

## REFERENCE GUIDE

# AbsenceOne User Guide

*for employees with disability claims and/or leave of absence cases*

With AbsenceOne, you can access up-to-date claim information in real time, contact your examiner, learn more about the claim process, and more. This guide will walk you through accessing AbsenceOne and using its features.

## Creating a new AbsenceOne account

**Note:** *If your employer has a single sign-on (SSO) connection with us, follow your employer's instructions to access AbsenceOne.*

To create a new account in AbsenceOne, your information must be on file from your employer.

This section helps you to do the following:

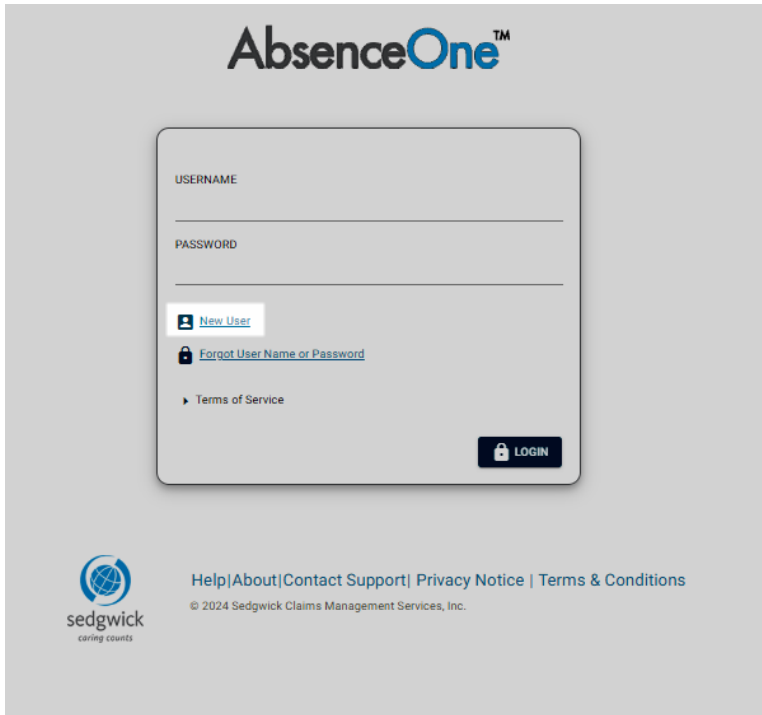
- [Registering for an account](#)
- [Choosing a username and password](#)

## REGISTRATION

1. Go to the [AbsenceOne login page](#).

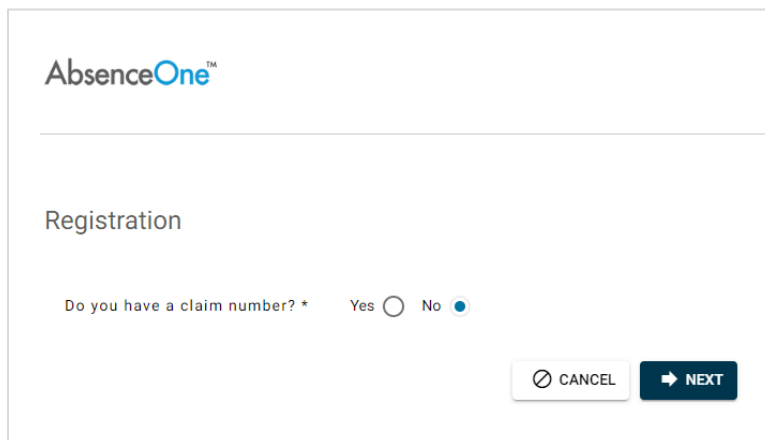
**Note:** If your employer provided you with a custom URL, go to that URL instead. For example, *"login.mySedgwick.com/CompanyName."*

2. Select **New User**.



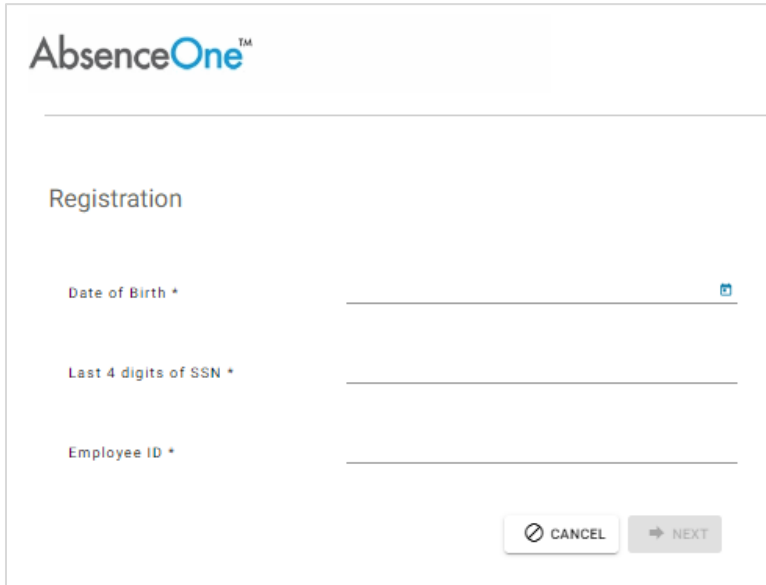
The image shows the AbsenceOne login and registration interface. At the top is the AbsenceOne logo. Below it is a white box containing a USERNAME input field, a PASSWORD input field, a [New User](#) link with a user icon, a [Forgot User Name or Password](#) link with a lock icon, and a [Terms of Service](#) link with a right-pointing triangle icon. A dark blue LOGIN button with a lock icon is at the bottom right of the box. Below the box is the Sedgwick logo with the tagline 'caring counts' and a row of links: [Help](#), [About](#), [Contact Support](#), [Privacy Notice](#), and [Terms & Conditions](#). At the bottom is the copyright notice: © 2024 Sedgwick Claims Management Services, Inc.

