

Claims

Medical Reviewer

Client Type:

Large Health Plan

Project Scope:

Medical Review Nurses

Duration:

4 Months

Team Size:

3 Full-Time Employees



Problem

A large health plan had a severe **backlog in reviewing records and determining pay denial of claims**. The plan lacked qualified internal talent to address the issue and lacked the space to accommodate additional staff onsite.



Response

Jacobson responded by recommending a team of **work-at-home medical review nurses** to assist with the backlog. In less than five business days, Jacobson presented the client with three experienced review nurse candidates. The client accepted all three candidates and a start date was set for the following week .



Solution

The team traveled to the client site for one week of in -depth, hands-on training. Following the initial week of training, the team transitioned to a work-at-home setting. The target project completion date was set for six months from the project start date. The review nurses quickly adapted to training and efficiently **worked through the backlog in less time than expected**. The project was completed in four and a half months far surpassing the client's six month completion goal.

