

Problem

This Medicare Administrative Contractor (MAC) had a philosophy of never working on written correspondence during live telephone hours, but were still failing to meet their average speed expectations for answer time. They had **accumulated a significant backlog in written correspondence and pended work**. The organization found that they were not servicing their providers at the level required from MACs.

Response

Jacobson identified 10 experienced customer service professionals who had previous MAC knowledge. The staff traveled to the client site for **one week of condensed training and began taking calls**.

Solution

Jacobson's team was able to quickly learn the MAC's processes and began to make a positive impact on call volume. The Jacobson staff handled **more than 21,000 calls over the course of four months**.

The client was able to meet their average speed expectations of answer time the first month our staff was on-site. Additionally, Jacobson's staff assisted with the pended queues of permanent staff and worked through the client's written correspondence backlog within three months.

Customer Service

MAC Claims Backlog

Client Type:
Medicare Administrative Contractor

Project Scope:
Customer Service

Duration:
4 Months

Team Size:
10 Full-Time Employees