
...You can also communicate securely with us or request assistance. For additional information, please refer to the

ⓘ

Clicking on the Hamburger ≡ will allow you to navigate quickly to various information modules

Easy Navigation

sedgwick
caring counts

Select Dashboard

Manager Dashboard:
- Allows manager to see all direct and indirect* reports *to view indirect reports click "Include Indirect Reports' in lower right hand corner

Employee Dashboard:
- Allows manager to view employee's dashboard as the employee would see the dashboard

My Personal Dashboard
- Allows manager to see his/her own dashboard

UCI® Human Resources | **my**sedgwick

Select Dashboard ▾   Preferences   Logout

👁 You are viewing your Manager Dashboard
If the employee you are looking for is not listed, you can use Search For an
Employee or Filter by Manager if available.

Preferences
- Allows you to:
- Change password
- Change Security Questions
- Change Notification Preferences
- Change Authentication Preferences

sedgwick
caring counts

Change Notification Preferences   ✕

Notification Preferences

We would like to send you electronic status updates regarding your claim, payments and receipt of substantiating documentation so that you will have this information as quickly as it is available.

Would you like to receive these notifications?

◉ **Yes**   ○ **No**

You may select multiple methods by which to receive these updates.

☐ **Email**

Email will allow us to securely send you documents electronically rather than through USPS mail.

☐ **Text Message**

Please enter your mobile number including area code. Standard text messaging rates will apply.

↰ BACK   ✔ SUBMIT

caring counts

Change Authentication Preferences   ✕

Authentication Preferences

The email and cell number entered here will be used as part of the Two-Factor Authentication process. You may select multiple methods to receive these codes.

☐ **Email** r***********n@sedgwick.com

Please enter the email address in which you would like to receive your Two-Factor Authentication Code.

☐ **Text Message** ***-***-0000

Please enter your mobile number including area code. Standard text Messaging rates will apply.

↩ BACK   ✔ SUBMIT

caring counts

mysedgwick

☰   Select Dashboard ▾   Preferences   Logout

Clicking on the caret ⌄ allows you to expand the view to search for a manager

👁 You are viewing your Manager Dashboard

If the employee you are looking for is not listed, you can use Search For an Employee or Filter by Manager if available.

⌄

Filter by Manager

🔍 _____   🔍 SEARCH

☐ Include Indirect Reports

Filter by Manager

Q SEARCH

navy

Last Name begins with navy
First Name begins with navy
Employee ID begins with navy

Searching by manager

1. Enter last name, first name, or EID

2. Select "Include Indirect Reports" when applicable

3. Click Search

4. Note: full value is not required

- Filtering by Manager will always default to your direct reports
- Click on Include Indirect Reports to see all employees you are directly and indirectly responsible for.

☑ Include Indirect Reports

sedgwick
caring counts

New Claims

NAME	EMPLOYEE ID	CLAIM NUMBER	LAST DAY WORKED	FIRST DAY OF ABSENCE	HOURS WORKED	DATE REPORTED TO SEDGWICK	CONFIRMATION
Black Blue	900091082	ADA Accommodation 301897558630001	11/16/2020 📅	11/19/2020 📅		11/08/2020	✓
Pink Black	900099915	Intermittent 301895523620001	10/25/2020 📅	10/26/2020 📅		10/31/2020	✓
❯ Silver Red	900094305	Continuous LOA - 301791993440001	10/23/2020 📅	10/24/2020 📅		09/04/2020	✓
❯ Lime Violet	900088324	Intermittent C005280900200001TC		05/01/2020	408.00		✓

Report Employee's New Claim

🗗 **MORE** 3

New Claim section allows managers to see all new claims filed by their direct and indirect employees in the past 30 days

Manager can confirm or edit an employees' last day worked, first day absent and hours worked.

sedgwick
caring counts

New Claims

	NAME	CLAIM TYPE	LAST DAY WORKED	FIRST DAY OF ABSENCE	HOURS WORKED	DATE REPORTED TO SEDGWICK	CONFIRMATION
>	Silver Tan		08/20/2018 📅	08/20/2018 📅		03/18/2016	✓
>	Azure B		05/13/2018 📅	05/14/2018 📅		05/13/2018	✓

