

Angelica Long- Workers' Compensation Adjustor



Born in Branson and raised in Boonville, Angelica, has always been drawn to new experiences. She decided to go to Mexico to visit family and finish high school, and ultimately decided to stay, pursuing an associate's degree in business administration. During her college years, she also played basketball at the same college where her mom had played, where she not only sharpened her athletic abilities but also gained invaluable lessons in teamwork, leadership, and discipline.

Upon returning, Angelica applied her diverse skill set in the medical field, working as a Medical Assistant and Work Comp Specialist in the Occupational Medicine department at JCMG. Later, she expanded her expertise at the Vein Institute, which is also part of JCMG. Throughout these roles, she sharpened her organizational skills, attention to detail, and ability to navigate complex administrative tasks, all while contributing to patient care and operational efficiency.

With a passion for workers' compensation, Angelica decided to take her career in a new direction by joining MIRMA in March of this year. She has since found great fulfillment in the role, thriving in an environment where she can apply her knowledge and continue to grow professionally.

Angelica recently got married on May 17, 2025, marking an exciting new chapter in her life. She is also a proud mother to a two-year-old son whom she adores deeply. Family is at the heart of



everything she does, and one of her greatest joys is traveling with them. Over the past two years, Angelica has taken advantage of her son's free travel status and has traveled abroad with her family eight times, making unforgettable memories along the way.



Gina L. Viertel

Workers' Compensation Supervisor

Gina began her insurance career with State Farm Insurance in Columbia, Missouri in 1988 and transferred to Tulsa, Oklahoma where she managed major medical claims for Oklahoma and Kansas. October 1995, she began work with Missouri Employers Mutual working indemnity/catastrophic claims. May 2002 she was headhunted to Ward North America for the MIRMA account. Gina became a direct mirma employee in 2008.

She manages all aspects of Workers' Compensation claims including investigations, application of the Missouri WC Statute, managing medical care, testing, referrals, wage loss benefits, explaining benefits, monitoring return to work and light duty accommodations, answering questions as they arise, bill payments and billing issues, as well as all litigation management and settlement of claims. She monitors the network relationships with additional networks she utilizes for therapy and testing to increase cost savings for our members, including continually looking for additional ways to provide the best care for our injured workers while negotiating for competitive cost savings. Gina continues to manage all indemnity claims and Oversee and supervise the medical adjuster.

Gina has a B.S. in Business Administration with an emphasis in Management & Marketing. October 2025 marks 30 years of Missouri WC experience.



Lynn Simmons

Prior to joining MIRMA, Lynn worked extensively in risk management and insurance defense litigation. She obtained an associate BA in Criminal Justice Administration from Columbia College and holds an AA certificate in paralegal studies. Lynn and her husband Mike stay busy with their four grandchildren and two dogs. Her hobbies include dog training, rose gardening, and antiquing.

Steve Brown, Health & Benefits Director



Steve grew up in Keytesville, Missouri and after graduation went on to Truman State University in Kirksville, earning his Bachelor of Science degree in Accounting. While there he met his wife, Judy, and they have been married for 46 years. Steve and Judy have two sons and five grandchildren. Son Eric is a senior systems analyst with Optum and has two sons, ages 20 and 17, and son Nic is Director of Logistics Systems with MercuryGate. Nic and his wife Ashley have a daughter age 13, a son age 10 and a daughter age 4.

After graduating from Truman State, Steve spent one year as an auditor for Liberty Mutual Insurance and then two years as a bank examiner for the Missouri Division of Finance. In 1982 Steve was hired by Dickinson Financial Corporation, a Kansas City multi-bank holding company, as the executive officer in charge of acquisitions, asset valuation and all insurance programs, spending 22 years leading those functions. He then transitioned for two years as operations manager with Reilly & Sons, Inc., a family owned insurance and real estate firm in Leavenworth, Kansas. At that point Steve elected an opportunity to become the Director of Insurance & Benefits for Ply Gem Industries, Inc., located in Cary, North Carolina, the largest manufacturer of exterior home building products in North America. Steve led this company's employee benefits and risk insurance programs for 13 years but wanted to get back to the Midwest area and was hired as the Health & Benefits Director at MIRMA in October 2019.

In the position of Health & Benefits Director, Steve handles the overall management of the MIRMA Health plan, providing plan and membership expertise to members plus has oversight to set strategic initiatives and enhancements to the program for current and prospective members, plus handle relationships with third-party administrators. Additionally, Steve works with the MIRMA Health plan board to set strategic direction and financial oversight of the pool.



Susan Cannady, Claims Administrator



Susan has been an employee of MIRMA since July 1, 2008. She worked for Crawford & Company Insurance Adjusters for 27 years and Ward North America/NovaPro Risk Solutions for 5 years before coming to MIRMA. Prior to beginning her official career in 1975 with Crawford & Company, she worked for the Division of Employment Security for 4 years while attending high school and developed the bug for helping people which still continues to this day. It was during her early years of employment that she learned the values of hard work that remained with her throughout her career.

Susan greatly enjoys assisting the MIRMA staff and membership in any capacity that may arise. With the inception of bring claims in house, Susan has greatly enjoyed the transition of working with the new staff and providing them with assistance as required. One of Susan's ultimate goals is to make sure the staff and membership are provided with excellent customer service.

In her spare time Susan enjoys spending time with her great-nieces (Keily & Holly) and great-nephew (Colten). She has one daughter and son-in-law (Mandy & Nick) who live in Le Claire, Iowa, that allows her some travel time to visit with them and enjoy the local atmosphere of small town living, taking in a stroll down River Drive while enjoying the shopping venues and watching the river roll by. Warm weather will find Susan puttering around her yard, planting trees, flowers and making sure the lawn is well kept. At the end of the day, she does enjoy a good book, home cooking and lots of laughter with the family.

Terri Crane, Finance Assistant

A native of Columbia, Missouri, Terri has spent her entire working career with MIRMA, starting part-time while still in high school. She has held the positions of Secretary, Office Manager, and currently Finance Assistant.



Some of Terri's responsibilities include layout and distribution of the monthly newsletter, taking notes and writing of the minutes of MIRMA's Board of Directors Meetings, and monitoring and approving information from the member's renewal questionnaires and schedules as submitted through Origami. She also handles accounts payable and receivable duties, processing of claim payment checks, employee attendance records maintenance, submission of data to NCCI for obtaining members workers' compensation modification factors, office supply purchase and inventory, and mail and phone duties.

Terri and her husband Kevin celebrate their 38th wedding anniversary in 2025. This spring the Cat Distribution System blessed them with Jack, and he has brought a lot of joy. They are also currently in the process of some major home renovations, which are both exciting and a bit scary.

