

Claims

RIMS and QNXT Claims Adjusters

Client Type:

Health Insurance Organization

Project Scope:

System Upgrade

Duration:

15 Months

Team Size:

2 Full-Time Adjusters



Problem

This health insurance company required a team of claims adjusters to assist during a system upgrade. Throughout the transition, they needed claims consultants proficient in multiple systems to bridge the technology gap and manage active groups.



Response

Jacobson provided two experts with proven skills in claims processing and familiarity with the RIMS and QNXT pay systems. Both consultant had more than twenty years of experience working in health claims, and were able to step in with little coaching.



Solution

The specialists were able to fully support the system upgrade, and our client experienced a seamless transition to their new QNXT system. The company was also able to move all their active groups into the new platform during their expected timeframe. Our client was pleased with both consultants' performance and noted their work was of great quality.

