

## Problem

The client was in need of an experienced HEDIS Chart Reviewer to **backfill a position due to a resignation** at the start of the HEDIS season. Aiming to reduce their permanent staff members' overtime, they sought a consultant who could complete medical chart reviews and abstraction on assigned HEDIS measures, document findings in the Verscend Quality Reporter tool, and track completed reviews.

## Response

Jacobson provided a **tenured registered nurse** with a background in managed care and HEDIS to employ extensive HEDIS and chart abstraction experience. Working in a virtual environment, the consultant approached this project with the right attitude for the role, remained very receptive to feedback, and quickly got up to speed and made a positive impact.

## Solution

Jacobson's consultant reduced the internal team's workload to a manageable level. Following this project, **audits yielded superior results, with the health plan scoring the highest possible rating.** The client was extraordinarily pleased with the consultant's performance and impact on their goals. Our consultant's contributions helped the client get on track to complete their records review by the deadline.

Care Management

# HEDIS Chart Reviewer

### Client Type:

Individual and Large Group Health Plan

### Project Scope:

HEDIS Medical Records Review

### Duration:

10 Weeks

### Team Size:

1 Full-Time Consultant