

## INTRODUCING: GLOBAL INTAKE

# Information on Sedgwick's new claim intake system

*Your global intake launch is coming soon.*

Global intake will revolutionize the way claims are processed and generate opportunities to build new channels for customer service and brand expansion. In addition, it offers a fresh, modern look and thoughtful user experience. A single, scrolling page allows for efficient entry of information from beginning to end and you will be able to use global intake on any web browser as well as access on phone or tablet. We are looking forward to sharing this new experience with you and all of the benefits that global intake can offer!

### What you can expect to change:

#### INTAKE SUBMISSION URL

If you currently submit intake directly into claim capture via a URL, you will now access global intake through the universal URL, <https://intake.sedgwick.com>.

- **Username:** If you've accessed claim capture within the last 6 months, your username will remain the same. Otherwise, you will need to request a new username with your client services director.
- **Password:** You will be asked to set-up a new password in global intake.

#### CLAIM NUMBERS

New claim numbers will now include numeric as well as alpha characters and generally start with 4020. Any client specific numbering will continue to be supported.

#### CONFIRMATION EMAIL

If you currently receive, or are set-up to receive, confirmation notifications, a new confirmation email will be sent from [globalintake-no-reply@sedgwick.com](mailto:globalintake-no-reply@sedgwick.com).

This applies to users who self-report through the above URL as well as incidents reported through Sedgwick's contact centers.

#### FROI FORM (IA-1)

For Workers' Compensation notifications, a new universal FROI form (IA-1) will become the standard with the exception of nine states. All formal EDI and state reporting from our claims offices will remain unchanged.

#### CLIENT REPORTING

If you receive a report today from [CCReports@sedgwickcms.com](mailto:CCReports@sedgwickcms.com), you will receive a new, standard claims report going forward from a Sedgwick data analyst.

**Questions?** If you have any questions regarding your migration to global intake or assistance with training, please contact your client services director.