

Claims

Claims Backlog

Client Type:

Managed Care Organization

System:

CSC Power MHS

Project Scope:

Claims Adjudication, Customer Service, Provider Maintenance

Duration:

12 Weeks

Team Size:

46 Full-Time Employees



Problem

The client, a large managed care organization in the Southwest, contacted us with a backlog in excess of 170,000 claims. As a result of the backlog, the client was facing a myriad of problems including regulatory scrutiny, declining membership, declining provider enrollment and negative public relations. They requested a large team of experienced claims adjusters to provide immediate relief from the rapidly accumulating backlog.



Response

After a thorough evaluation of the client's specific requirements including product lines, systems, timeline and productivity targets, we immediately went to work assembling a customized team. Tapping into our nationwide pool of claims professionals, we put together a team of 36 seasoned claims adjusters and ten customer service representatives and arranged for their travel and accommodations at the site. Four days after receiving the initial call, the team reported to the project ready to work.



Solution

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