Update the LDW/FDA

1. Click the calendar icon
2. Click the checkmark to confirm
3. Confirmation screen will pop up
4. Select Ok if correct/Back to change

Report a New Claim

1. Click the Report a New Claim Section
2. Search by Employee Name or EID
3. In the results select the icon below "Report a New Claim"
4. You will be redirected to the intake screen, follow the prompts

Report Employee's New Claim

Need to report a new claim for an employee? You can st[...] new claim by **clicking here.**

☑ MORE

sedgwick
caring counts

Changing either the Last Day Worked or First Date of Absence will send notification to the examiner

Confirmation Check indicates confirmation is required.
If confirmation is blank, confirmation has already been received thru another mode

New Claims

NAME	EMPLOYEE ID	CLAIM NUMBER	LAST DAY WORKED	FIRST DAY OF ABSENCE	HOURS WORKED	DATE REPORTED TO SEDGWICK	CONFIRMATION
Black Blue	900091082	ADA Accommodation 301897558630001	11/16/2020	11/19/2020		11/08/2020	✔
Pink Black	900099915	Continuous LOA 301895523620001	10/25/2020	10/26/2020		10/31/2020	✔
> Silver Red	900094305	Continuous LOA 301791993440001	10/23/2020	10/24/2020		09/04/2020	✔
> Lime Violet	900088324	Intermittent C005280900200001TC		05/01/2020	408.00		✔

Report Employee's New Claim

BACK

caring counts

✓ Pop up window will identify what needs to be confirmed.
Close pop up window X and use the calendar to modify dates, if necessary .

Confirmation   ✕

New Cla

Please confirm:
▸ **last day worked of 11/16/2020**
▸ **first day of absence of 11/19/2020**
for **ADA Accommodation 301897558630001** for **Black Blue**.

Select Back to edit or OK to update claim information.

↰ **BACK**   ✓ **OK**

NA...				CONFIRMATIO...
				✓
Cerise Tan		11/18/2020 📅	11/21/2020 📅	10/24/2020'>10/24/2020 ✓
Scarlet Lemon		11/21/2020 📅	11/21/2020 📅	06/23/2020'>06/23/2020 ✓
Black Blue	ADA Accommodation	11/16/2020 📅	11/19/2020 📅	11/08/2020'>11/08/2020 ✓

New Claims ⓘ ✕

	NAME	EMPLOYEE ID	CLAIM NUMBER	LAST DAY WORKED	FIRST DAY OF ABSENCE	HOURS WORKED	DATE REPORTED TO SEDGWICK	CONFIRMATION
	Black Blue	900091082	ADA Accommodation 301897558630001	11/16/2020 📅	11/19/2020 📅		11/08/2020	✅
	Pink Black	900099915	Continuous LOA 301895523620001	10/25/2020 📅	10/26/2020 📅		10/31/2020	✅
›	**Silver Red**	900094305	Continuous LOA 301791993440001	10/23/2020 📅	10/24/2020 📅		09/04/2020	✅
›	**Lime Violet**	900088324	Intermittent C005280900200001TC		05/01/2020	408.00		✅

➡ **Report Employee's New Claim**

↩ BACK

Clicking on the Caret (>) to the left of the employee's name allows you to expand the view to see **all** leaves associated with that employee

sedgwick
caring counts

New Claims　ⓘ　✕

NAME	EMPLOYEE ID	CLAIM NUMBER	LAST DAY WORKED	FIRST DAY OF ABSENCE	HOURS WORKED	DATE REPORTED TO SEDGWICK	CONFIRMATION
Pink Black	900099915	**ADA Accommodation** 301895523620001	10/25/2020 📅	10/26/2020 📅		10/31/2020	✅
› **Silver Red**	900094305	**Intermittent** 301791993440001	10/23/2020 📅	10/24/2020 📅		09/04/2020	✅
⌄ **Lime Violet**	900088324	Intermittent C005280900200001TC		05/01/2020	408.00		✅
		Continuous LOA C001220900200001TC		12/30/2019	1250.00		✅

