

REFERENCE GUIDE

AbsenceOne Guide to the Manager View

for those managing employees with disability, workers' compensation, or leave of absence claims

With AbsenceOne, you can access up-to-date claim information in real time for your employees, see who is off work, contact their 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:

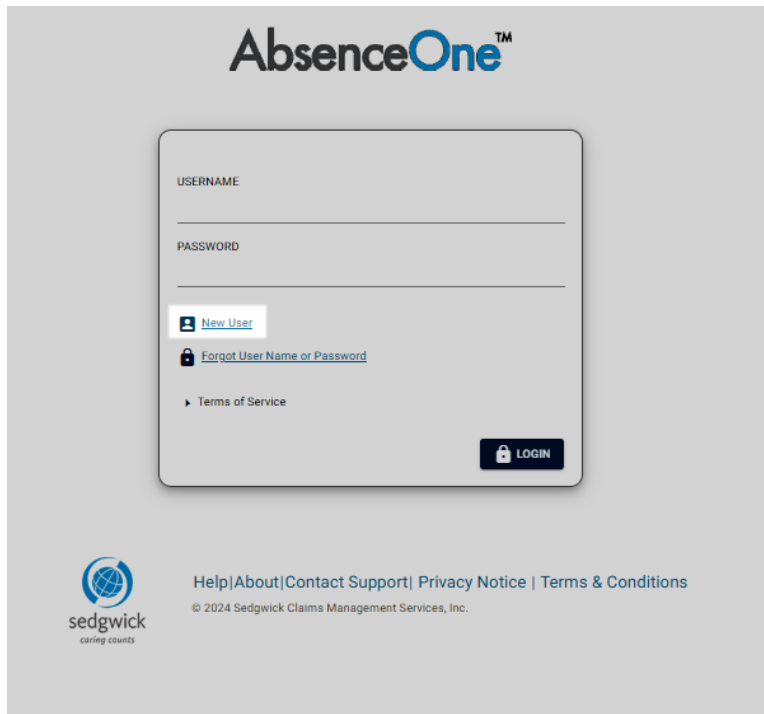
- [Registering for an account](#)
- [Choosing a username and password](#)

REGISTRATION

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

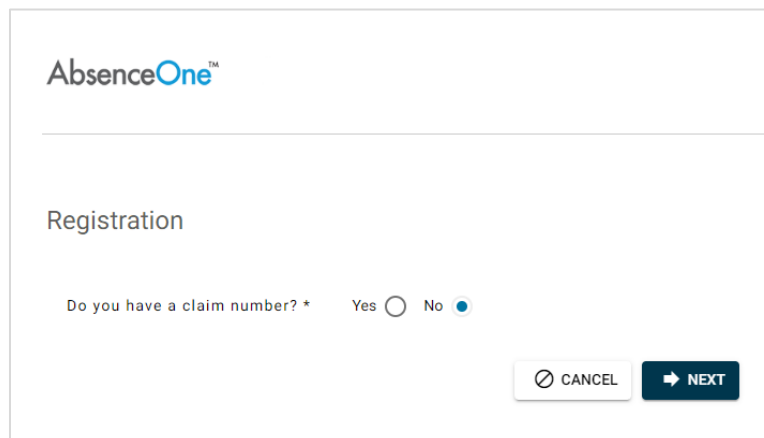
Note: If your employer provided you with a custom URL, go to that URL instead. For example, "login.mySedgwick.com/CompanyName."