3. Answer **No** to the question, “**Do you have a claim number?**” Then select **Next**.



The image shows the AbsenceOne Registration screen. At the top is the AbsenceOne logo. Below it is a horizontal line. Underneath the line is the word 'Registration'. Below that is the question 'Do you have a claim number? \*' followed by two radio buttons: 'Yes' (unselected) and 'No' (selected). At the bottom right are two buttons: a light gray CANCEL button with a diagonal line icon and a dark blue NEXT button with a right-pointing arrow icon.


4. Complete the fields on the Registration page, including your **Last Name**, **Date of Birth**, **Last 4 digits of SSN**, and **Home Postal Code**. The information requested may vary based on your employer's requirements. When you're finished, select **Next**.



AbsenceOne™



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Registration

Date of Birth \* 

Last 4 digits of SSN \*

Employee ID \*

 CANCEL  NEXT

Your personal information must match the information on file.

If AbsenceOne is unable to verify your information, select the link that appears for contacting Sedgwick Support or contact your HR department for more assistance.

If AbsenceOne successfully verifies your information, a page opens where you can create a username and password.

## CHOOSE USERNAME AND PASSWORD

1. Enter a unique username.
2. Create a new password that meets the following requirements:
  - 8-16 characters long
  - Contains at least one letter and one number
  - Contains at least one uppercase letter
  - Contains one of the following special characters: @ # \$ ^ & \* + = !
  - Is different than your username

## Enter Your Name and Email Address

3. Enter your first and last name and email address.  
These fields are required.
4. If desired, enter your cell phone number.

## Select Security Questions and Answers

5. Select five security questions and specify an answer for each that can be used to validate your identity if you ever forget your username or password.
6. Once all fields have been completed, select **Submit**. A confirmation message appears.

You will also receive a confirmation email at the address you entered which includes the username you selected and a link to [AbsenceOne](#).

AbsenceOne™

Choose Username/Password

Your new password must have the following characteristics:

①

8-16 characters long.

②

Contain atleast one letter and one number.

③

Minimum of one letter must be upper case.

④

Have one of the following special characters @#\$%&\*+=!.

⑤

Different than your username.

⑥

Different than your current password and previous 12 passwords.

⑦

Must not be the same as a password used in the last 90 days.

\*Required

Username: \*

Password: \*

Retype Password: \*

Please provide your personal information for your user profile.

First Name: \*

Last Name: \*

Email: \*

Cell Phone Number:  -  -

For security purposes we are asking you to select a series of challenge questions. They will be used to provide you with access if you forget your password.