→ **Report Employee's New Claim**　↩ BACK

Clicking on the Caret (>) to the left of the employee's name allows you to expand the view to see **all** leaves associated with that employee

sedgwick caring counts

21

- Notifications : a summary of the emails for each employee

- Remember any BLUE font is a hyperlink

- Clicking on the employees name will take you to the employee's dashboard

Notifications

NAME	NOTIFICATION	
> **Pink Black**	**Intermittent** 3018955523620001 Pink Black's medical documentation on their **Continuous LOA** claim is needed by 01/27/2021 in order to make a BENEFIT EXTENSION determination.	×
> **Black Blue**	**ADA Accommodation** – 3018975558630001 Black Blue's anticipated FULL duty return to work date on their ADA Accommodation and Future Claim claim is 01/29/2021.	×

Short Term Disability

☑ MORE 3

sedgwick
caring counts

NEW CLAIM NOTICE

Name: EE Name
Employee ID:
Case #: 567825C14458
Work Related: No

This message is from Sedgwick, the administrator of UCI's Leave and Accommodations Programs.

EE Name has requested a leave beginning 02/22/2021. We have determined that EE Name leave request:

- Meets the FMLA's basic eligibility requirements.
- Is eligible for leave under the California Family Rights Act. Unless not permitted by law, approved leave that is covered under California Family Rights Act will run concurrently with any approved FMLA leave.

The leave is in a **pending** status awaiting receipt of the supporting documentation. Documentation is due 03/14/2021. A decision will typically be made 2 business days after documentation is received. You will be notified once a decision has been made.

Additional Resources
- You may check the status EE name claim using our online self-service tool, http://hr.uci.edu/sedgwick

We Are Here to Help
If you have any questions regarding this email, or need to provide any changes, you can reply to this email or call Sedgwick at (855) 922-2152, Monday through Friday 5 a.m. to 5 p.m. PT.

Sincerely,

Examiner first name.
UCI Leave Center, managed by Sedgwick

Communication

sedgwick
caring counts

The "upside down Triangle" allows you to filter by topic i.e. Medical due date, Claim status changes, Anticipated RTW, etc.

The "Employees Off Work" section displays your employees who are currently off work, the type of claim that resulted in the absence, and the dates they will be absent.

Employees Off Work

	NAME	CLAIM TYPE	FROM	TO
	Tan Burgundy	Continuous LOA -	12/01/2020	01/25/2021
	Scarlet Lemon	ADA Accommodation	11/21/2020	12/05/2020
	Black Blue	ADA Accommodation	11/19/2020	01/25/2021
>	Silver Red	Continuous LOA -	10/24/2020	01/16/2021

⧉ MORE **2**

sedgwick
caring counts

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

- This may be Submitted to Sedgwick via email to claimdocuments@sedgwick.com, uploaded to mySedgwick, or faxed to 855-800-5116

Confirm RTW

1. Click the check mark icon under the "Confirm" header
2. Confirmation screen will pop up
3. Select Ok if correct/Back to change

Update RTW

1. Click the calendar icon next to the listed RTW date
2. Click the checkmark to confirm
3. Confirmation screen will pop up
4. Select Ok if correct/Back to change

Notify Examiner that Employee has not RTW

1. Click the calendar icon next to the listed RTW date
2. Confirmation screen will pop up
3. Select Ok if correct/Back to change

Confirm Return To Work

NAME	CLAIM TYPE	RETURN TO WORK DATE	CONFIRM	EMPLOYEE HAS NOT RETURNED
Azure Bronze	Continuous LOA	11/30/2020 📅	✔	📅

sedgwick
caring counts

RTW CONFIRMATION REQUEST

Name: EE Name
Employee ID: 10304698
Case #: C101200942700008TC

This message is from Sedgwick, the administrator of UCI's Leave and Accommodations Programs.

EE Name **was scheduled to return to work on 01/07/2021.**

What You Need to Do

- Reply to this email to confirm EE Name returned to work as scheduled on 01/07/2021.