2. Select **New User**.



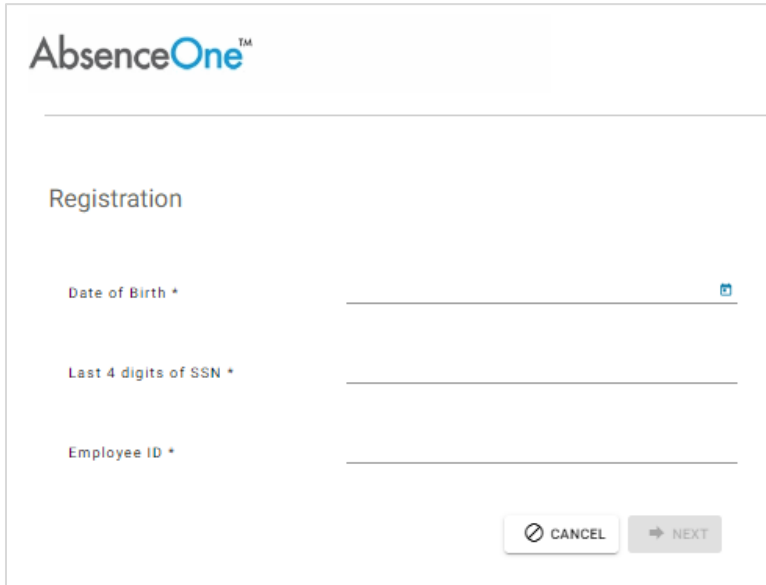
The image shows the AbsenceOne login and registration interface. At the top is the AbsenceOne logo. Below it is a white box containing a USERNAME input field, a PASSWORD input field, a [New User](#) button with a user icon, a [Forgot User Name or Password](#) link with a lock icon, and a [Terms of Service](#) link with a right-pointing arrow. A dark blue LOGIN button with a lock icon is at the bottom right of the white box. At the bottom left is the Sedgwick logo with the tagline 'caring counts'. At the bottom right are links for [Help](#), [About](#), [Contact Support](#), [Privacy Notice](#), and [Terms & Conditions](#), followed by 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**.

The image shows a screenshot of the AbsenceOne registration page. At the top left is the AbsenceOne logo. Below it, the word "Registration" is centered. There are three input fields: "Date of Birth *" with a calendar icon on the right, "Last 4 digits of SSN *" and "Employee ID *". At the bottom right are two buttons: "CANCEL" with a circular arrow icon and "NEXT" with a right-pointing arrow icon.



AbsenceOne™

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.

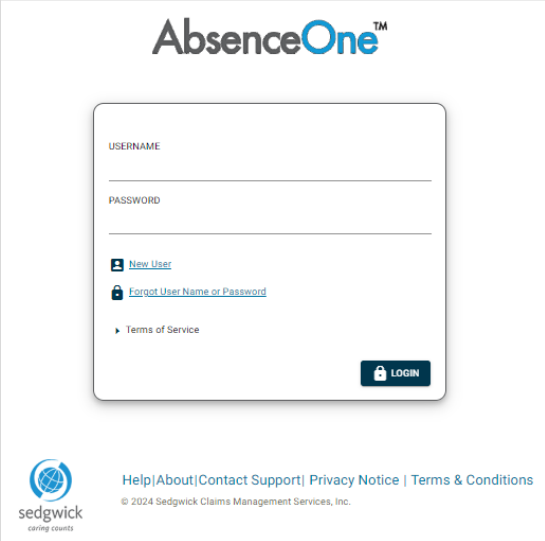
Security Question: *

Enter your answer: *

Logging In

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

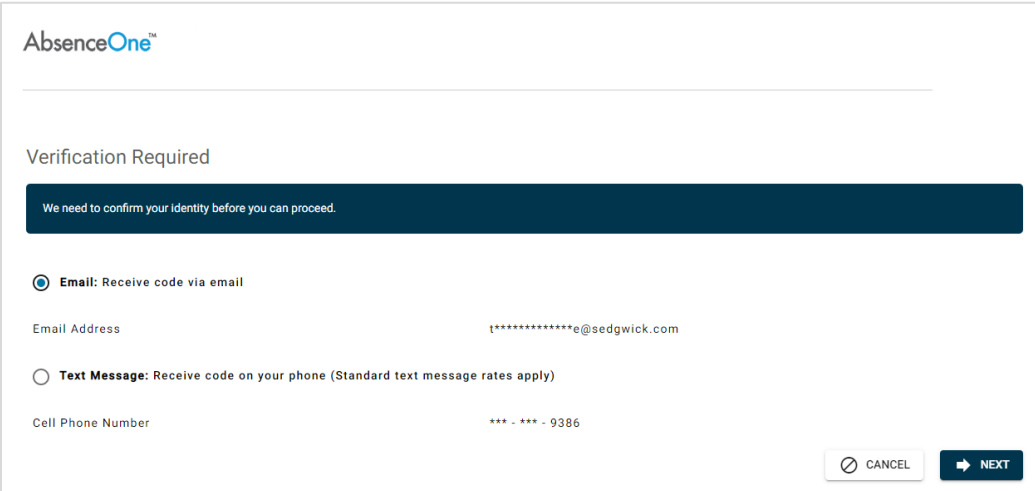
If you have not logged in before or it has been a while since you last verified your identity, you will be prompted to do so by entering a code you will receive by email or text message.



