

TOGETHER WE THRIVE

# Welcome Packet

TRIDENT MARINE MANAGERS



sedgwick 

THANK YOU FOR YOUR PARTNERSHIP

# Sedgwick

## Who are we?



Trident Marine Managers has selected Sedgwick as their third-party claims' administrator. Sedgwick has become the world's leading risk and claims administration partner of choice by using the most advanced technology and the caring that counts.

## How to report a claim?

We know how important it is for you to report your claims simple and fast, and we've made claims reporting quick and easy with multiple options – single dedicated phone number and email inbox.

Options	How to?
Toll-free Phone Reporting	Call 1-888-804-1454
Email Reporting	Email: <a href="mailto:2574TridentMarineManagers@sedgwick.com">2574TridentMarineManagers@sedgwick.com</a>

The above noted options are available for new claim intake 24 hours a day seven days a week. Attached are new claim intake forms you can use for emailing new claims. Please take a moment and familiarize yourself with the information so that we can process your claim quickly and efficiently:

Workers Compensation Intake Form	USL&H Intake Form
 Sedgwick WC Standard Intake For	 Sedgwick USL&H Standard Intake For

Once a claim is received, it will be triaged by the team leader and assigned to a claim's examiner. The claims adjuster or examiner will make the required initial contacts to ensure the accuracy of the information and determine the next steps to best handle the claim. Your workers' compensation and USL&H claims will be managed by Sedgwick claims operations colleagues with experience and licensing in the jurisdictions for your claims, providing a consistent claim's handling process which is based on Sedgwick's Best Practices and aligned with Trident Marine

Managers' Program. Sedgwick and Trident Marine Managers have worked together to build a comprehensive list of resources to assist in the management of your managed care requirements.

## Diagnostics

Provider: One Call (OC)

Services: EMG, MRI, CT scans

Process: OC coordinates with a national network to quickly schedule diagnostic appointments for injured workers.

## Physical Therapy

Provider: MedRisk

Services: Physical therapy, occupational therapy, chiropractic care

Process: MedRisk collaborates with the injured employee's primary care physician and claims adjuster to ensure high-quality therapy.

## Durable Medical Equipment (DME)

Provider: Sedgwick Ancillary Care Network

Services: DME, home healthcare, transportation, translation

Process: Claims adjusters coordinate with Sedgwick to provide necessary support services.

## Prescription and Pharmacy Management

Provider: Sedgwick

Process: Sedgwick assigns and partners with a pharmacy benefits management company within 24 hours to ensure the employees to expedite filling a prescription, print out a card and give it to the injured worker when sending them to the doctor for initial treatment.

## Case Management



Provider: Sedgwick Managed Care Services

Services: Telephonic case management, utilization review, field case management

Process: Sedgwick utilizes additional managed care resources to assist with claims management and aid the injured employee



## MySedgwick · Self-service Claims Resource

Process: Log in from your smart phone, tablet, laptop, or web-enabled device to get secure, real-time access to important claims information. [www.mySedgwick.com](http://www.mySedgwick.com)



## Return to Work

Approach: We encourage early return to work when medically appropriate. If a treating physician provides temporary work restrictions, consider offering light duty tasks.

Benefits: Early return to work reduces lost time, lowers claim costs, and supports faster recovery for injured employees.



## Concluding the Claim

Process: Every stage of the claim is an opportunity to proactively guide resolution. Initial and ongoing conversations with the injured worker help set expectations, build rapport, and provide education.

Support: For questions about specific claims, contact the assigned Sedgwick claims adjuster. For program-level support, reach out to:

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