Additional Resources

- You may check the status of EE Name claim using our online self-service tool,
  http://hr.uci.edu/sedgwick

We Are Here to Help

If you have any questions regarding this email, or need to provide any changes, you can reply to this email or call Sedgwick at (855) 922-2152, Monday through Friday 5 a.m. to 5 p.m. PT.

Sincerely,

Alexandrea G.
UCI Leave Center, managed by Sedgwick

Communication

sedgwick
caring counts

The **Search** section allows you to search for a specific employee to view their employee 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
- Employee ID
- 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 for an Employee

First Name
Tammy

Last Name
Timeaway

Employee ID

Claim Number

🔍 ADVANCED SEARCH   ⊘ CLEAR

🔍 SEARCH

sedgwick
caring counts

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

- **Name:** Click the employee's name to open the Manager's view of the Employee 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 employees 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

Open Accommodations

	NAME	TYPE	STATUS	BEGIN	END	EMPLOYEE ID	EDIT
>	Stacy	LOA	Pending business response	11/02/2020	01/08/2021		↗
	Shelley	At-work	Pending business response	10/05/2020	12/04/2020		↗
	Anthony	At-work	Under review	11/02/2020	12/04/2020		
	Brian	LOA	Under review	11/02/2020	12/04/2020		

☑ MORE

- Managers can approve or reject accommodation decisions and job functions on ADA
- accommodation request claims through a new **Open Accommodations** section of the manager dashboard.
- Transitional Work Agreement must be signed

sedgwick
caring counts

The Communication Center enables you to communicate directly with the claim specialist through mySedgwick.

- Click **Open** to start a conversation thread

- Type your question or message to the claim specialist in the text box at the bottom of the section.

- The Claim Specialist will be notified of the message and should respond within one business day.

- A response from the Claim Specialist will be indicated under New Messages

- Employee will **NOT** see communications between Mgr. and Examiner.

- Communication will be hidden once claim is closed.

Helpful Hints
- You can only see message threads sent by YOU!!

Communication Center

CONVERSATION THREADS	NEW MESSAGES	OPEN
Continuous LOA - 1000000000000IFN		

sedgwick
caring counts

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 Disability, Leaves, or Accommodations. Using the "Navigate to..." drop down menu, you can go directly to the specific detail you are looking for.
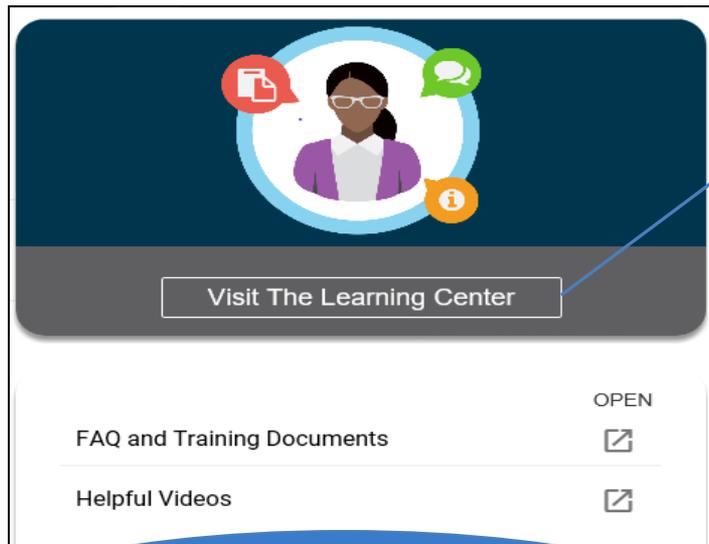
Additional information and helpful links from The Learning Center
- FAQ and Training Documents include Sedgwick Forms along with Nike Guides
- Helpful Videos will link you to educational videos to guide you through the claim process
- Select open next to the applicable option

Learning Center

Navigate to...
- ADA
  - Introduction
  - ADA Details
  - ADA Submitting Claim Information
  - ADA What's Next?
  - ADA After The Decision is Made
- FMLA

Introduction

ADA is a federal law that says an employer has to reasonably accommodate a(n) employee when they have a condition impacting their ability to perform their essential job functions – presuming that the accommodation doesn't present the employer

What does ADA really mean?