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

VERIFYING YOUR IDENTITY

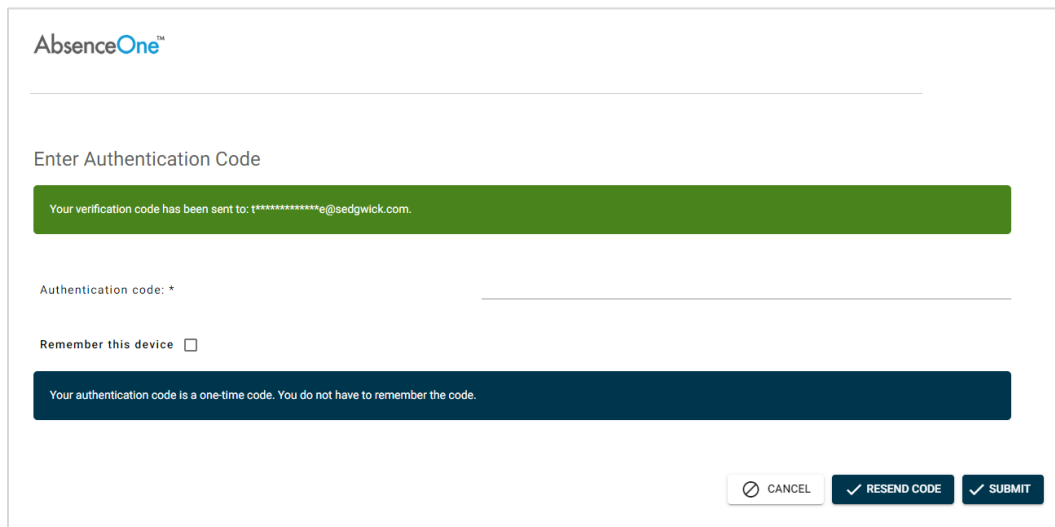
1. Select your preferred method (**Email** or **Text Message**) for receiving an authentication code; the options available to you may vary based on the information on file. Then select **Next**.



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

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 a web form for AbsenceOne. At the top left is the AbsenceOne logo. Below it is a horizontal line. The main heading is "Enter Authentication Code". Below this is a green message box that says "Your verification code has been sent to: t*****@sedgwick.com.". Below that is a text input field labeled "Authentication code: *". Underneath the input field is a checkbox labeled "Remember this device". Below the checkbox is a dark blue message box that says "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.

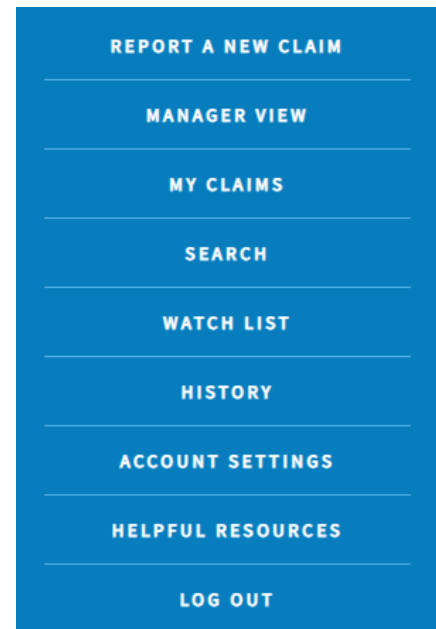
Navigation features

The bar at the top of the page includes icons for **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.
- **Manager view:** Appears after you log in and provides a manager-level overview of your direct reports' claims as described on page 8.
- **My claims:** Opens the My claims page, which displays your personal claim details. Refer to the **AbsenceOne Guide for Employees** for more information.
- **Search:** Opens the Claim search page; see page 17.
- **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 AbsenceOne.



