



whole health



sedgwick®

Navigating all of the employee programs and health-related benefits can be complex. Sedgwick's whole health solution simplifies the process by providing a trusted health assistant who helps employees and their families access the appropriate resources for healthcare, workers' compensation, disability and leave of absence.

Our whole health model is a proprietary approach to caring for the whole person, ensuring physical, emotional and financial health for our customers' employees and their family members. This innovative program links Sedgwick's experience and expertise in workers' compensation and disability with the high-touch, high-tech healthcare solution offered by Accolade.

As a part of our whole health solution, each plan member on their employer's health plan is assigned a health assistant. Whether they are hurt on the job, diagnosed with a serious illness, or need time off for the birth or adoption of a child, the dedicated assistant will work with the whole health team to help the employee get the best care possible, navigate the complex web of insurance and benefits, receive the financial assistance to which they are entitled and return to their normal, productive lives as quickly as possible.

Accolade also features an advanced technology platform that integrates and analyzes individual data related to health, workers' compensation, disability and leave of absence, and job accommodations for all plan members.

By integrating data, we can provide proactive assistance to each employee. The health assistant can access the necessary data to provide employees with a personalized healthcare experience, ensuring they get the information they need to make smart choices that can impact satisfaction, outcomes and costs.

Caring for the whole person

With our whole health solution, each trusted health assistant offers a personalized, empathetic approach. Their objective is to answer all of the employee's questions, provide any related assistance they may need, and help them from start to finish no matter what their needs are. An employee's own health issues as well as the medical and caregiving needs of their family can impact productivity. The health assistant can guide the employee through the entire process for themselves and all family members on the health plan, so they do not have to go to multiple resources to get their questions answered. They can communicate with the health assistant via telephone, online or through a mobile app.

The health assistant works in a virtual world with doctors, disability and workers' compensation specialists, nutritionists, and many other clinical experts who can help with a wide range of topics in specific areas such as cancer, mental health and pregnancy. If a clinical expert joins the call, the health assistant will stay on the line to gather information and assist with next steps. This type of communication ensures all parties have the same information, and it can help streamline the process and increase efficiency during future calls, while significantly improving the experience for the employee.



In most cases, the health assistant is able to not only point the employee in the right direction, but they also can help to resolve claims associated with their situation. Because this complete model integrates all healthcare information, much of the time-consuming legwork is taken off the employee's plate, allowing them to focus on getting the right care, getting healthier and returning to work. In addition to physical and mental health concerns, the team can also assist with related financial questions. With consumer-driven health plans, many benefit members have higher deductibles and co-pay requirements, making costs a big factor in their medical decisions.

Once the employee has recovered, the health assistant will help them prepare to return to work by making the process as smooth as possible. If necessary, our accommodation specialists can arrange the appropriate work accommodations or help the employee prepare for a temporary modified duty assignment. Our team also works closely with our customers to ensure they are in compliance with the requirements of the Americans with Disabilities Act and state accommodation laws. We know that getting back to work has a significant positive impact on the recovery and happiness of the employee, so we encourage return to work as soon as possible.

Key advantages

Our solution provides a single resource for all benefits and a consistent way for employees to access assistance and care, regardless of how they are hurt or how an illness develops. Our approach to caring for the whole person offers additional benefits including:

- Fully integrated data to support individual health
- An increase in employee satisfaction and engagement
- A reduction in days away from work and claim durations
- Insights to help employers improve plan performance
- A decrease in claim costs by up to 15%¹

A complete solution

Our whole health approach offers valuable assistance and personalized care for our customers' employees and their family members. Whether the employee is dealing with their own health issue, the medical needs of a family member, a workplace injury, or a disability or leave concern, we are here to assist them every step of the way by answering questions and connecting them with experts who can help with all of their health-related needs.

At Sedgwick, part of our job in caring for people is to simplify and clarify the claims process, and to explain what employees and their families can expect. Our whole health model is designed to streamline the process, reduce additional calls and ultimately, save the employee time. It's a complete health and productivity solution.

Contact us today to learn more about our whole health solution.

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¹Driving healthcare savings and satisfaction. Accolade white paper. www.accolade.com.