

Claims

Senior Disability Claims Examiners

Client Type:

Life and Disability Insurer

Project Scope:

Reduce Growing LTD Backlog

Duration:

Ongoing

Team Size:

5



Problem

A large life and disability insurance organization faced a significant backlog of long-term disability (LTD) claims as volumes increased. The client needed senior-level disability claims professionals who could step in quickly, maintain quality and consistency, and help improve timely, effective claims processing with minimal ramp time.



Response

Mobilizing quickly and leveraging an established relationship with the client contact, Jacobson accelerated intake and selection. A roster of qualified candidates was delivered within six days of the initial discussion. From there, Jacobson worked with the client to refine the wider group to 10 finalists and ultimately delivered the five senior examiners the client specifically requested.



Solution

Jacobson successfully onboarded five senior disability claims examiners to help the client work through a large LTD backlog. The client is seeing strong results and plans to continue the engagement as they manage ongoing claim volumes and improve processing performance.