Manager view

The Manager view appears after you log in and presents you with a manager-level overview of your direct reports' claims. To also see the claims of your indirect reports (i.e., those who report to your direct reports), select the **Include indirect reports** toggle. You can see up to five levels down in your HR hierarchy.

AbsenceOne provides details about your employees' short-term disability claims. To quickly access their long-term disability claim information, click **Search Long Term Disability Claims** from this page.

The screenshot shows the AbsenceOne Manager view dashboard. On the left is a blue sidebar with navigation links: REPORT A NEW CLAIM, MANAGER VIEW (selected), MY CLAIMS, SEARCH, WATCH LIST, HISTORY, ACCOUNT SETTINGS, HELPFUL RESOURCES, and LOG OUT. The main content area has a header with the AbsenceOne logo, user name 'Jeannie', search, star, refresh, and settings icons, and a 'Log out' link. Below the header is a search bar labeled 'Manager' and a toggle for 'Include indirect reports'. The dashboard is titled 'Manager view' with a sub-tab 'My claims'. It features a greeting: 'Hello Jeannie, here are some important reminders. Do you want to [report a new claim](#) or [learn about claims](#)?'. Below this are two reminders: 'Confirmation of a return to work date is required for **two** notification(s).' and 'Supporting documentation is required for **one** claim(s) as early as 4/27/2022..'. To the right are links for 'Search Long Term Disability claims', 'Report an absence', 'Communication center' (with a notification badge), and 'Helpful resources'. A tabbed interface shows 'NEW CLAIMS' (selected), 'NOTIFICATIONS', 'RETURN TO WORK', and 'OFF WORK'. Below the tabs is a table of claims with columns: CLAIM, NAME, DETAIL, and DISMISS. The table lists four claims: Continuous Leave - C204070618200001AA (Mary Noll), Short Term Disability - 1000JKL12341234Z (John Doe), Continuous Leave - C204070618200002TC (James Feng), and Continuous Leave - C401110618200001AA (James Feng). At the bottom, there is a 'Communication center' section with an envelope icon and 'No Messages' text, and a 'Helpful resources' section with links to 'Visit learning center', 'Helpful links', 'Helpful videos', and 'Helpful documents'. The footer includes the Sedgwick logo and copyright information: © 2024 SEDGWICK, along with links for CONTACT SUPPORT, PRIVACY POLICY, TERMS AND CONDITIONS, HELP, and V1.0.

REPORT A NEW CLAIM

MANAGER VIEW

MY CLAIMS

SEARCH

WATCH LIST

HISTORY

ACCOUNT SETTINGS

HELPFUL RESOURCES

LOG OUT

AbsenceOne™

Jeannie

Manager

Include indirect reports

Manager view My claims Jeannie Ng - 1000575

Hello Jeannie, here are some important reminders. Do you want to [report a new claim](#) or [learn about claims](#)?

- Confirmation of a return to work date is required for **two** notification(s).
- Supporting documentation is required for **one** claim(s) as early as 4/27/2022..

[Search Long Term Disability claims](#)

[Report an absence](#)

[Communication center](#)

[Helpful resources](#)

NEW CLAIMS NOTIFICATIONS RETURN TO WORK OFF WORK

Filter Sort by

CLAIM	NAME	DETAIL	DISMISS
Continuous Leave - C204070618200001AA ☆	Mary Noll - 1528604	FIRST DAY ABSENT: 4/1/2022 HOURS WORKED: 1,884	✓
Short Term Disability - 1000JKL12341234Z ☆	John Doe - EMP1234	FIRST DAY OF ABSENCE: 5/2/2022 LAST DAY WORKED: 5/1/2022	✓
Continuous Leave - C204070618200002TC ☆	James Feng - 2009381	FIRST DAY ABSENT: 4/1/2022 HOURS WORKED: 2,000	✓
Continuous Leave - C401110618200001AA ☆	James Feng - 2009381	FIRST DAY ABSENT: 1/2/2024 HOURS WORKED: 149.04	✓

Communication center

No Messages

Click the Select claim button to start a new conversation below.