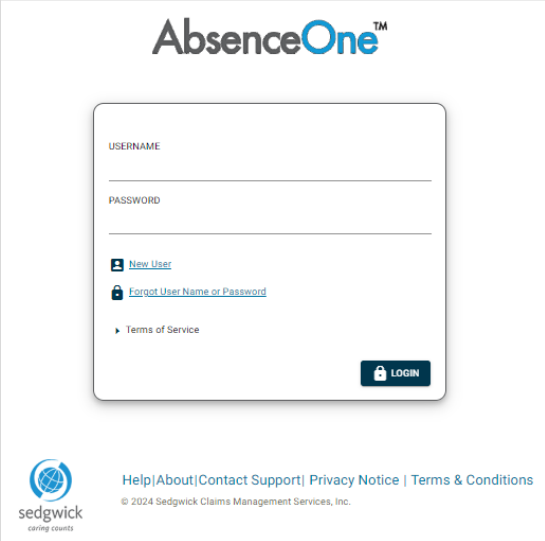
Security Question: \*

Enter your answer: \*

## Logging In

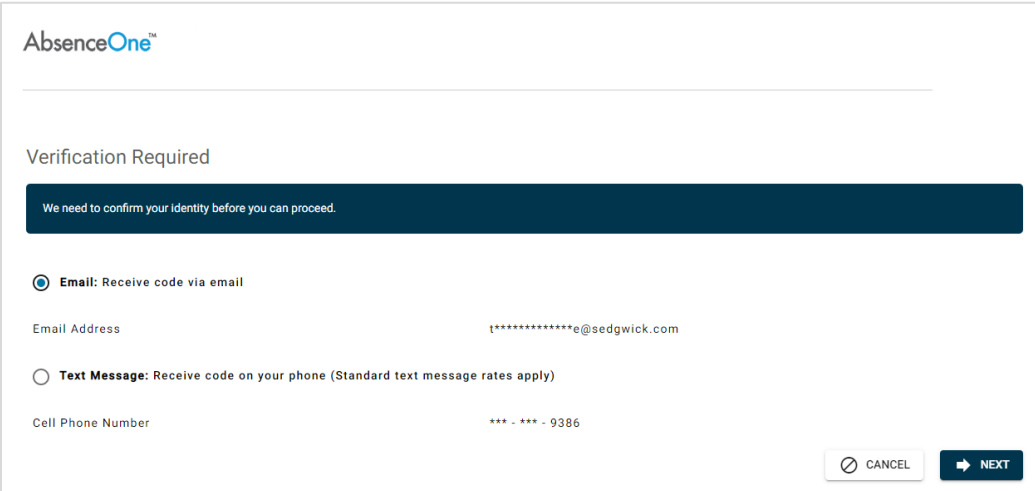
1. Open the [AbsenceOne login page](#).
2. Log in with your username and password.

If you have not logged in before or it has been a while since you last verified your identity, you will be prompted to do so by entering a code you will receive by email or text message.

The image shows the AbsenceOne login interface. At the top is the AbsenceOne logo. Below it is a white login box with fields for USERNAME and PASSWORD. There are links for 'New User', 'Forgot User Name or Password', and 'Terms of Service'. A blue 'LOGIN' button is at the bottom right of the box. Below the login box is the Sedgwick logo and a footer with links: 'Help | About | Contact Support | Privacy Notice | Terms & Conditions' and the copyright notice '© 2024 Sedgwick Claims Management Services, Inc.'

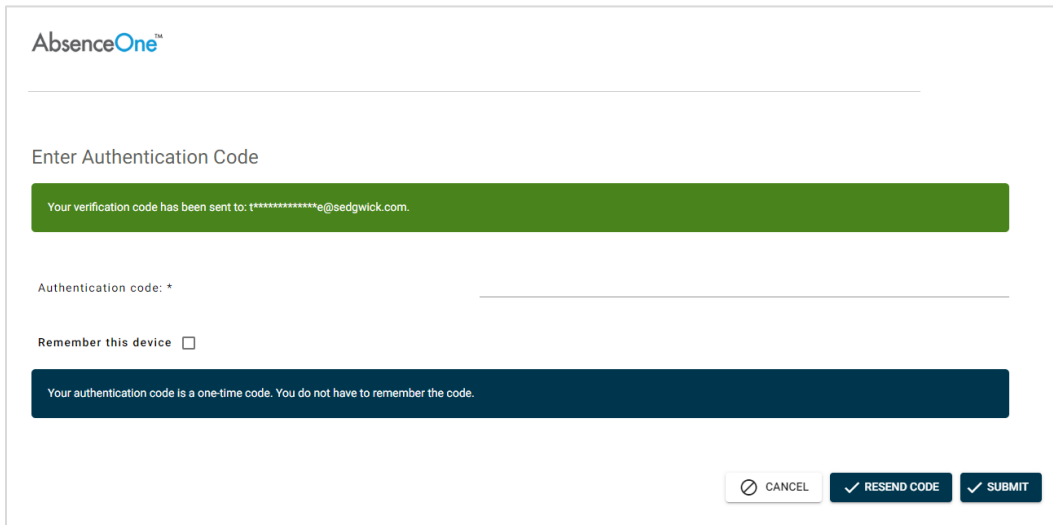
## VERIFYING YOUR IDENTITY

1. Select your preferred method (**Email** or **Text Message**) for receiving an authentication code; the options available to you may vary based on the information on file. Then select **Next**.

The image shows the 'Verification Required' screen. It has the AbsenceOne logo at the top. Below the logo is a dark blue banner with the text 'We need to confirm your identity before you can proceed.' There are two radio button options: 'Email: Receive code via email' (which is selected) and 'Text Message: Receive code on your phone (Standard text message rates apply)'. Below the 'Email' option is a text field for 'Email Address' containing 't\*\*\*\*\*e@sedgwick.com'. Below the 'Text Message' option is a text field for 'Cell Phone Number' containing '\*\*\* - \*\*\* - 9386'. At the bottom right are two buttons: 'CANCEL' and 'NEXT'.

Codes received by email will be sent from **no-reply@sedgwick.com**.

2. Enter the authentication code in the field provided. To avoid the need to enter an authentication code each time you log in, select **Remember this device**.



