

Problem

This client recently completed a system conversion from their legacy system to Facets. Due to configuration issues and an extended ramp-up period, there was a **substantial claims backlog of more than 50,000 claims**. The backlog of claims directly impacted the provider call center, which was **failing to meet metrics or service their customers**. The client was seeing abandonment rates exceeding 35 percent and the average speed of answer at an upwards of nine minutes.

Response

Jacobson identified **six experienced customer service professionals who had previous Facets experience**. The staff traveled to the client site for two weeks of condensed training and began taking calls in their second week of training. The client's goal was to get their abandonment rate below eight percent and decrease the average speed of answer to under two minutes.

Solution

Jacobson's team was able to quickly learn the health plan's processes and ramp up the project. Quickly, the team began to positively impact the call volume. By the third week that the team was on-site, the abandonment rate was at 1.48 percent and the average speed of answer under 45 seconds, effectively **exceeding the client organization's goals**.

The client was so impressed by the Jacobson staff that they have used them as their **benchmark moving forward** when measuring their own permanent employees.

Customer Service

Provider Customer Service

Client Type: Health Plan

Project Scope: Abandonment Rate Improvement

Duration: 8 Weeks

Team Size: 6 Full-Time Employees



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