

Problem

A health insurance organization was in the process of a claims platform transition from RIMS to QNXT. The implementation significantly increased the workload for this client's internal staff. The extra workload meant their employees were not able to focus on incoming claims, train on the new platform or migrate groups over to the new system.

Response

Jacobson provided a seasoned claims professional with more than a decade of experience with medical billing, claims and quality analysis. This expert was also proficient with the RIMS and QNXT systems, which allowed them to alternate between the two systems and assist wherever needed to help the organization stay current on incoming claims.

Solution

The assistance from this resource allowed the client to stabilize their claims inventory and the internal team to train on the new platform. The client was very pleased with the overall work product and the expert's flexibility.

Claims

QNXT Claims Adjuster

Client Type: Health Insurance Organization

Project Scope: System Implementation

Duration: 16 Months

Team Size: 1 Full-Time Claims Adjuster



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