

Health

Medicare Compliance Consultant

Client Type:

Insurtech Company

Project Scope:

Medicare Sales Compliance Audits

Duration:

5 Months

Team Size:

1 Full-Time Consultant



Problem

Our insurtech client encountered a **staffing shortage within the compliance department during the busy Medicare annual enrollment season**. To manage the increased workload, the client needed a short-term consultant with ample experience in order to minimize training time and avoid a learning curve.



Response

Jacobson **promptly identified and delivered a consultant** with expertise in call monitoring and agent oversight. The expert was able to quickly learn how the client measures compliance risks and indicators and convey them to call auditors effectively. They also met with the client's vendors on a weekly basis and provided teachable moments, in addition to escalating any questions or concerns to management as needed to find a resolution.



Solution

The client was extremely satisfied with the consultant Jacobson provided, sharing that **their knowledgeable responses were an asset to their organization during such a busy season**. Our compliance expert was able to quickly get up to speed and immediately apply business standards to their company model. Furthermore, the consultant was able to create the content needed to launch new company initiatives aimed at better oversight and monitoring.

JACOBSON