

Care Management

Long Term Services Case Manager

Client Type:

Health Plan Company

Project Scope:

Utilization Management
Review and Backlog

Duration:

4 Months

Team Size:

1 Full-Time Registered Nurse Consultant

Problem

Our client experienced an unplanned extended staff leave. **The unexpected absence left the client understaffed and facing a backlog of tasks that needed to be completed.** The client needed support processing medical orders and extending authorization timeframes, among other things.

Response

Jacobson provided an experienced case management consultant who was also a registered nurse to conduct notification calls to providers and members, as well as assist with the processing of medical orders and other tasks the client needed additional assistance with. The consultant Jacobson tasked with the project had the right set of skills to complete the necessary tasks for the client while also engaging with coworkers in a respectful and professional manner.

Solution

The consultant helped remedy and improve the client's backlog of activities. As a result, **there is no longer a backlog noted.** The consultant was so successful in their role, the client said they would highly recommend them for a future role if they found it fit the consultant's proficiencies. **The client shared that the consultant Jacobson provided was a priceless asset to their organization.**