The image shows the AbsenceOne authentication interface. At the top is the AbsenceOne logo. Below it is a horizontal line. The main heading is "Enter Authentication Code". A green message box states: "Your verification code has been sent to: t\*\*\*\*\*@sedgwick.com." Below this is a text input field labeled "Authentication code: \*". Underneath the input field is a checkbox labeled "Remember this device". A dark blue message box states: "Your authentication code is a one-time code. You do not have to remember the code." At the bottom right are three buttons: "CANCEL" (with a close icon), "RESEND CODE" (with a checkmark icon), and "SUBMIT" (with a checkmark icon).

Codes expire 10 minutes after they are sent. If you need a new code sent to you, select **Resend Code**.

3. Select **Submit**.

If your code is valid, you are now logged in to AbsenceOne.

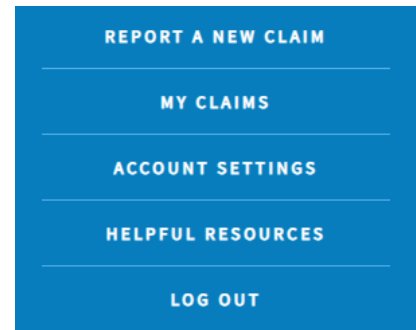
## Navigation features

The bar at the top of the page includes icons for **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.
- **My claims:** Opens the My claims page, described on page 8.
- **Account settings:** Allows you to change your password, update your security questions, and more. See page 21 for details.
- **Helpful resources:** Provides information about the claim process, helpful links to state websites, documents, and frequently asked questions. See page 22 for more information.
- **Log out:** Logs you out of AbsenceOne.



## My claims

The My claims page appears after you log in and provides a list of your claims, payments made, notifications about your claims, and more.

AbsenceOne provides details about your short-term disability claims. To quickly access your long-term disability claim information, click **Check Long Term Disability** on this page.

**My claims**

Hello Alyssa, here are some important reminders.

- Confirmation of your return to work date is required for **two** notification(s).
- Supporting documentation is required for **two** claim(s) as early as 6/21/2023.

[Check Long Term Disability](#)

[Communication center](#)

[Helpful resources](#)

CLAIM	STATUS	DETAIL	ACTIONS
<a href="#">Intermittent Leave - C311170204800003TC</a>	Open - Conditional	BEGIN DATE: 10/2/2023 LEAVE TYPE: Employee Medical	<a href="#">⋮</a>
<a href="#">Short Term Disability - C283001255000103</a>	Open - Approved	BEGIN DATE: 6/1/2022	<a href="#">⋮</a>

Items per page: 5 1 - 2 of 2 < > >|

**PAYMENTS** **NOTIFICATIONS**

ISSUE DATE	PAYEE	AMOUNT	PAYMENT METHOD	DETAIL
11/28/2023 ⓘ	ALYSSA SUAREZ	\$0.75	Voucher ⓘ	CLAIM: <a href="#">Short Term Disability - C283001255000103</a> GROSS-NET: \$0.75 - \$0.75 ⓘ FROM-TO: 6/22/2022 - 6/22/2022
11/28/2023 ⓘ	ALYSSA SUAREZ	\$0.50	Voucher ⓘ	CLAIM: <a href="#">Short Term Disability - C283001255000103</a> GROSS-NET: \$0.50 - \$0.50 ⓘ FROM-TO: 6/1/2022 - 6/2/2022
9/7/2023 ⓘ	ALYSSA SUAREZ	\$2,438.47	Voucher ⓘ	CLAIM: <a href="#">Short Term Disability - C283001255000103</a> GROSS-NET: \$2,438.47 - \$2,438.47 ⓘ FROM-TO: 6/18/2022 - 6/30/2022

Payment history on open claims for the past 12 months. ⓘ

**Off work calendar** **Communication center**

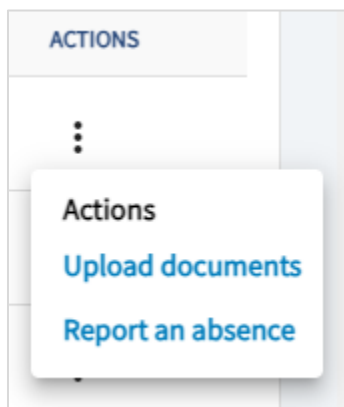
You can return to this page at any time by clicking **My claims** on the navigation menu. **Messages** ⓘ and **Notifications** ⓘ icons in the top-right corner of the page display the number of unread and undismissed items. To view a claim from here or any other page, click the claim number. Sort what's




displayed on any grid in ascending or descending order by choosing the appropriate field from the **Sort by** menu. In addition to the main section, this page also includes the **Off work calendar** (described on page 19), **Communication center** (page 18), links to **Helpful resources** (page 22), and **Leave balance summary** (page 9) sections.

The following features are available in the main section of this page:

- **Important reminders:** Displays a bulleted list of reminders, if applicable.
- **Quick links:** Allows you to quickly access commonly used features, such as the **Communication center**.
- **Claim list:** Displays a list of your claims. 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:** Displays a list of payments made within the past 12 months for your open claim(s) only. More details about the **Payments** tab, as it appears on the claim, are described on page 13.
- **Notifications:** Lists any information that has been deemed important for your claim. You can dismiss a notification from this list by clicking the **Dismiss**  icon.