Select claim

Helpful resources

[Visit learning center](#)

[Helpful links](#)

[Helpful videos](#)

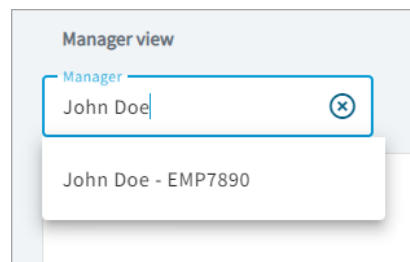
[Helpful documents](#)

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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.

A screenshot of the 'Manager view' filter dropdown. It shows a search box with 'John Doe' entered and a dropdown menu with the suggestion 'John Doe - EMP7890'.



Manager view

Manager


John Doe

John Doe - EMP7890


MAIN SECTION AND TABS






Messages  and **Notifications**  icons in the top-right corner of the page 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 employees. Click the **Confirm**  icon to confirm or edit the first day absent and hours worked.

NEW CLAIMS NOTIFICATIONS RETURN TO WORK OFF WORK			
Filter			Sort by
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 employees' 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 - C401110618200001AA ☆	James Feng	James Feng's determination on their Continuous leave will be made by 2/6/2024.	02/06/2024	
Continuous Leave - C401110618200001AA ☆	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 employees' 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 employees. Select the **Actions** menu to report a return to work for the employee 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. When an unread message exists, a **New** icon appears next to the date.

The Communication center shown on the Manager view page includes a **Select claim** button.

Communication center			
Select claim			
Filter		Sort by	
CLAIM	NAME	DATE	OPEN
Workers' Compensation - 1000GHI12341234Z	John Doe - EMP1234	2/7/2024	
Short Term Disability - 1000JKL12341234Z	John Doe - EMP1234	2/7/2024 NEW	
Intermittent Leave - 1000BNM12341234Z	John Doe - EMP1234	2/7/2024	
Continuous Leave - 1000CVB12341234Z	John Doe - EMP1234	2/7/2024	

When you click **Select claim**, a Select Claim window opens where you can search for and select the specific claim for which you want to send a message.

Select Claim

Claim Number, Last Name, Employee ID

4 results - Recent claims

CLAIM	NAME	OPEN
Workers' Compensation - 1000GHI12341234Z	John Doe - EMP1234	
Short Term Disability - 1000JKL12341234Z	John Doe - EMP1234	
Intermittent Leave - 1000BNM12341234Z	John Doe - EMP1234	
Continuous Leave - 1000CVB12341234Z	John Doe - EMP1234	

Click **Open** to open the Communication center page. 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

HELPFUL RESOURCES

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

Employee's claims

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

The screenshot shows the AbsenceOne interface for an employee's claims. The left sidebar contains navigation links: REPORT A NEW CLAIM, MANAGER VIEW, MY CLAIMS, SEARCH, WATCH LIST, HISTORY, ACCOUNT SETTINGS, HELPFUL RESOURCES, and LOG OUT. The main content area is titled "John Doe - Claims" and includes a greeting, reminders, and a list of claims. Below the claims list is a "PAYMENTS" section with a table of payment history.

John Doe - Claims

Hello John, here are some important reminders.

- Confirmation of your return to work date is required for **one claim**.
- Supporting documentation is required for **one claim** as early as 9/30/2023.
- There is an upcoming payment scheduled for 9/25/2023.
- Two claims** have been referred to Clinical review on 9/15/2023. This review may take up to 5 business days.

