

Gallagher Bassett Services, Inc.

Orlando Florida

Kimberly Sprouse, CWC, CWCL

WC Claims Supervisor, Gallagher Bassett Claims 20 years Industry Experience

Current Responsibilities

Claims Supervisor Gallagher Bassett Services Inc. – 09/05 to Present

Kim has been with GB since September 2005. She has been in the claims industry for 20 years. Kim continues to show outstanding client service and file handling on our dedicated Captive Program with multiple staffing agencies. She also supervises a dedicated Government/Municipality client. She currently supervises multiple jurisdictions including FL, LA, GA, NC, SC, TN, AL and MS. For Gallagher Bassett Services, she has handled a variety of states with both minor and complex litigated claims.

She holds valid licensing in all states mentioned above. She is also board certified, and board certified in litigations. She holds her CWC and CWCL certifications.

She is very knowledgeable in EDI requirements for all applicable states.

Industry Experience

Crawford & Company 2000-2005 Sr. Claim Representative

Responsible for investigating and determining appropriate methods and extent needed for investigating for all assigned claims and conduct investigations primarily via phone, including obtaining medical records, witness/claimant's statements and/or interviews or other necessary fact finding methods in order to establish proper coverage, reserves, and compensability. Maintain active diary on all assigned cases, and process timely and warranted benefit payments. Arrange medical care; attend trials, mediations, and hearing via phone and in person. Maintain daily verbal and/or written communications with client.

EBI 1999-2000

Sr. Claim Representative.

Proactively manage lost time claims and litigated cases in compliance with Florida statutes.

Proactively negotiate settlements on appropriate claims to bring claims to resolution, Ensure proper documentation in all files. Oversee that proper reserving is completed timely and accurate, responsible for controlling costs associated with all handled WC claims.

Claims Capabilities 1994-1999

Responsible for payment of medical bills from 1994-1995 Trained as a lost time adjuster in 1995. Responsible for investigation, indemnity payments, determination of compensability. Trained other LT adjusters and assisted in license training.

Education

High School Diploma