## LEAVE BALANCE SUMMARY

The Leave balance summary section of the My claims page shows any leave policies applicable to the claim, as well as the amount of time used and remaining for each policy, in graphical form.

## Claim

The Claim page contains additional information relevant to a claim. To access this page, select a claim number from wherever it appears. In addition to the main section on this page (which includes various **Actions** described on page 15), this page also includes the **Claim activity** (page 17), **Communication center** (page 18), **Off work calendar** (page 19), and **Your contact information** (page 20) sections.

The screenshot displays the AbsenceOne web application interface for a user named Alyssa. The left sidebar contains navigation links: REPORT A NEW CLAIM, MY CLAIMS, ACCOUNT SETTINGS, HELPFUL RESOURCES, and LOG OUT. The main content area is titled 'My Claims > Short Term Disability - C283001255000103'. Below this, there's a section for 'Short Term Disability - C283001255000103' with tabs for SUMMARY, PAYMENTS, BENEFITS, WORK SCHEDULE, RESTRICTIONS, DOCUMENTS, and IMPORTANT CONTACTS. The SUMMARY tab is active, showing claim details: Name (ALYSSA SUAREZ - 226323592), Claim (Short Term Disability - C283001255000103), Begin Date (6/1/2022), Status (Incident - Approved), and Companion Claims (C283001255000102, C283001255000101). There are four action buttons: Upload documents, Manage direct deposit, Visit helpful resources, and Communication preferences. A progress bar shows four steps: 01 CLAIM INITIATED (11/17/2023), 02 SUPPORTING DOCUMENTATION (DOB: 12/07/2023), 03 CLAIM DETERMINATION, and 04 CLAIM CLOSED. Below the progress bar are three sections: 'Claim activity' with a table of messages, 'Communication center' with a table of claims, and 'Off work calendar' showing a calendar for January 2024 with dates 1, 14, and 15 marked as 'Short Term Disability'. The 'Your contact information' section shows the address: 123 Elm Street, Oakland, California 94610. The footer includes the Sedgwick logo and copyright information: © 2024 SEDGWICK, CONTACT SUPPORT, PRIVACY POLICY, TERMS AND CONDITIONS, HELP, V1.0.

**REPORT A NEW CLAIM**

**MY CLAIMS**

**ACCOUNT SETTINGS**

**HELPFUL RESOURCES**

**LOG OUT**

AbsenceOne™

Alyssa Log out

My Claims > Short Term Disability - C283001255000103

Short Term Disability - C283001255000103 View a different claim

SUMMARY PAYMENTS BENEFITS WORK SCHEDULE RESTRICTIONS DOCUMENTS IMPORTANT CONTACTS

**Claim**

Name ALYSSA SUAREZ - 226323592

Claim Short Term Disability - C283001255000103

Begin Date 6/1/2022

Status Incident - Approved

Companion Claims C283001255000102 C283001255000101

**Actions**

Upload documents

Manage direct deposit

Visit helpful resources

Communication preferences

CLAIM INITIATED 11/17/2023

SUPPORTING DOCUMENTATION DOB: 12/07/2023

CLAIM DETERMINATION

CLAIM CLOSED

**Claim activity**

Filter Sort by

DATE	MESSAGE
12/05/2023	Estimated FULL Return to Work date for your Short Term Disability is 12/05/2023.
12/02/2023	Your request for Short Term Disability has been approved. Let's stay in touch! 5 days prior to the end of this approval, we'll need to know if you're planning to return to work or if you'll need more time away from work. If you need more time, additional medical will be required so we'll start the process over again.
11/29/2023	Estimated RESTRICTED Return to Work date for your Short Term Disability is 11/29/2023.

**Communication center**

Sort by

CLAIM	DATE	OPEN
Short Term Disability - C283001255000103	12/8/2023	

**Off work calendar**

< > today January 2024 month week

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
Short Term Disability						
7	8	9	10	11	12	13
Short Term Disability						
14	15	16	17	18	19	20
Short Term Disability						
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Approved Pending Waiting Period Denied

**Your contact information**

CONTACT ADDRESS

123 Elm Street

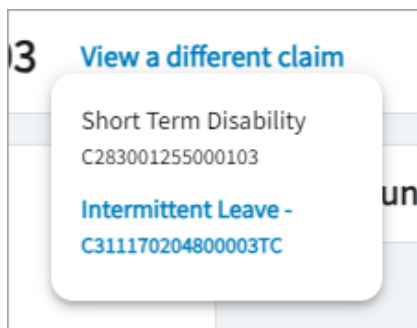
Oakland, California 94610

Change Contact Address

sedgwick

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If you have multiple claims, you can click **View a different claim** (near the top) to change claims without navigating back to the My claims page.