Claims List:

CLAIM	STATUS	DETAIL	ACTIONS
Short Term Disability - 1000JKL12341234Z ☆	Open - Approved	BEGIN DATE: 5/2/2022	⋮
Intermittent Leave - 1000BNM12341234Z ☆	Open - Approved	BEGIN DATE: 5/2/2022 LEAVE TYPE: Employee Medical	⋮

PAYMENTS


ISSUE DATE	PAYEE	AMOUNT	PAYMENT METHOD	DETAIL
8/1/2022 ⓘ	Medical Provider	\$500.00	Check	MAILING ADDRESS: 123 Elm Street, Memphis, TN 38017
8/1/2022 ⓘ	Medical Provider	\$500.00	Check	MAILING ADDRESS: 123 Elm Street, Memphis, TN 38017
7/3/2022 ⓘ	John Doe	\$200.00	Check VOID	MAILING ADDRESS: 123 Elm Street, Memphis, TN 38017 FROM-TO: 7/1/2022 - 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: 7/1/2022 - 8/1/2022 GROSS-NET: \$300.00 - \$200.00 ⓘ
7/2/2022 ⓘ	John Doe	\$1,000.00	Voucher ⓘ	FROM-TO: 7/1/2022 - 8/1/2022






Payment history for past 12 months. ⓘ

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

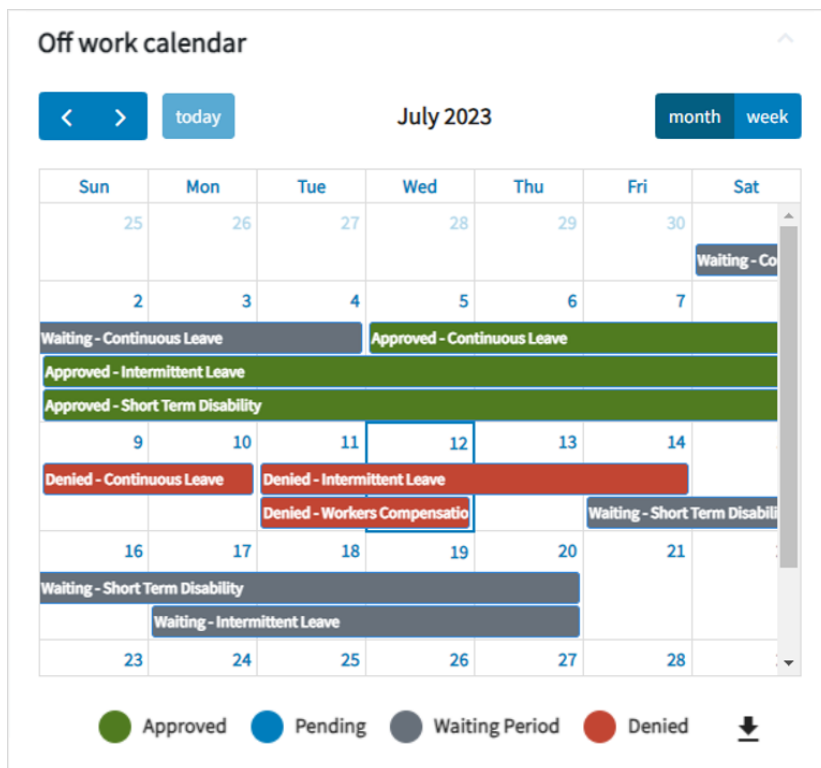
This page includes the same features as the Manager view page but also includes the following:


- A list of the employee'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
8/1/2022 ⓘ	 Medical Provider	\$500.00	Check	MAILING ADDRESS: 123 Elm Street, Memphis, TN 38017
8/1/2022 ⓘ	 Medical Provider	\$500.00	Check	MAILING ADDRESS: 123 Elm Street, Memphis, TN 38017
7/3/2022 ⓘ	 John Doe	\$200.00	Check VOID	MAILING ADDRESS: 123 Elm Street, Memphis, TN 38017 FROM-TO: 7/1/2022 - 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: 7/1/2022 - 8/1/2022 GROSS-NET: \$300.00 - \$200.00 ⓘ
7/2/2022 ⓘ	 John Doe	\$1,000.00	Voucher ⓘ	FROM-TO: 7/1/2022 - 8/1/2022
Payment history for past 12 months. ⓘ			Items per page: 5	1 - 5 of 8 < < > >

- **Off work calendar** section: The **Off work calendar** displays a calendar-view of the employee's 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

