



Joy K. Hughley
Senior Claims Manager / Asst Account Manager –
Maitland, FL
Biographical Information

Joy was a speaker at the 2017 WCI. Joy Hughley joined Cannon Cochran Management Services, Inc in 2012. She is a Senior Claims Supervisor/Assistant Account Manager on the National Accounts Team. Joy manages a team of Adjusters designated for the national accounts, servicing multiple accounts and jurisdictions. She is also the dedicated Claims Supervisor for a national, large deductible Professional Employment Organization (PEO). Joy has experience working with

various industries to include but not limited to hospitality, retail, construction, healthcare, warehouse, and leasing/staffing. In her role as an Assistant Account Manager, Joy focuses on meeting the Client's goals, while mentoring and developing the claims handling team.

Joy has 15 years of experience within the insurance industry. She began her career as a Disability Specialist trainee at CNA, Inc, handling Short Term Disability claims for insured commercial accounts. After two years, Joy was promoted to a Long Term Disability Specialist handling self-insured and insured commercial accounts. In 2005, Joy took a position on the employer side with Advantage Services Group, Inc, as a Workers' Compensation Claims Manager. In 2006, Joy was promoted to Risk Manager. Her responsibilities included conducting safety training, on-sight accident investigations, setting safety goals, and auditing applicant files for their 6 Florida offices. In 2009, Joy took a position with the City of Orlando, a self-insured municipality, as a Claims Adjuster. Her responsibilities included overseeing both medical only and lost time claims, auditing the TPA's handling of the firefighter claims, and conducting on-sight accident investigations.

During Joy's career, she has gained experience in claims handling in the following jurisdictions: AL, FL, GA, LA, MS, NC, SC, TN, VA, and WV.

Currently, Joy is in the process of obtaining her Workers' Compensation Commercial Property Casualty Underwriting (CPCU) Professional Designation.

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