

Problem

To become better prepared for **growth and a possible reduction in government funding**, the client, a large Medicare Advantage plan, wanted policies, procedures, work flows, productivity and the claims department observed, as well as best practices/operating efficiencies presented.

Response

Upon completing a detailed assessment of the client's requirements, Jacobson assigned a seasoned consultant to **examine all policies, procedures and workflows associated with the client's billing, enrollment and reconciliation operations**. This initial discovery phase also included comprehensive staff interviews and management discussions to verify critical information and validate key findings related to productivity, performance and accountability standards.

Solution

Following a detailed study of the client's operations, the consultant presented a comprehensive set of recommendations to the company's senior leadership team, including a detailed implementation plan and executive project charter for improving operational effectiveness and efficiency. This project plan also included recommended best practices, critical success factors, resource requirements, budget estimates and program methodology.

Upon review of the consultant's recommendations, the client's senior management team unanimously voted to move forward and **retained our consultant as Program Manager for the implementation of the executive project charter**.

Operations

Health Plans Operations Specialist

Client Type:
Healthcare Organizations

Project Scope:
Operational Assessment Consultant

Duration:
6 Months

Team Size:
1 Full-Time Employee

JACOBSON