

Introducing Sedgwick for Claims Management!

Tangram and Service American Indemnity Company are pleased to partner with Sedgwick for claims management on your policy, written in Tangram’s Social Services program. Sedgwick is the leading North American provider of technology-enabled claims and productivity management solutions. We look forward providing you with best in class claims service as it relates to your Workers’ Compensation insurance policy. Please take a moment and familiarize yourself with the information below as well as the forms attached.

How to report a claim: It’s simple and fast.

Toll-free Phone Reporting	844.997.1898
Email Reporting	9416TangramInsurance@sedgwick.com
Online Reporting	URL: https://intake.sedgwick.com/u/SATangramInsurance/intake Access code: 9416GlobalIntake!

Telephone, email, and online reporting are available for new claim intake 24 hours a day, seven days a week. In order to process your claim quickly and efficiently, please complete the attached **Claims Intake Form** when submitting a claim by email.

Once a claim is received, it will be triaged by the team leader and assigned to a claims adjuster. The claims adjuster will make the required initial contacts to ensure the accuracy of the information and determine the next steps to best handle the claim.

How we will manage your claims

In the event a claim occurs, it will be managed by Sedgwick claims operations. Sedgwick has national claims administration experience and will provide a dedicated claims team with expertise in your jurisdiction and the Social Service niche. Your workers’ compensation claims will be handled through a regional approach by the Sedgwick office with jurisdictional expertise corresponding to your locations.

Medical care for your injured workers

We have a comprehensive list of resources to assist in the management of your managed care requirements. Below is a list of the managed care vendors/resources that we will use to address your managed care needs:

Prescription and Pharmacy Management

Sedgwick partners with MyMatrix, a pharmacy benefits management company, to ensure your injured employee’s prescription needs are met. To expedite filling a prescription we suggest that you print out the attached **MyMatrix Pharmacy Program Information** form and provide to the injured worker prior to their initial treatment appointment.

Diagnostics

If an injured worker needs a diagnostic test, we partner with One Call Medical (OCM) to provide those services. OCM provides specialty medical management services, including MRI/CT and EMG diagnostic

procedures. One Call actively channels injured workers through their national network of providers who can quickly schedule an appointment.

Physical Therapy

One Call Care Management is our preferred provider network that includes physical therapists, occupational therapists, and chiropractors. They work directly with your injured employee's primary care physician and the claims adjuster to provide high quality therapy solutions.

Durable Medical Equipment

Our adjusters contract with One Call Care Management to provide durable medical equipment, home healthcare, transportation, and translation network services as need.

Case Management

We have the ability to provide additional managed care resources. This may include telephonic case management, utilization review, and field case management. It is our priority to manage your claims as efficiently as possible, as well as aid your injured employee through their medical treatment with Sedgwick Managed Care Services.

Medical Provider Search Tool

Finding a medical provider is quick and easy with the provider look-up search tool. Attached are step by step instructions on how to access and use the search tool.

Returning your injured employees to work

Throughout the claim process we are always evaluating ways we can provide effective return to work solutions. On occasion, the treating physician may release your injured employee with temporary work restrictions while still seeking medical treatment. We encourage you to consider bringing these employees back into the workplace to have them complete light duty tasks. Studies show that early return to work reduces lost time days for you as the employer and reduces the overall cost of claims.

Concluding the claim

Every stage of the claim process is a critical event. We take a proactive approach to resolve the claim quickly and efficiently. From the initial conversation with the injured employee through the close of the claim, we set expectations, gather information, and establish a rapport. Throughout the claim process we educate the injured worker about their medical condition, expected return to work, and the resolution process in their specific jurisdiction.

If at any time you have questions regarding a specific claim, please reach out to the Sedgwick claims adjuster handling that particular case.

Thank you for your business and we look forward to servicing all of your Workers' Compensation claims needs.