The claim's main section displays key details about the claim in several tabs:

- **Summary:** Contains your **Claim** number, claim **Status**, and other details. The claim tracker on this tab depicts the claim's progress; completed steps are shown with a green check mark. **Actions** are described in detail on page 15.

### Short Term Disability - C283001255000103

[View a different claim](#)

SUMMARYPAYMENTS BENEFITS WORK SCHEDULE RESTRICTIONS DOCUMENTS IMPORTANT CONTACTS

**Claim**  
Name  
ALYSSA SUAREZ - 226323592  
Claim  
Short Term Disability - C283001255000103  
Begin Date  
6/1/2022  
Status  
Incident - Approved  
Companion Claims  
C283001255000102  
C283001255000101

**Actions**  

Upload documents

Manage direct deposit

Visit helpful resources

Communication preferences

✓

02

03

04

CLAIM INITIATED  
11/17/2023

SUPPORTING DOCUMENTATION  
DUE: 12/07/2023

CLAIM DETERMINATION

CLAIM CLOSED

- **Work schedule** (leave only): Displays your most recent work schedule (i.e., number of hours scheduled to work per day).

SUMMARYWORK SCHEDULECERTIFICATIONSLEAVE BALANCEDOCUMENTSIMPORTANT CONTACTS

EFFECTIVE DATE: 6/1/2022

WEEK 1 HOURS: TOTAL 40

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
0	8	8	8	8	8	0

EFFECTIVE DATE: 6/1/2022

WEEK 2 HOURS: TOTAL 40

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
0	8	8	8	8	8	0

- **Certifications** (leave only): Provides information about absence frequency and duration, as well as medical certification(s) applicable to the leave claim, including a progress tracker.

SUMMARYWORK SCHEDULECERTIFICATIONSLEAVE BALANCEDOCUMENTSIMPORTANT CONTACTS

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.

### Certified Absence Frequency & Duration

ILLNESS	1 absence(s) every 1 week(s) with a duration of 8 hour(s) per absence
APPOINTMENT	1 absence(s) every 4 week(s) with a duration of 4 hour(s) per absence

### Certifications

The certification(s) below are related to your Family Medical leave for your Self

Status Pending - Eligibility Review

✓

02

✓

✓

DATE REQUESTED  
11/17/2023

DUE DATE  
12/7/2023

BEGIN DATE  
SUCCESS

END DATE  
SUCCESS

- **Leave balance** (leave only): Lists any leave policies applicable to the claim, as well as the amount of time used for each policy.

SUMMARY

WORK SCHEDULE

CERTIFICATIONS


LEAVE BALANCE

DOCUMENTS

IMPORTANT CONTACTS




↑ Sort by

POLICY	TIME USED <span>?</span>	POLICY EXHAUSTS
Federal Family and Medical Leave Act	0.00 Weeks	1/19/2024




- You can also [learn more](#) about leave rights in your state
- View your [leave balance summary](#) for all of your related claims


- **Payments** (disability only): Displays a list of payments made for the claim in the past 12 months, starting with the most recent.

SUMMARY	PAYMENTS	BENEFITS	RESTRICTIONS	DOCUMENTS	IMPORTANT CONTACTS
					↑ Sort by
ISSUE DATE	PAYEE	AMOUNT	PAYMENT METHOD	DETAIL	
11/28/2023 ⓘ	 ALYSSA SUAREZ	\$0.75	Voucher ⓘ	GROSS-NET: \$0.75 - \$0.75 ⓘ FROM-TO: 6/22/2022 - 6/22/2022	
11/28/2023 ⓘ	 ALYSSA SUAREZ	\$0.50	Voucher ⓘ	GROSS-NET: \$0.50 - \$0.50 ⓘ FROM-TO: 6/1/2022 - 6/2/2022	
9/7/2023 ⓘ	 ALYSSA SUAREZ	\$2,438.47	Voucher ⓘ	GROSS-NET: \$2,438.47 - \$2,438.47 ⓘ FROM-TO: 6/18/2022 - 6/30/2022	
Payment history for past 12 months. ⓘ					↓

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.
  - If an explanation of bill review is available, a link to that is shown in the **Detail** column.
  - You can export information from this tab to a .csv file by clicking the **Export**  button.
- **Restrictions** (disability only): Displays a list of work restrictions, along with dates for each restriction.

SUMMARY	PAYMENTS	BENEFITS	RESTRICTIONS	DOCUMENTS	IMPORTANT CONTACTS
					↑ Sort by
WORKING WITH RESTRICTIONS	RECOMMENDED DATES	TYPE	ACTIVITY	RESTRICTION	
11/1/2023 - 11/3/2023	11/1/2023 - 11/3/2023	Temporary	Computer Screen	More Than 8 Hours	
11/1/2023 - 11/3/2023	11/1/2023 - 11/3/2023	Temporary	Drive	8 Hours	
11/1/2023 - 11/3/2023	11/1/2023 - 11/3/2023	Temporary	Frequent Breaks	8 Hours	
11/1/2023 - 11/3/2023	11/1/2023 - 11/3/2023	Temporary	Climbing Poles	Occasionally	
11/1/2023 - 11/3/2023	11/1/2023 - 11/3/2023	Temporary	1 - 5 lbs.	Never	
Items per page: 5					1 - 5 of 8  < < > >

- **Benefits** (disability only): Displays work status periods for the claim. To view previous work statuses, select the toggle  on the right side.

