

Customer Service

MAC Customer Service

Client Type:

Medicare Administrative Contractor

Project Scope:

Reducing Deflection Rate

Duration:

9 Months

Team Size:

22 Full-Time Employees



Problem

This Medicare Administrative Contractor (MAC) was struggling to handle the significant volume of calls received in their Electronic Data Interchange (EDI) call center department. They were **deflecting 90 percent of received calls and were only answering an average of 4,000 calls for every 55,000 inbound calls**. The organization found that the call center was not servicing their providers at the level required from MACs.



Response

Jacobson identified five experienced customer service professionals who had previous MAC and EDI knowledge. The staff traveled to the client site for **two weeks of condensed training and then began taking calls**. After seeing the high-quality results of the original staff provided, the client requested another 17 Jacobson staff members to start in two waves over the next two months.



Solution

Jacobson's team quickly learned the MAC's processes and made an immediate positive impact on call volume. **Jacobson staff reduced the client's deflection rate to eight percent within four months**. Over the course of the project, the client significantly reduced their call volume and provided the required level of service to their providers.

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