

Problem

A life insurance client needed to audit a number of individual disability income (IDI) claims, but lacked employees with the proper knowledge to complete the task. This organization needed a professional to provide a detailed report of their findings while focusing on claims management, decision and payment accuracy, and appropriate responses to various customer complaints.

Response

Jacobson provided a professional with nearly 10 years of IDI claims experience. This expert was able to interpret all terms and provisions of the client's policyholder contracts. In addition, all claims were assessed to identify "trends" that could improve the client's operational efficiencies.

Solution

Our consultant ensured the client successfully completed the project prior to the due date, which minimized expenses. The client was very pleased with the thorough, professional audit and plan to contract Jacobson for future projects.

Claims

Claims Examiner

Client Type: Disability and Life Insurance Organization

Project Scope: Claims Reviewing

Duration: 1 Month

Team Size: 1 Full-Time Consultant

