

## Problem

**Understaffed and overwhelmed**, a health plan was in need of external expertise, as well as an outside opinion, for their reserving functionalities. The client was looking for a **high-level consultant, with previous reserving experience**, who could work closely with staff to ensure allocations were correct.

## Response

The Jacobson Group was able to provide a skilled consultant with **more than 25 years** of reserving practice and healthcare industry knowledge. **An ASA with SAS computer skills**, this professional had proved that he was a strong problem-solver with expertise in health insurance pricing, reserving, forecasting and trendsetting.

## Solution

The consultant was quickly placed and began reviewing reserving methodologies, handling lags for 2015 and completing ad hoc review - all for various lines of business and entities. Due to his background, **he was able to provide a qualified second opinion on the reserve adequacy**. In addition, he was able to identify operational issues related to reserving, which included claims processing, inventory management and provider contracting. The expert then **reviewed and suggested metrics to bridge the gap between the reserving and claims department**. As a result, the health plan was extremely satisfied with all aspects of the services provided and was impressed by the expert's creative solutions, which were specific to the company's operations and needs.

Actuarial

# Reserving Actuary

**Client Type:** Health Plan

**Project Scope:** Reserving Functionalities

**Duration:** 3 Months

