sedgwick

Unemployment claims management solutions

Without a centralized, consistent process for managing unemployment claims, it can be challenging for employers to control costs and monitor all aspects of their program. At Sedgwick, we offer comprehensive claims services and expertise to help our clients every step of the way.

Our unemployment experts are focused on providing the best possible customer experience. Our primary objective is to deliver high-quality service to make your life easier while helping you achieve optimal results.

Our services

We develop tailored, cost-effective unemployment programs for clients. Our services include:

Claims management

Our examiners and program managers collaborate with customers to ensure a consistent, cohesive claims management strategy that best fits their unique needs.

Hearing representation

Overall, hearings require the highest degree of customer engagement in the entire unemployment process. As such, our clients receive the most robust level of care in the industry at this stage for each and every hearing.

Management review, recommendation and design

We put in the work to develop claims management programs that are not only compatible with our clients' corporate objectives, but also deliver an unmatched level of customer care.

Full spectrum charge auditing

Our customers rest easy knowing that each charge record is meticulously audited to ensure that only appropriate charges are applied to their accounts

Tax rate management and special tax strategies

We ensure our customers experience the lowest available cost while being compliant with complex state tax regulations. Sedgwick also assumes the burden of rate assignment audits and provides concrete guidance on state-specific strategic opportunities. Strategic management reports – Our analytics and actionable dashboards enable immediate, real-time decision making by our customers.

Verification of employment and income

We offer an advanced solution with optimal data integration capabilities for select employers. Using API technology, we can pull data only for individuals with a claim or verification request – and only at the time it is needed. This reduces data exposure and speeds up the claims process.

Training and continuing education

We ensure clients are knowledgeable on process and strategy, and up to date on relevant unemployment news and legislation.

Key benefits

- Flexible communication options
- System flags for review criteria
- Statutory regulation and expertise
- Lower caseloads to ensure quality
- Power of attorney document processing
- Professional hearing representation
- Regularly scheduled claim reviews
- Risk mitigation consultation
- Specialist review of incoming forms

Technology to support customer care

Customer portal

We provide actionable management reports and an interactive portal, so that you can monitor the success of our program and communicate in whatever format fits your needs and preferences.

SIDES integration

Our leading-edge claims management technology is fully integrated with the State Information Data Exchange System (SIDES). This ensures the quickest possible receipt of SIDESenabled forms, reduces mailing issues versus paper forms and helps ensure maximum regulatory compliance.

Program management administration

Our objective is to create a collaborative partnership that minimizes administrative burden, while allowing our client contacts total procedural flexibility. We have designed processes that minimize our clients' burdens in regards to contact management, report user maintenance, report structure administration, account management data, official mailing address issues, Powers of Attorney and our customer portal interface. We know these basics must be quick, simple and most importantly, pain-free for our clients.

A true customer-centric approach

We develop customized programs that combine the value of our experienced claims team with advanced technology, outcome management and exemplary customer service. While accuracy and professionalism drive our workflow and results, we prioritize a positive client experience. We are nationally recognized for our ability to reduce employer costs, maximize resources and achieve financially sound claims management solutions.

End-to end claim support

Strategic account managegment

Innovative, intuitive technology

Expert resources and guidance

Customer-centric platform

33,000
colleagues

8.1M
new claims handled annually

80
countries

$33.2B
in annual claim payments

About Sedgwick

Sedgwick is a leading global provider of claims management, loss adjusting and technology-enabled business solutions. The company provides a broad range of resources tailored to our clients' specific needs in casualty, property, marine, benefits, brand protection and other lines. We take care of people and organizations by mitigating and reducing risks and losses, promoting health and productivity, protecting brand reputations, and containing costs that can impact performance.

To learn more about our unemployment claims solutions, please contact us at:
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