

Problem

A health plan needed support in order to manage a **significant claims backlog**. Due to the scope of the project, the organization was seeking consultants with extensive claims processing experience to ensure quality work with minimal training time.

Response

Jacobson initially placed 87 claims professionals with **5+ years of experience each** to manage the health plan's backlog. After a successful first project check-in, the client requested additional processors to continue working through their remaining claims.

Solution

Due to the success of the temporary staff provided, our client requested more **than 200 claims staff** in total. They received knowledgeable and experienced candidates and better managed their contingent labor spend by working with an insurance-specific staffing firm that understood their need.

Claims

Claims Processors

Client Type: Health Plan Organization

Project Scope: Claims Backlog Management

Duration: 5 Months

Team Size: 231 Full-Time Claims Professionals

