

Credentialing Operations Consultant

Client Type:
Health Plan

Project Scope:
Credentialing Assessment

Duration:
1 Month

Team Size:
1 Full-Time Employee

Problem

Our client was **unable to meet the URAC accreditation standards**, which consisted of **processing credential applications within 180 days**. The client felt the current process workflows were not efficient and turned to Jacobson to find an expert with credentialing operations experience to **help streamline the process workflows**.

Solution

The consultant got to work observing staff, systems and the processes. She **created an inventory reduction plan, generated per-hour production goals, and put in place inventory and production tracking tools**. Additionally, our expert created interim and end-state **workflows to meet state and URAC accreditation standards**. By creating training plans, an organizational realignment chart and staff assessments, our consultant provided the client's senior manager with information for CVO outsourcing as a method of employee retention.

Response

We quickly placed a consultant with **18 years of operations experience**, including **10 years in credentialing operations management**. Additionally, this expert held a NCQA certification and URAC accreditation standards.

