

Provider Maintenance Update

Client Type:
Dental Carrier

Project Scope:
Outreach Call Program

Duration:
5 Weeks

Team Size:
3 Full-Time Employees

Problem

Our client needed assistance with an outreach call program to capture information for its clients. Specifically, they needed **experienced dental customer service personnel** to make outbound calls to providers to verify coverage information, document provider data and, in some cases, taxpayer information to the providers. This was a mission critical operation that was being driven its own clients. Our client's internal staff was overburdened with other projects. Additionally, our client did not have the technology to patch our staff into their own system.

Solution

The three staff members were on full production after the first day. Jacobson provided weekly project updates and quality calls, as well as daily time sheet and production reporting. The entire project took a little over one month to complete. **The final result was more than 6,000 outbound calls and more than 830 faxes!** Due to the rapid success of the first project, our client identified another project for our team to work on for an additional two weeks.

Response

In one week, Jacobson **assembled a team of three seasoned dental customer service representatives and crafted a virtual center approach** that allowed these professionals to work from home. We then leveraged our technology team to customize an outbound dialer system with reporting and tracking capabilities. Our client provided the call script while we customized and delivered a rapid training process to the team.