SUMMARYPAYMENTS**BENEFITS**RESTRICTIONSDOCUMENTSIMPORTANT CONTACTS

Benefit Plan

MAXIMUM BENEFIT DURATION DATE : 12/26/2023

↑ Sort by

BEGIN DATE	END DATE	BENEFIT FREQUENCY	BENEFIT RATE
6/1/2022	6/26/2022	Bi-weekly	Undefined
6/1/2022	6/30/2022	Bi-weekly	\$2626.04
12/1/2023	12/26/2023	Bi-weekly	\$2626.04

Work Status

View Prior Entries


↑ Sort by

WORK STATUS	AS OF	BENEFITS BEGIN	BENEFITS END	BENEFIT STATUS
OFF WORK	6/1/2022	6/1/2022	6/30/2022	Approved

- **Documents:** Displays a list of documents available to you and those you have uploaded. You can upload a document by clicking **Upload**.

SUMMARYWORK SCHEDULECERTIFICATIONSLEAVE BALANCE**DOCUMENTS**IMPORTANT CONTACTS


My Documents




No documents available for this claim

Upload Documents

Please upload your file below. Up to 10 files can be selected. Size limit is 6MB per file. The following formats are supported: .jpg, .png, .gif, .pdf, .rtf, .tif, .txt & .docx. Do not upload password protected documents as Sedgwick will not be able to open them.


 Upload



No documents uploaded for this claim

My Forms

↑ Sort by

DOCUMENT	OPEN
Release of Information	

- **Important Contacts:** Provides information about how to contact the examiner. If available, click **Contact examiner** to open the Communication center window (described on page 18) where you can send a message to the examiner.

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## ACTIONS

The **Actions** section of the **Summary** tab (shown on page 11) includes options for submitting a return-to-work date, uploading a document, opening the Helpful resources page, and more. The options displayed here may vary and are dependent on how your employer has chosen to configure AbsenceOne.

### Actions



- **Report return to work:** Opens the Return to work page where you can submit the date you intend to return to work. From here, enter the **Return to Work Date**, specify the **Return to Work Type**, and add any **Additional Comments** before clicking **Submit**.

### Return to work

NAME  
Jasmine Burke

CLAIM  
Short Term Disability - C283001255000103

Return to Work Date \*

RETURN TO WORK TYPE \*

☐ Full Duty ☐ Restricted Duty

Additional Comments

0/500

Submit

Clear

- **Upload documents:** Opens the **Documents** tab (see page 14).

- **Manage direct deposit:** Opens the Manage direct deposit page where you can enter your bank details to receive your payments quickly and easily. Select **Electronic** to begin.

## Manage direct deposit

NAME  
ALYSSA SUAREZ

CLAIM  
Short Term Disability - C283001255000103

Sign up for direct deposit on your claim to receive payments quickly and easily.

Enrollment in direct deposit does not constitute payment or acceptance of claim. If you have any questions regarding your claim, please contact your LOA Specialist.

How would you like to receive your payments? \*

☐ Electronic
☒ By Mail

This is the address your employer has file.

123 Elm Street  
OAKLAND, CA 94610

If you would like to edit this address, you may do so in the Your Contact Information section of the Claim Summary screen.

Submit

- **Visit helpful resources:** Opens the Helpful resources page (described on page 22).
- **Report an absence:** Opens the Report an absence page. From here, enter the **Date of Absence**, its **Duration**, and the **Reason**, then click **Add absence**.

## Report an absence

NAME  
Jasmine Burke

CLAIM  
-C283001255000103

Date of Absence

Date of Absence \*

**DURATION:** 24 hours 60 minutes per day maximum  
Please report in increments of 1 minutes.

Hours\*
Minutes\*

**Reason**

☐ Illness
☐ Appointment

Add absence

There are no new requests  
Use the form above to add absences

Cancel

- **Communication preferences:** Opens the **Change communication preferences** section of the Account settings page (described on page 21).





## CLAIM ACTIVITY

The **Claim activity** section displays a list of milestone events that occurred for the claim, with the most recent activity listed first. To search for an event, click **Filter** to reveal a search field.

Claim activity	
Filter	Sort by
DATE	MESSAGE
10/25/2023	Estimated FULL Return to Work date for your claim is 10/25/2023.
10/24/2023	Estimated RESTRICTED Return to Work date for your claim is 10/24/2023.
10/23/2023	Estimated FULL Return to Work date for your claim was changed from 10/24/2023 to 10/25/2023.
10/23/2023	Estimated RESTRICTED Return to Work date for your claim was changed from 10/23/2023 to 10/24/2023.
10/23/2023	Estimated FULL Return to Work date for your claim was changed from 10/17/2023 to 10/24/2023.
Items per page: 5 1 – 5 of 9 < < > >	

## COMMUNICATION CENTER

The **Communication center** enables you to communicate directly with the examiner on the claim. When an unread message exists, a **New** icon appears next to the date. Click **Open**  to open the Communication center page.

