

Problem

Our client needed **assistance with handling their proposal workload during peak season for stop loss group insurance proposals**. Due to annual open enrollment, 60% of the client's business has an effective date of January 1, and the increased volume could not be handled by internal staff. The stop loss team required support for administrative duties and data extraction.

Response

Jacobson provided a **detail-oriented coordinator with extensive knowledge of stop loss insurance, as well as the RFP process**. With a short timeline, the client did not have time for training, so Jacobson delivered an experienced consultant who was a quick learner and had the ability to meet short turnaround times. To support the client's stop loss team, the expert utilized Excel files with more than 100 sub-files to access entities and passwords.

Solution

The consultant's support **exceeded the client's expectations**. The expert **reviewed files for missing data, formatted the census and extracted necessary information from files to promptly handle RFPs**. Upon completion, the client shared that Jacobson's seasonal support during peak periods is a great benefit and asset to their business.

Stop Loss Coordinator

Client Type:
Health Plan Organization

Project Scope:
RFP Workload

Duration:
4 Months

Team Size:
1 Full-Time Stop Loss Coordinator