

Claims

# Medicare Advantage Claims Analysts

## Client Type:

Health Plan Organization

## Project Scope:

Medicare Advantage  
Claims Processing

## Duration:

3 Months

## Team Size:

5 Remote, Full-Time Consultants



## Problem

This organization needed assistance **processing duplicate Medicare Advantage claims using HEALTHsuite**. The claims were split between HMO and PPO, with a small percentage of special needs plan claims. Our client was defining new processes as the project began, so they were seeking staff who could **easily adapt to quickly changing priorities**. Additionally, they requested consultants with the **ability to effectively work from home**.



## Response

Jacobson provided five remote claims employees fitting our client's requirements. These experts **researched provider-disputed claims** to determine root causes, evaluated contract terms and interpreted provider and member correspondence, and compiled supporting documentation. They then **reprocessed or adjusted claims in accordance with established CMS guidelines**.



## Solution

Jacobson's claims analysts successfully processed our client's **backlog of Medicare Advantage claims** and helped the organization catch up on service requests. The client reported that our consultants proved themselves to be **resourceful, self-reliant and flexible**.

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