Communication Center		
CLAIM	DATE	OPEN
Short Term Disability - C283001255000101	6/28/2023	

Type your question or message to the examiner in the text box and click **Send**.


### Communication center

NAME  
Alyssa Suarez

CLAIM  
Short Term Disability - C283001255000103

Alyssa Suarez - 1 second ago

12/8/2023 10:02 AM



Hello. I have a question about my return-to-work date. Can you assist?


Type a message...

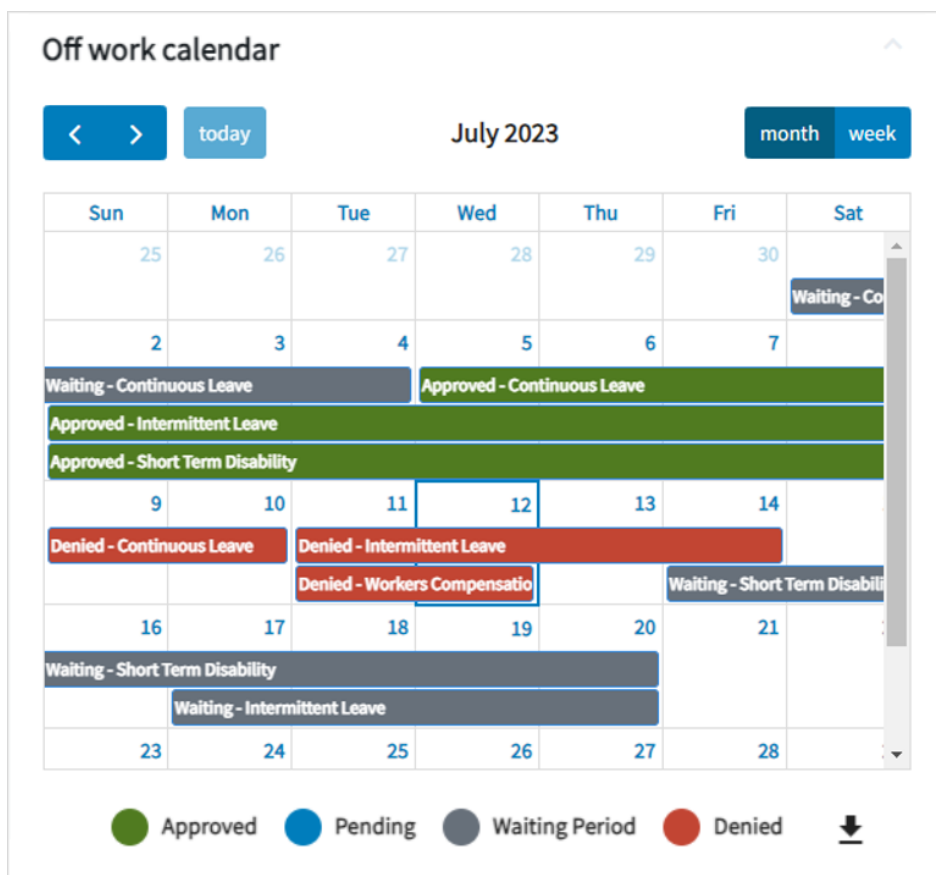
0/1000

Send

Clear

## OFF WORK CALENDAR

The **Off work calendar** displays your absence periods and their statuses 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 a .csv 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](#)

## YOUR CONTACT INFORMATION

**Your contact information** is available on open claims only and displays the contact information you have on file. To update your information, click **Change Contact Address**. This will allow you to provide updated information that will be sent to your examiner for review.

### Your contact information

CONTACT ADDRESS

[Change Contact Address](#)

ELECTRONIC NOTIFICATIONS

EMAIL ADDRESS:

TEXT/SMS:

[Change Communication Preferences](#)

## Account settings

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

The screenshot shows the AbsenceOne user interface. On the left is a blue sidebar with navigation links: REPORT A NEW CLAIM, MY CLAIMS, ACCOUNT SETTINGS (highlighted), HELPFUL RESOURCES, and LOG OUT. The top right of the page shows the user's name 'Alyssa' and a 'Log out' button. The main content area is titled 'Account settings' and contains a 'Change password' section. This section includes a blue box with password requirements: 8-16 characters long, at least one letter and one number, minimum one uppercase letter, one of the special characters @\$%\*&+=!, 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. At the bottom right of the form are 'Save' and 'Cancel' buttons.

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.

## Helpful resources

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

**AbsenceOne™** 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.

**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.

I would like to learn more about...

☒ Disability

☐ Leaves

**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.