

Problem

Amid a **large restructuring process and in a state of flux**, this client—a Medicaid managed care organization—was in need of an interim Medical Director to provide leadership and oversight to its struggling credentialing and case management department. The client was unsure of whether or not this position would need to continue on a permanent basis.

Response

Jacobson placed a **licensed Medical Director** with a consulting background to provide expertise while the company worked on restructuring the department and filling the position permanently. The consultant provided full-time resources for one year, including oversight of the credentialing department, and then stayed on to **help transition the permanent hire**.

Solution

Jacobson's consultant **hit the ground running** and made **phenomenal improvements** in the department over the course of the assignment. Before contacting Jacobson, the client was not meeting government specified time frames for appropriate case review. The client's credentialing function was also in dire need of leadership, having no procedures or tracking functions in place to regulate time sensitive credentialing guidelines. The consultant reviewed between 8-20 cases per day, while also working with the client's employees to improve their skill sets and increase efficiency. She implemented procedures and tracking functions to ensure the department adhered to all guidelines and regulations. The consultant also helped the client prepare for a state audit and **lent credibility to the client during the audit through her excellent reputation** within the industry.

Care Management

Medical Director

Client Type: Medicaid Managed Care Organization

Project Scope: Credentialing and Case Management

Duration: 1 Year

Team Size: 1 Full-Time Employee

