

## Problem

With **healthcare reform deadlines rapidly approaching**, this health plan needed to employ the services of offshore contracting vendors in several different countries. The client did not have enough staff for training vendor resources in customer service, and **the urgency of the business needs required additional trainers with specific Facets technology expertise.**

## Response

Jacobson worked quickly to identify a **trainer with extensive healthcare reform knowledge.** This consultant's experience enabled her to **effectively train the customer service staff** on current and future mandated healthcare reform legislation.

## Solution

The expert went to work immediately to **train, coach and develop** the organization's staff, which included managers, supervisors and quality assurance analysts. She worked to enhance the employees' knowledge of on and offshore staffing and new system implementation. As a result, the company was able to shift their individual and family plan coverage to offshore vendors, which **saved the health plan money** and enabled existing onshore staff members to focus their attention on the impending healthcare reform.

Customer Service

# Healthcare Reform Facets Trainer

**Client Type:**  
Health Plan

**Project Scope:** |  
Customer Service Training

**Duration:**  
9 Months

**Team Size:**  
Facets

JACOBSON