

## Problem

With healthcare reform deadlines approaching, this organization was rushing to **develop and implement new benefit plans** and processes. They were almost a month behind schedule and staff members were constantly dropping out of the project. **Understaffed and behind schedule**, the organization was rushing to fulfill the Patient Protection and Affordable Care Act (PPACA) requirements. The new plan was expected to be up and running on the federal and state Health Exchange marketplaces on October 1.

## Response

After thoroughly reviewing the client's needs, Jacobson provided a professional with **project management and payer operations experience**. This expert had previously worked on three state health insurance exchange projects and brought along a toolkit, which included regulatory guidance, work models and documentation templates to help the team overcome any obstacles.

## Solution

The consultant was able to get the **project's tasks and team's momentum back on track**. The health insurance exchange project was completed **on time as required**. As a result, more than **6,000 new members are expected** to be added to the health plan. At the conclusion of the assignment, the program was transitioned back to the organization's manager and staff, along with program artifacts, a final project report, and a state and federal compliance checklist.

Operations

# Interim Project Manager



**Client Type:**  
Health Plan

**Project Scope:**  
Health Insurance Exchange Implementation

**Duration:**  
3 Months

**Team Size:**  
1 Full-Time Employee