

# Jonathan J. Hines

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Passionate and hardworking professional with over 20 years experience in positions of increasing responsibility in the insurance industry. Proficient in technical aspects of workers' compensation claims and the management and marketing of managed-care portfolios. An engaging, accommodating and highly adaptable director with the ability to put others at ease and build relationships to achieve desired results.

## QUALIFICATIONS AND ACHIEVEMENTS

- Detailed claims manager that oversaw the technical handling of complex workers' compensation cases from 11 branch offices across the Mid-Atlantic region. Saved valuable loss dollars for Provident Insurance Company through improved claims-handling practices.
- Respected resource for difficult claims cases through proven ability to develop superior working relationships with division and branch office personnel. Chosen over experienced claim handlers to replace long standing and well respected Division Examiner at Provident Insurance Company.
- Self educated industry expert on catastrophic-injury area of workers' compensation claims. Specialist in medical management and evaluation of lifetime medical costs associated with catastrophic-injury.
- Effective contributor to loss dollar savings. Developed and marketed portfolio of managed-care and loss containment products and services for National Reinsurance. Recipient of Corporate Innovations Award for successful launch of new portfolio, 2003.

## PROFESSIONAL EXPERIENCE

**National Reinsurance**— Germantown, PA

April 2002 – Present

Director of Managed-Care Products, National Reinsurance Services Division

Direct the marketing and sales of managed-care products and services for new National Reinsurance Services subdivision. Together in a team of three oversee all aspects of marketing and sales including vendor relationships, which have grown with the implementation and improvement of products. Deliver catastrophic-injury management assistance to clients while maintaining sales services.

- Key contributor to exclusive National Reinsurance portfolio on managed-care products and services. Generated more than \$40 million worth of savings for client companies in just over four years.
- Reacted to client needs by developing medical bill negotiation service. Increased savings by 25% and avoided additional operational costs to clients.
- Created profitable niche for company by identifying need for specialized managed-care services.
- Adept negotiator: established major union with new business client to immediately raise program volume by 40%.

**National Reinsurance**– Philadelphia, PA  
 Director, Claims Division (2000 –2002)  
 Claims Manager (1998- 2000)

October 1998 – April 2002

Catastrophic-injury consultant for top ten reinsurance firm. Consulted with both internal and external teams to conduct dozens of operational and due diligence reviews to determine the sufficiency of reserve projections. Developed individual plans for reducing medical losses and made recommendations for nurse case managers. Change in job title a formality with no shift of responsibilities.

- Created projection tool to determine lifetime costs associated with catastrophic-injury and dramatically reduced loss exposures on high profile and large dollar cases.
- Managed sky rocketing medical cost exposures due to catastrophic-injury claims by ensuring open communication with both internal consultants and external clients.
- Named Workers' Compensation Team Leader during multimillion dollar project for major insurer.

**Provident Insurance Company** - Trenton, NJ  
 Division Workers' Compensation Claims Manager (1993-1998)  
 Claims Examiner and Supervising Claims Examiner (1987-1993)

August 1987 – September 1998

Claims expert for major long standing insurance firm which celebrated its 150<sup>th</sup> anniversary in 2006. Directed case investigations, recommended reserve figures, and evaluated and provided settlement authority. Managed the technical direction of approximately 5,000 workers' compensation claims that exceeded branch office authority limits.

- Spearheaded the development and implementation of branch office referral guidelines for sending specific cases to division.
- Guided a team of examiners to create and implement branch claims office audit program.
- Created method to evaluate the quality of claims handling in branch claims offices resulting in improved practices, loss dollar savings, increased profitability and higher customer satisfaction.
- Supervised five division examiners, each possessing over 15 years of experience in workers' compensation cases. Worked together to guide and direct claims from 10 branch claim offices covering seven separate state jurisdictions.
- Improved claims handling practices to save company loss dollars and expanded expertise to manage additional six states and several federal cases.

## EDUCATION

- Bachelor of Science, Business Administration, Providence University – New Rochelle, NJ

### Professional Development and Certifications

- Strategies and Tactics Seminar – Columbia Graduate School of Business
- Negotiation Skills for Senior Executives – Harvard School of Business
- Certificate of Risk Management Skills, Life Care Planning Seminar, Managed Care Course
- Certified Case Manager, Certified Insurance Rehabilitation Specialist, Certified Disability Management Specialist