


## **AMY M. STEELE**



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Insurance professional with over twenty years of worker compensation practice, business development, and procedure design and implementation experience.

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### **Chenega Corporation, Anchorage, Alaska**

Senior Claims Coordinator, November 2009 – present

Directly responsible for overseeing, handling and tracking worker's compensation and auto nationwide and overseas. Provide employer direction to insurance claims adjusters regarding medical care, nurse case management, surveillance, and settlement issues to effectively manage the costs of claims and bring resolution. Assist with regulatory OSHA and state worker's compensation posting requirements. Act as a subsidiary liaison regarding all claims aspects to include reporting, absence management strategies, case law and state statutes, and medical utilization for cost savings.

### **Alaska Workers' Compensation Board Member**

Southcentral Panel/3rd JD/Industry, March 2010 - February 2019

### **Alaska National Insurance Co., Anchorage, Alaska**

Senior Claims Examiner, August 2002 to November 2009

Directly responsible for the investigation, evaluation, and adjudication of lost time workers' compensation claims within the guidelines of the Alaska Workers' Compensation Statutes. Other duties include claim resolution, settlement negotiation, coordination and direct subrogation of recovery matters, and fluency in development laws and regulations. Responsible for the direction and coordination of medical management, disability control, litigation control and vocational rehabilitation issues; preparation of loss reporting and file reviews as required. Ability to analyze medical reports and correspond with medical professionals daily. Responsible for account portfolio with estimated annual premium of \$4.5 million dollars.

### **Allegis Group Inc., Hanover, Maryland**

Principal Member of the Risk Management Staff, 1995 to July 2002

Served in leadership roles within the worker compensation/risk management business units and was instrumental in the growth and development of current practices since their inception.

### **Director, Risk Management Division, 2001 – July 2002**

Responsible for overall development and management of corporate policies and procedures related to worker compensation initiatives including but not limited to cost controls, resource utilization, strategic planning, and increasing knowledge and understanding of exposure. Involved with financial working of our Captive, premium allocations and workers' compensation class codes. Responsible for enhancing

shareholder value by minimizing losses and maximizing opportunities. Served as highest point of escalation for all Third Party Administrators, vendors and field staff regarding compensation issues. Acted as liaison to Chief Accounting Officer and other department heads regarding injury trends, analysis and focus areas. Demonstrated ability to provide effective leadership and coaching, including work coordination, project estimates and sizing, team relationship development, and delegation of work components. Fostered environment that encourages open and honest communication and advocates the principles of teaming by inspiring a shared vision, enabling others to ask, modeling the way, encouraging the heart, and challenging the process.

**Manager, Risk Management Division, 1997-2001**

Responsible for maintaining the overall management of the workers' compensation department within the scope of leadership, empowerment, delegation and goal obtainment. Provided overall direction to claims leadership to ensure that existing programs remained the most effective and efficient. Granted latitude of action with the ability to make departmental decisions as needed. Responsible for the day-to-day management of outsourced services by Third Party Administrators and vendors as identified in service contracts. Success measured on ability to handle complex problems, maintaining fiscally responsible compensation costs and ensuring that all employees receive appropriate and timely medical attention and wage lost benefits consistent with their needs.

**Claim Analyst, 1996-1997**

Directly responsible for the investigation and evaluation of litigated and complex worker's compensation claims and for effectively minimizing the associated liability and monetary risks. Other duties included claim resolution, settlement negotiation, coordination and direct subrogation of recovery matters and fluency in development laws and regulations. Responsible for directing and coordinating medical management, disability control and rehabilitation. Accountable for expanded knowledge of claim handling processes by attending hearings and risk management seminars along with review of industry related publications. Lead and participated in team projects that enhanced overall department quality and assisted in the training of company operational support groups. Independent authority to settle claims less than \$50,000.00 and accountable for settlement authority given to outside counsels and adjusters to ensure that company is represented well during all legal proceedings.

**Medical Compliance Coordinator, 1995-1996**

Responsible for ensuring contractor compliance in the areas of OSHA training, drug screening and background checks. Maintained records and database. Customer service contact for 300+ field offices.

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**EDUCATION**

New York State University Oneonta, B.S. Biology, 1995  
Minors in Chemistry and Business

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**PROFESSIONAL DEVELOPMENT**

CPCU Designation – June 2010 - present  
Treasurer of Adjuster Association, 2006-2007  
Anchorage Claims Committee nomination, May 2004

Associate in Risk Management, A.R.M., 1999

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### **HONORS, AWARDS AND INVOLVEMENT**

Iditarod Trail Committee Member 2006-2011

Zurich Western Customer Round Table Participant, 2010 - present

Guest Speaker, 2000, Eastern RIMS Conference