

Refund Processing Specialists

Client Type:

Health Insurance Organization

Project Scope:

Processing Claims Refund Checks

Duration:

3 Months

Team Size:

4 Full-Time Consultants

 **Problem**

backlog of overpayment from providers and was faced with a project to identify solicited versus unsolicited refund checks. They needed professionals who would review the images and log them in the system for completion.

 **Solution**

With the help of our interim professionals, the client was able to use the team's research to clean up thousands of records in their open inventory reports. Our team's sorting efforts also allowed the client to expedite the application of funds to open accounts receivable.

 **Response**

Jacobson provided a team of seasoned claims professionals. The consultants had experience with claims validation, basic Facets, Microsoft Excel and more.

