



Staff Spotlight – Emily Rice, Workers’ Compensation Team Leader

In this edition of the Risk Advisor, we are continuing a segment where we feature a Fund staff member. This allows the reader to get to know the functions provided by the colleague and how they can assist Fund members to access available information and services. Ultimately, we hope to improve member engagement.

FUND STAFF SPOTLIGHT:

Emily Rice, Workers Compensation Team Leader

How long have you been with The Fund?

I took over the Workers' Compensation Team Leader position in November 2024. I just celebrated 24 years of service with the Fund Administrator, Sedgwick.

What is a Workers Compensation Team Leader?

As the Workers Compensation Team Leader, I manage a team of 6 claims adjusters, that manage indemnity (time loss) and medical only claims. I am responsible for managing workers' compensation claims in Texas, ensuring compliance with state regulations, investigating incidents, determining eligibility for benefits, and resolving disputes, while providing guidance and coaching to the team members to achieve efficient claim resolution and optimal outcomes for both injured employees and employers. This requires in-depth knowledge of Texas Workers' Compensation laws and procedures managed by the Division of Workers' Compensation (DWC).

Tell me about your background.

Born and raised in Louisiana; my family moved to Texas while I was in high school. I graduated from Bryan Adam High School in Dallas, Texas. I began working in the mail room for an insurance company shortly after graduation. Little did I know that I would still be in the Insurance line of work 25 years later.

I soon left the mail room and began working in the Error Correction Unit, which entailed the daily correction of items submitted to the state electronically. This is where my love for reviewing and creating processes began. I transitioned to working as the Business Banking Analyst for a large National account for numerous years. From there, I went into handling claims as an adjuster. I handled claims for a few years and worked on various accounts/teams.

In 2012, I was promoted to the Compliance Specialist for Texas Workers' Compensation claims. In this role I was tasked with the creation of the Texas Compliance box. We created one (1) point of contact for the state, clients, and Board Representatives. I was in this position until I began working with the Fund.

Tell me about your family.

I have been married for 23 years in May. We have 3 (adult) children, and 6 grandchildren combined. They all live in North Texas, close enough for Sunday family dinners. Two of our children are in the Armed Forces. We have lived on beautiful Lake Tawakoni since we got married.

What do you do in your free time?

We love to work in the garden, host cookouts, and go fishing. We have a love for cooking and trying different foods from around the world. My husband's love for BBQ mixed with my Creole background makes for some interesting menus. We spend our weekends helping our kids with their forever homes or watching the grandkids play sports.

We currently have 2 dogs and 2 chickens. We are looking to grow our garden and farm; in hopes of living on what we have when we retire.

How do I contact you as Workers Compensation Team Leader?

You can always email me at emily.rice@sedgwick.com. I field emails and calls daily helping to take care of our members.