



Reporting Your Leave of Absence Claim

Kroll, and its affiliates, offers Short Term Disability, Family Medical Leave, Personal Leave and Military Leave; which are administered by Sedgwick Claims Management Services. Sedgwick provides direct access to claims resources and information and is available 24 hours a day, 7 days a week online or Monday through Friday 7:00 a.m. – 8:30 p.m. CT by telephone. You can easily report a new claim and check its status through Sedgwick's dedicated secure website or by telephone.

When do I report a claim?

You may report a claim up to 30 days in advance of a planned absence or within 15 days of your first day away from work for unplanned absences.

You must be out of work for more than 3 consecutive days or for intermittent periods of time for Family Medical Leave and more than 7 calendar days to be eligible for Short Term Disability.

How do I report a claim?

1. Follow your standard call off procedures and contact your supervisor to report your absence.
2. Report your claim by calling **1-877-576-8149** or online via <https://viaoneexpress.sedgwickcms.net/Default.aspx>. Firsttime users must create an account by clicking 'Register'.
3. Please have the following information available when you report your claim:
 - Your telephone number and/or email address
 - Reason you are out of work (diagnosis/symptoms)
 - Your last day worked, first day absent and anticipated return to work date
 - Your physician's name, address, fax and telephone numbers
 - Your work location
4. Keep a record of your claim number.

What will happen after I report a claim?

1. You may securely check the status of your claim online at <https://viaoneexpress.sedgwickcms.net/Default.aspx> or by calling **1-877-576-8149**.
2. Within 2 business days of reporting your claim, a disability representative or leave specialist will contact you to discuss specific details regarding your claim.
3. During your disability, your disability representative and/or leave specialist will call you periodically to discuss your progress. Your disability specialist may work with you, your physician and your manager to explore transitional work arrangements that could help expedite your return. This could include job modifications or work schedule changes.

Note: Your physician must provide information about your medical condition. If this information cannot be obtained, STD and FMLA benefits will be denied. Military Leave requires a copy of your orders in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA).