

Operations

# Facets Business Analyst

## Client Type:

Health Insurance Plan

## Project Scope:

Facets and Customer Service Research

## Duration:

12 Months

## Team Size:

1 Full-Time Employee



## Problem

Due to a recent unforeseen reduction in staff, this health plan **did not have the experienced manpower** to keep up with product mapping; customer service inquiries; service IDs, codes and pricing maintenance; pending claims; and ICD-10 changes. In addition, the company **did not have user-friendly training materials to educate and improve their current staff.**



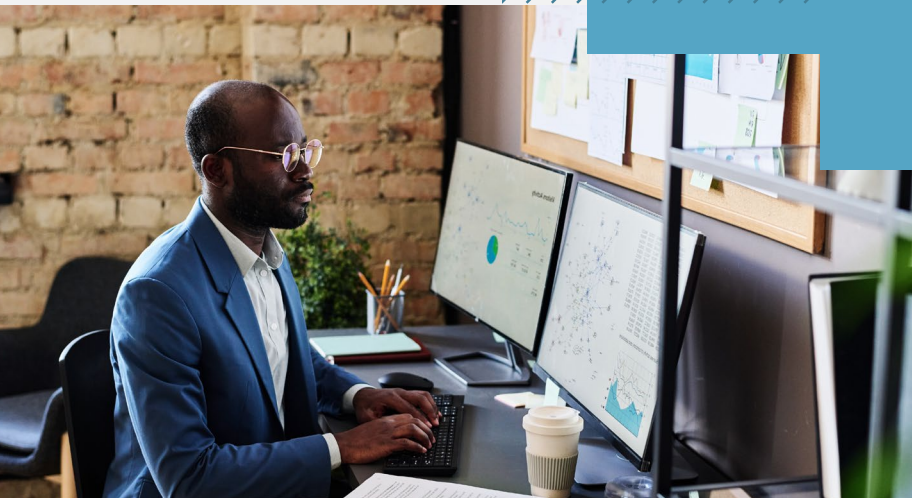
## Response

After thoroughly reviewing the clients needs, Jacobson provided a professional with **Facets, customer service and production support expertise.** The subject matter expert was able to quickly jump-in and offer relief.



## Solution

The consultant was able to **clear up the backlog and return the customer service inquiries to a manageable level.** During the project, the expert also created and updated service IDs and rules, built supplemental procedure and revenue conversion rules on the new Facets BPA tables, and researched and resolved pending claims issues. Furthermore, the client was so impressed with our consultant's work, the client asked our expert to **create a training program** to educate future employees on Facets and customer service research.



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