

My name is Jessie Nickel.

I have lived in Waukesha almost my entire life with the exception of a few years when I lived in Milwaukee and Sussex.

I went to St. Joseph Catholic School grades 1-8 and attended Central Campus and graduated from South Campus in 1974.

I lived on Ryan St. Waukesha my Father worked at International Harvester we moved in 1969 to Waverly Place Waukesha my Mother worked at Amron and my Father continued to work for International Harvester. We watched many baseball games at Saratoga ball complex.

My Granddaughters attend Waukesha West and we have enjoyed the football games.

My first job as a teenager was at CyBro's in Waukesha. We enjoy downtown Waukesha and especially Friday Night Live.

Thank-You

# Jessie Nickel

12/7/2016



Broadspire Services, A Crawford Company  
Midwest Service Center, Brookfield Branch Office  
P.O. Box 14350  
Lexington, KY, 40512-4350  
Phone: (262) 957-5009  
E mail: Jessie\_Nickel@us.crawco.com

## POSITION TITLE: WC Claim Examiner II

### POSITION SUMMARY:

- Reviews coverage, determines compensability and handles overall management of the claim file.
- Initiates and maintains communication with all involved parties.
- Investigates and secures information.
- Analyzes claims activity.
- Ensures data integrity.
- Evaluates exposures per statutory requirements, and sets appropriate reserves.
- Authorizes payments and settles claims within scope of authority and within account, carrier and company guidelines.
- Manages litigated claims.
- Complies with Medicare Secondary Payer Act.
- Provides direction and oversight to all assigned vendors.
- Develops subrogation and third party recovery potential including second injury fund and follows reclaim procedures.
- Analyzes claims activities and prepares status reports for clients, carriers and/or management as required.
- Participates in claim reviews.
- Complies with licensing and continuing education requirements.

**TOTAL YEARS OF INSURANCE INDUSTRY EXPERIENCE: 30**  
**YEARS IN CURRENT POSITION: 5**

### EMPLOYMENT:

Broadspire Services (A Crawford Company) Since: 2010

### EDUCATION:

- High school graduate
- **Professional Designations:** None
- **Geographical Experience/States:** IL, WI
- **Adjuster License/States:** None

### AWARDS/ACCOLADES/ADDITIONAL INFORMATION:

- **Numerous client accolades**
- **Broadspire Circle of Excellence 2011, 2012, 2013, & 2014**

**Jessie C Nickel**  
**1349 Josephine St.**  
**Waukesha, WI 53186**  
**Telephone number 414-339-0998**

**Insurance Experience:**

**Broadspire / Crawford & Company, Brookfield, WI**  
**Claims Adjuster** 2010-Present

- Review, investigate, evaluate, reserve and adjust workers' compensation claims according to the Wisconsin Workers Compensation Act.
- Monitor medical costs and identify need for medical case management and/or audit necessity.
- Identify need for vocational rehabilitation/job placement.
- Refer files when appropriate to defense counsel.
- Investigate and peruse subrogation on all applicable claims.
- Maintain liaison with insured, claimants, treating practitioners, attorneys, state agencies, private vocational counselors, and medical management personnel.
- Coordinate with insured and physician return to work at light or modified duty.
- Attend pre-hearings and assist attorney in formal hearing preparation.
- Work on local government property claims insured through the Wisconsin State Fund.

**Cambridge Integrated Services Corp, Brookfield, WI** 2000-2009  
**Claims Adjuster**

- Investigated and evaluated workers' compensation claims according to Wisconsin workers' compensation.
- Determined need for nurse case management.
- Determined need for attorney referral.
- Negotiated Pro Se compromises in State of WI.
- Investigated and perused subrogation on all applicable claims.
- Reviewed medical records and billings associated with claim.
- Prepared and attended claims status meetings with assigned accounts.
- Assisted in the development and operation of office procedures.
- Instrumental in implementation of the Corporate Best Practices.

**Fremont Compensation, Brookfield, WI** 1995-2000  
**Claims Examiner**

- Processed claims based on authority granted in accordance with established procedures and policy standards.

- Participated in a program of personal and professional development including insurance and system related courses.
- Maintained department quality standards to ensure the highest level of service.

**C.N.A. Insurance Companies, Brookfield, WI**

**1992-1995**

**Medical Only Claim Technician**

- Processed Worker's Compensation
- Processed Medical Only claims including compensability, investigation, subrogation, and the scheduling of IME's.

**Aetna Life and Casualty, Brookfield, WI**

**1980-1981**

**Commercial Lines Property Rater**

**Allstate Insurance Company, Brookfield, WI**

**1972-1980**

**Personal Lines Property Rater**

**Insurance Course Work:**

AIC 33 completed class work and passed exam

AIC 34 completed class work and passed exam

Medical Terminology

Legal Concepts

Interpreting Medical Records and Records Medical Tests and Signs

KMC on demand internal e-learning courses

**Organizations:**

Milwaukee Insurance Adjusters Association

**References:**

References are available upon request.