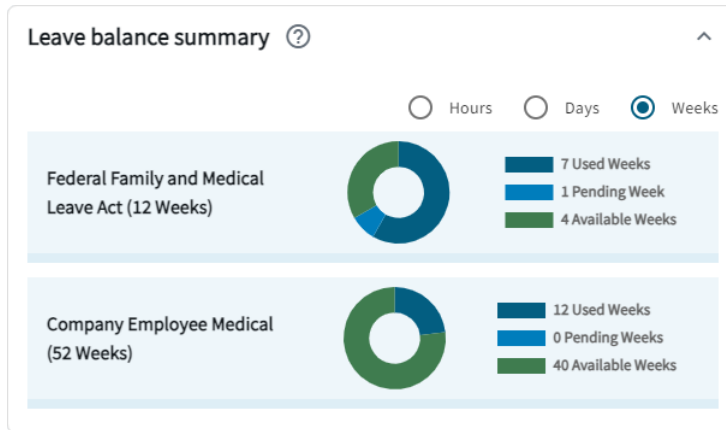
Current Work Status: OFF WORK

Anticipated Return To Work Duty: At Work

Anticipated Return To Work Date: 5/16/2023

Close

- **Leave balance summary** section: If the employee 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, in graphical form.




Claim

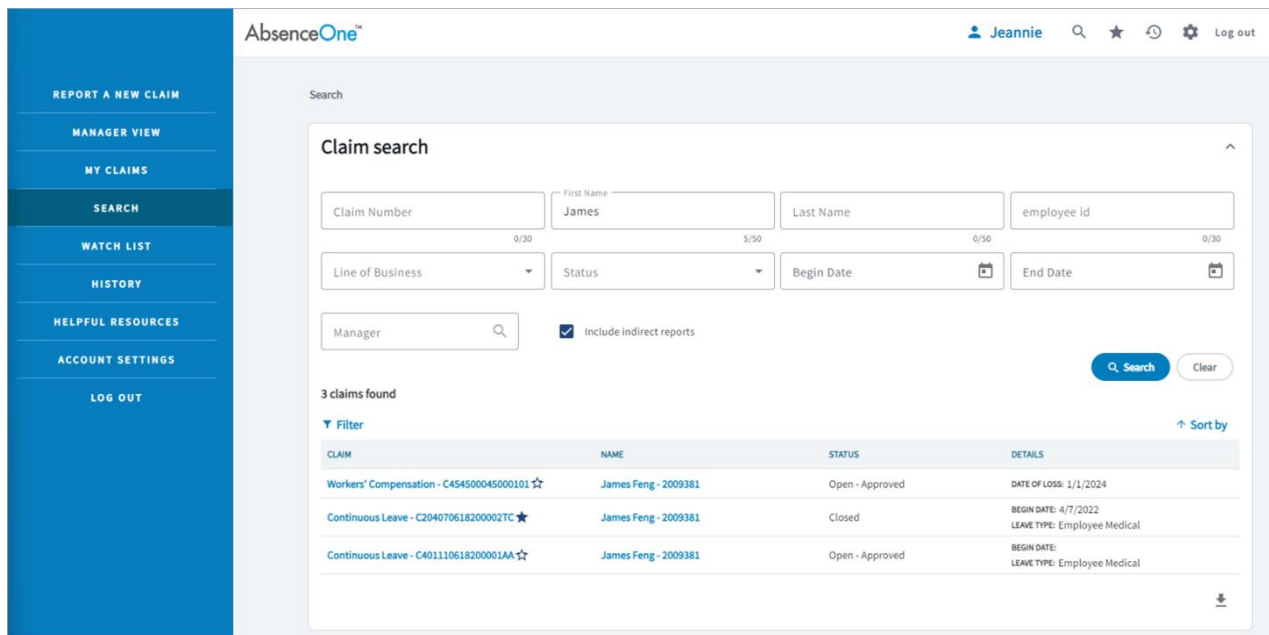
The Claim page contains information relevant to an employee's specific claim. For additional information about what you will see here, please refer to the **AbsenceOne Guide for Employees**. Note that some features are not available when viewing your employees' claims.

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 **AbsenceOne Guide for Employees**.

Claim search

The Claim search page allows you to find claims using the employee'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** .



Search

Claim search

Claim Number First Name Last Name employee id


Line of Business Status Begin Date End Date

Manager ☒ Include indirect reports

3 claims found

Filter Sort by

CLAIM	NAME	STATUS	DETAILS
Workers' Compensation - C454500045000101 ☆	James Feng - 2009381	Open - Approved	DATE OF LOSS: 1/1/2024
Continuous Leave - C204070618200002TC ★	James Feng - 2009381	Closed	BEGIN DATE: 4/7/2022 LEAVE TYPE: Employee Medical
Continuous Leave - C401110618200001AA ☆	James Feng - 2009381	Open - Approved	BEGIN DATE: LEAVE TYPE: Employee Medical



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 AbsenceOne, 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**.

The screenshot shows the AbsenceOne user interface. On the left is a blue sidebar with navigation links: REPORT A NEW CLAIM, MANAGER VIEW, MY CLAIMS, SEARCH, WATCH LIST (highlighted), HISTORY, ACCOUNT SETTINGS, HELPFUL RESOURCES, and LOG OUT. The main content area has a header with the AbsenceOne logo, user name 'Jeannie', search, star, refresh, and settings icons, and a 'Log out' link. Below the header is a 'Watch list' section. It contains a table with columns: CLAIM, NAME, and DATE ADDED. There is a 'Remove' button at the bottom left of the table. A 'Date Added' sort dropdown is at the top right of the table.

CLAIM	NAME	DATE ADDED
<input type="checkbox"/> Continuous Leave - C204070618200002TC	James Feng	2/8/2024
<input type="checkbox"/> Continuous Leave - C204070618200001AA	Mary Noll	2/8/2024
<input type="checkbox"/> Continuous Leave - C312150618200001AA	Mary Noll	2/8/2024

History

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

The screenshot shows the AbsenceOne user interface for the History page. The sidebar is identical to the Watch list page. The main content area has a header with the AbsenceOne logo, user name 'Jeannie', search, star, refresh, and settings icons, and a 'Log out' link. Below the header is a 'History' section. It contains a table with columns: CLAIM, NAME, and DATE VIEWED. Each claim number in the CLAIM column is followed by a star icon. A 'Date Viewed' sort dropdown is at the top right of the table.

CLAIM	NAME	DATE VIEWED
Continuous Leave - C312150618200001AA ☆	Mary Noll	2/8/2024
Continuous Leave - C204070618200001AA ☆	Mary Noll	2/8/2024
Continuous Leave - C401110618200001AA ☆	James Feng	2/7/2024

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, MANAGER VIEW, MY CLAIMS, SEARCH, WATCH LIST, HISTORY, HELPFUL RESOURCES, ACCOUNT SETTINGS (highlighted), and LOG OUT. The main content area is titled 'Account settings' and features a 'Change password' section. This section includes a blue box with password requirements: 8-16 characters long, at least one letter and one number, at least one uppercase and one lowercase letter, one special character from @#%*&+=!, not the username, different from the current password and previous 12 passwords, and not used within 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 are 'Save' and 'Cancel' buttons. The top right of the page shows the user's name 'Delilah' and icons for search, favorites, history, settings, and a 'Log out' link.

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 employees.

Helpful resources


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

AbsenceOne™ Delilah [Search] [Star] [Refresh] [Settings] Log out

Helpful resources

Helpful resources

LEARNING CENTER | HELPFUL LINKS | HELPFUL VIDEOS | HELPFUL DOCUMENTS

 Hello Delilah, 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
- ☐ Workers' Compensation
- ☐ Leave

Introduction

What is a Short Term Disability Claim?

Short Term Disability is a benefit your company provides for associates when they're limited from working due to a disability, which could include birth of a child, an unexpected 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 associates still receive a portion of wages while taking some time off to care for themselves. Your company has chosen Sedgwick to administer that benefit for you and your associates.

The claim reported by your associate is a Short Term Disability claim, but Sedgwick also administers some other claim types. If associates need to miss time from work due to an injury that occurred at work, that may qualify as Workers' Compensation. If they need time off to care for themselves, they might need a Family and Medical Leave Act claim that would run concurrent with their Short-Term Disability. Sometimes, associates have a condition that limits their functionality at work, requiring a work accommodation. In that case, they 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.