

Claims

Systems Conversion

Client Type:

Third Party Administrator

Project Scope:

Trizetto's Facets System

Duration:

12 Weeks

Team Size:

14 Full-Time Employees



Problem

A third party administrator in the Midwest region had recently **implemented Trizetto's Facets system**. The full-time staff of claims adjusters, who had worked with the legacy ClaimFacts system for several years, were experiencing a steep learning curve and struggling to maintain productivity. The client also needed support in provider maintenance, plan building and training. The client requested a mixed skill set team of 14 FTEs.



Response

After a thorough evaluation of the client's specific requirements, we put together a team consisting of five provider maintenance analysts, **five seasoned claims adjusters, two plan builders and one trainer**. We also sent an experienced Team Lead to assist the client with managing the team. From the time the order was received, we only required a few days to assemble the team and deploy them to the client site.



Solution

After only a few days of orientation, the claims adjusters began tackling the large **backlog of more than 75,000 claims**, with priority given to the inventory associated with the client's largest client. At the same time, the team of five provider maintenance analysts began researching and modifying provider data files in the system in order to clear out claims from the XC database. Our trainer developed a comprehensive training program for a group of newly-hired customer service representatives, which he delivered over the course of four weeks. By the end of the project, eight weeks later, the backlog had been reduced to normal levels and more than 30,000 claims had been cleared from the XC database.