

Problem

Our client's Medicare sales department needed additional telesales licensed agents to **take inbound calls and convert them to new members**. These professionals would be answering questions and helping select appropriate plans for members. The client's existing member service team was not licensed to handle calls dealing with Medicare Supplement, Advantage or Part D plans.

Response

Jacobson provided a team of seasoned **professionals with more than 20 years of combined health insurance industry experience** to meet our client's needs for this project. The candidates had extensive experience with Medicare plans, insurance product sales, AHIP and more.

Solution

With the help of our team, the client was able to **successfully gain many new Medicare plan enrollments and a positive experience for their callers**. Our professionals handled all inbound calls professionally and converted old leads into sales. They even provided many 2019 enrollment referrals to the existing member service team. Our client was pleased with the outstanding sales and experience provided by our professionals and plan to contract Jacobson again for the next upcoming enrollment period.

Operations

Medicare Licensed Sales Team

Client Type: Health Insurance Organization

Project Scope: Inbound Calls and Sales

Duration: 2 Months

Team Size: 2 Full-Time Consultants

