

Deborah J Jacks

Objective

To obtain a position of challenge and fulfillment utilizing the skill set I have acquired as well as attaining new experiences and challenges.

Competencies: Organized, dependable, dedicated, team player, with medical terminology and litigation experience.

Summary: Business professional with extensive experience in Workers compensation, claim adjusting who handles dedicated accounts for Campbell Soup, Belle Tire, Little Caesars etc

Experience

1999 - 2009

Travelers Insurance

1441 Long Lake Road, Troy MI

(office closing 8/28/09)

Senior Workers Compensation Representative

Investigates injury claims via contact with insured, injured party and medical providers, obtains all pertinent information to conduct complete and thorough investigation to determine compensability of claims.

Manages claims from inception through resolution either through return to work, litigation and or settlement by utilizing Best Practices. Dedicated accounts include: Little Caesars, DSW Warehouse, Belle Tire, Federal Mogul and Campbell Soup. Responsible for claims with a total value up to \$1,000,000. Manage average case count in range of 125-140.

Sets monetary reserves reflecting the most probable loss cost estimates, reviewing and adjusting based on case specific facts of utilizing medical and employer specific information.

Keep open communication with customers as changes occurs and updates with regard to medical changes, litigation updates, including preparing status reports for claims reviews, history of claim and ongoing activities along with strategies to bring claim(s) to resolution. Attend on-site claims reviews per insured contract i.e. quarterly, annually.

Medical knowledge based on experience handling claims along with working with physicians, vendors, Medical Case Managers and researching cost of procedures in order to set appropriate reserve levels.

Litigation experience attends in person mediations at various Workers Compensation Bureaus, testifying in cases when subpoenaed to do so. Required to keep abreast of new laws and case law as it unfolds to assist in resolution, impact on settlement and/or potential trial, and to determine appropriate reserving.

Trained with regard to Medicare Set Asides and the process necessary when settling a case where Medicare interests must be protected.

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1995-1999

Meadowbrook Insurance Company

22600 Telegraph, Southfield MI

Workers Compensation Claims Adjuster

Handling of Workers Compensation claims primarily for municipalities i.e. Michigan Municipal League: policy, fire and city workers.

Investigate, determine compensability and manage claims from inception through resolution.
Set and maintain appropriate reserves-keep open ongoing contact with insured regarding same and any change in exposure(s).

Work with medical case manager to obtain reasonable related medical to resolve injury(s) and facilitate return to work and or deny any unrelated conditions or in appropriate medical treatment – obtain second opinions – independent medical examinations.

If case resulted in or first notice was litigation work with defense and insured through litigation to bring best resolution of claim.

Prior experience with Ohio Workers Compensation and the Ohio BWC through self insured account – Elias Brothers.

1991-1995

Liberty Mutual Insurance Company

26200 Town Center, Novi MI

Multiple-

Case Manager – manage and process Workers Compensation claims within a claims service contract servicing National Accounts – Northwest Airlines

Case Manager Associate – 6/93-7/95: manage work injury cases with up to 12 weeks of disability

Department Assistant - 1/91-6/93: Worked for the National Sales Department: monthly service reports, quotes, and assistance to Vice President and the department's technical specialists along with special projects. Primary customer Ford Motor Rent A Car Program

Education

Ross Business Institute

Greenfield, Southfield MI

1999-2009

Travelers Insurance Company

Travelers –multiple - ongoing training along with quarterly legal seminars

Managing your Workers Compensation Claims

Medicare Set Aside and Allocation

Medical Platform for Claim Handlers

Principles of Good Faith Handling

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References

Cheryl Norman, Federal Mogul, Global Claim Manager – (248) 354-4390

William O'Brien, Unit Manager, Travelers Insurance – (248) 672-2010

Pam Williams, DSW Shoe Warehouse – (614) 872-1296

Leonard Hickey, Hickey Combs PC – (616) 364-2550

Ann Rousell, Lockton Corporation – (314) 812-3262

Amy Murray, Freight Handlers – (919) 552-3157

Michael McDonald, Grzanka, Grit McDonald PC –(616) 725-9942

Angie Ezell, Scott Insurance – (704) 611-8986

Sue Separa, Neace Lukens – (586) 486-4458

Linkedin.com