If a(n) employee has a condition that is impacting their ability to perform his or her essential job functions, the employer must review the situation to determine if there are accommodations that can be made that will allow that employee to successfully perform those job functions. It is important to remember that an accommodation should only be implemented if it assists the employees in successfully performing the job's essential functions. For example, if one of the essential job functions of a specific job is to lift up to 50 pounds, and the accommodation the employee has requested is to limit their lifting responsibilities to a maximum of 20 pounds, the ADA doesn't require the employer to grant that accommodation because the employee is unable to perform an essential function of the job. Accommodations are not about changing the requirements of the job, but rather, reviewing the employee's specific limitation and exploring whether there is an agreed-upon accommodation that will allow them to perform the job. ADA may apply on its own, or it may follow any one of several different benefits, such as a short term disability leave, workers' compensation claim or other leave of absence.

sedgwick
caring counts

You can file a claim on behalf of your employee from the Landing Page of the Manager Dashboard

Report a Claim

Questions

What Is The Type Of Claim Or Absence You Are Reporting?

Search

Work-related injury or illness

Non-work related injury

Illness

Pregnancy

Bond with newborn, adopted, or foster child

sedgwick
caring counts

Report a Claim

Questions

What Is The Type Of Claim Or Absence You Are Reporting?

▼

✱ Required

CANCEL

sedgwick
caring counts

Absence Reporting

Employee Information

First Name *

Last Name *

Phone Number *

May We Leave A Voice Message Regarding This Claim? *

Employee Information

Absence Information

Work Schedule Details

Comments/Remarks

CANCEL

caring counts

New Claims

NAME	DATE REPORTED TO SEDGWICK
> Tan Burgundy	07/11/2020
> Cerise Tan	08/08/2020
> Scarlet Lemon	04/07/2020
> Black Blue	08/23/2020

Report Employee's New Claim

Need to report a new claim for an employee? You can start their new claim by clicking here.

⬈ MORE 3

Notifications

NAME	NOTIFICATION
> Pink Black	Short Term Disability - 301895523620001 Pink Black's medical documentation on their Short Term Disability claim is needed by 11/11/2020 in order to make a BENEFIT EXTENSION determination. ✕
> Black	ADA Accommodation - ⌄

⬈ MORE 3

Employees Off Work

NAME	FROM
> Tan Burgundy	09/15/2020
> Scarlet Lemon	09/05/2020
> Black Blue	09/03/2020
> Silver Red	08/08/2020

⬈ MORE 2

Remember

Click on the BLUE font and that will take you to the Employee's Dashboard-Claim Overview

sedgwick
caring counts

The overview section provides a quick view of important facts being used to process the selected claim

- **Details**
  - Links to helpful videos
  - Important dates based on the type of claim selected such as; Leave Begin and End, Leave Exhaustion, Next Medical Due, Date if Initial Interaction
  - Calendar which displays time away from work related to the claim you are viewing (Reminder: Click "More" to expand beyond the current week) (Leave of Absence)
- **Certifications (LOA)**
  - Provides important dates related to certification such as dates sent, received, reviewed and due

- **Leave Balances (LOA)**
  - Shows how much time has been used of a Leave Policy and the exhaust date
- **Work Schedule (LOA)**
  - Includes schedule that we have on file
- **Accommodations (ADA)**
  - Details of the accommodation
  - Outcome Date and Description
  - Calendar which displays approved days under ADA

New Claims

(i)

NAME	EMPLOYEE ID	CLAIM NUMBER	LAST DAY WORKED	FIRST DAY OF ABSENCE	HOURS WORKED	DATE REPORTED TO SEDGWICK	CONFIRMATION
Black Blue		...on	11/16/2020 📅	11/19/2020 📅		11/08/2020	✓
Pink Black			10/25/2020 📅	10/26/2020 📅		10/31/2020	✓
＞ Silver Red		...ability .993440001	10/23/2020 📅	10/24/2020 📅		09/04/2020	✓
＞ Lime Violet	900088324	Intermittent C005280900200001TC		05/01/2020	408.00		✓

