

Problem

During the individual **health plan open enrollment** period, this not-for-profit organization needed assistance **handling inbound calls**. However, they were struggling to find qualified employees willing to work on an interim basis in the **tight labor market**.

Response

This company required six full-time consultants with health insurance knowledge, **call center backgrounds** and experience working with the federal **Health Insurance Marketplace**. Instead of measuring the number of new policies issued, the goal in this high-touch role was to achieve customer satisfaction. Jacobson quickly provided a team of **remote customer service representatives** who fit our client's specifications.

Solution

Our client considered the project **“a great success.”** Jacobson's consultants handled the high volume of calls without issue, despite initial technical difficulties within the client organization. Our team achieved an **average service level greater than 85 percent**, significantly higher than our client's service level in previous years.

Customer Service

Customer Service Representatives

Client Type:
Health Plan Organization

Project Scope:
Open Enrollment Inbound Call Handling

Duration:
2 Months

Team Size:
6 Full-Time Consultants