Clicking on any BLUE Font will take you to the Employee Dashboard

sedgwick
caring counts

Landing Page on the Employee's Dashboard

👁 You are viewing Lime Violet's Employee Dashboard

Tasks Needing Attention 4 ⌄

Lime Violet's Claims

BEGIN DATE	TYPE	CLAIM NUMBER	STATUS	REPORT RETURN TO WORK	LEARNING CENTER
5/10/2021	Continuous LOA - Employee Medical	C001220900200001TC	Open - Approved	✏	🎓
5/1/2020	Intermittent - Employee Medical	C005280900200001TC	Open - Pending		🎓

🗗 MORE

sedgwick
caring counts

Employee Dashboard-Tasks Needing Attention

Once on the Employee's Dashboard you will be able to view all Tasks for the employee

Tasks Needing Attention `6` ⌄

Tasks Needing Attention `4` ⌃

> NEW CLAIMS `2`

> NOTIFICATIONS `2`

CONFIRM RETURN TO WORK `0`

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.

caring counts

Clicking on graduate hat will bring you to the learning center.

Lime Violet's Claims

BEGIN DATE	TYPE	CLAIM NUMBER	STATUS	REPORT RETURN TO WORK	LEARNING CENTER
5/10/2021	Continuous LOA - Employee Medical	C001220900200001TC	Open - Approved	✏	🎓
5/1/2020	Intermittent - Employee Medical	C005280900200001TC	Open - Pending		🎓

☑ MORE

Select a claim to view the Claim Overview
>   "I would like to…"
>   >   Access the drop down to select different actions based on the type of claim you are viewing.
>   >   >   Options include uploading documents, reporting a return to work, reporting absences, etc.…
>   "Select claim…"
>   >   Access the drop down to select other claims under the Employee's name

Claim Overview

Please check out the helpful information below. Return often to see the most current updates!

I would like to …   Select claim …

Details

Here are the important facts that are being used to process your claim. If you feel any of the information below is not accurate, please use the Communication Center to let us know.

Name
Lime Violet

Employee ID
900088324

Claim Type
Continuous LOA

Leave Caused By
Other

Case Manager
Thomas E

Claim Number
C001220900200001TC

Companion Claim(s)

Leave Type
Employee Medical

Leave Status
Open - Approved

caring counts

- Click an absence on the calendar to view its status and see the related claim number.

- Calendar detail may be exported to CSV or PDF for a specified range

- Select "More" To expand the Calendar to a monthly view

Claims Calendar

< January 24 - January 30 , 2021 >   ◉ Intermittent Absences Only

Sun 1/24	Mon 1/25	Tue 1/26	Wed 1/27	Thu 1/28	Fri 1/29	Sat 1/30
	Continuous LOA	Continuous LOA	Continuous LOA	Continuous LOA	Continuous LOA	

● Approved   ● Pending   ● Waiting Period   ● Denied

ℹ This calendar shows claims that involve time away from work.   ⬇ EXPORT   ☑ MORE

caring counts

Claims Calendar ✕

EXPAND/COLLAPSE

❗ **Your claim has been approved.**
Continuous LOA - 1000000000000IFN

⌃
⌄

Tammy Timeaway

Continuous LOA

Claim Type	Leave Type	Leave Status	Leave Caused By
Continuous	Employee Medical	Open - Approved - None	Other

‹   ›

By clicking on a date in the Claims Calendar, a new window will populate to show the current case status.

- Click under the EXPAND/COLLAPSE heading to view additional claim information, and click to hide it again.

- Click a blue claim number to view details related to that claim.

↩ BACK

sedgwick
caring counts

- The Activity Stream provides the activity over the life of your claim

  - Keep track of claim updates

  - Note upcoming important dates from start to finish

  - Provides a timeline of activity including;

    - First date absent reported as xx/xx/xxxx

    - Date communications sent

    - Effective date of particular claim status

    - Dates for when medical is due

Activity Stream

12/2/2019
B810150913100005TC
Your request for Continuous leave of absence has been approved.

11/16/2018
B867001134000101
Estimated FULL Return to Work date for your Paid Family Leave claim is 11/16/201 ...

11/15/2018
301655211230001
Estimated FULL Return to Work date for your Short Term Disability and Continuous lea ...

11/1/2018
B810150913100005TC
Federal Family and Medical Leave Act has been exhausted on your Continuous leave of ...

☑ MORE

sedgwick
caring counts

Manage My Delegates

First Name

Last Name

Employee ID

Hire Date

MM · DD · YYYY 📅

My Delegates ☐

⊘ CLEAR   ✔ SEARCH   ↰ BACK

sedgwick
caring counts

Click **Permissions** ✏. The Manage Permissions for <Name> pane opens:

- Claim Status Definitions

  Leave of Absence
  - Open – Pending
    - New case, eligibility under review
  - Open – Conditional
    - Eligibility confirmed - future first day absent or we are awaiting certification
  - Open – Approved
    - Absence is approved and certified
  - Closed – Conditional
    - Intermittent time was requested however never taken
  - Closed – Cancelled
    - Duplicate Case, Employee requested cancelation or UCI advised to close an employer specific policy
  - Closed – Terminated
    - Separation of employment
  - Closed – Denied
    - Not eligible or Eligible but no certification received

  ADA
  - Open
  - Closed

  Disability
  - Continues to be managed by Lincoln Financial

sedgwick
caring counts

mySedgwick Online Portal

http://hr.uci.edu/sedgwick

Self-Service tool from your personal device or SMART phone available 24/7/365

Documents can be uploaded via mySedgwick

Intake Center

Call: 855-922-2152 *

Interactive Voice Response (IVR): 24/7/365 days per year

Service Center Hours of Operation: 5:00 a.m. – 5:00 p.m. Pacific M-F

Speak with Leave/Accommodation Specialist: 6:00 a.m. - 7:00 p.m. Pacific M-F

Fax, Email, and Mail

To submit documents:

Upload: mysedgwick.com/UCI

Toll Free Fax Number: 855-800-5116

Mailing Address: Sedgwick Claim Management Services, Inc.
PO BOX 14648
Lexington, KY 40512-4648
Email:
Claimdocuments@sedgwick.com

Employer Services

Call: 855-922-2152

Team and Interactive voice available to address inquiries related:

- **Pay Integration**
- State Benefits continuation
- Return to work system access

UCI HR Leave Page

https://hr.uci.edu/partnership/benefits/leaveadm/

*The Interactive voice response systems for both the internal and external teams are connected. Employees will be able to navigate to either the internal or external team members per their inquiry and needs.

During the month of February

- **Every Tuesday 4:00PM-5:00PM PT**

- **Every Wednesday 9:00AM-10:00AM PT**

Just send me an email and I will schedule time
Francine.mondone@sedgwick.com

Topic	Slide Number(s)
What's New for Leave Administration	3
What's Not Changing	4
What is mySedgwick	5
Signing on to mySedgwick	6
Manager Dashboard Header	7 through 12
Manager Dashboard Filter by Manager	13 & 14
Manager Dashboard - New Claims Section	15 & 21
Manager Dashboard – Notifications	22 through 24
Manager Dashboard - Employees Off Work Section	25
Manager Dashboard - Confirm Return to Work Section	26 & 27
Manager Dashboard-Search For An Employee	28 & 29
Manager Dashboard-Open Accommodations	30
Manager Dashboard - Communication Center	31
Manager Dashboard - Learning Center	32
Manager Dashboard- Reporting a Claim on Behalf of Employee	33 through 36
Employee Dashboard	37 through 40
Employee Dashboard for Managers - Tasks	41 & 42
Employee Dashboard- Employee Claims	43
Employee Dashboard for Managers-Claim Overview	44
Employee Dashboard for Managers - Claims Calendar	45 & 46
Employee Dashboard- Activity Stream	47
Manager Dashboard-Assigning a Delegate	48 through 50
Sedgwick Key Terms -	51
Tools and Resources	52
Office Hours	53

Questions?