



Rapid Staffing, Workflow Optimization, and Scalable Growth Support for a Claims Processing Organization

CUSTOMER SUCCESS STORY

THE CLIENT

When a specialized claims processing organization secured multiple contracts expected to grow their business by 30% in a short timeframe, excitement quickly gave way to urgency. They needed people, streamlined processes, and system improvements - fast. Already stretched thin, their internal team couldn't absorb the expansion alone. That's when they turned to Impresiv Health for strategic staffing and scalable operational support.

CHALLENGES

Explosive growth exposed operational gaps that threatened to stall momentum.

The client needed to quickly scale their team and systems to support a 30% increase in business. Their internal staff lacked the bandwidth to recruit or train new hires, and outdated processes, documentation, and manual claims workflows created bottlenecks that risked overwhelming the organization.

SERVICES

A full-service solution, from staffing to systems, to support sustainable scale.

Impresiv Health delivered a multi-pronged approach designed to meet the client's immediate and future needs. We provided rapid staffing of claims analysts and trainers, deployed a Scrum Master to drive system improvements, and developed structured training materials. Our team also overhauled documentation, aligning policies and procedures with workflows and creating audit tools to ensure consistency and compliance across the organization.



This project was a great example of how quickly the right team and processes can transform operational stress into scalable success. From the moment we engaged, our focus was on delivering immediate value. Getting the right people in place fast, aligning systems with goals, and building the infrastructure our client needed to thrive long-term.

It's exactly the kind of work that defines what Impresiv Health does best.

AT A GLANCE

Industry

- Healthcare Claims Processing

Challenges

- 30% growth in business requiring immediate action
- No bandwidth
- High volume of manual claim processing

Results

- 8 hires in 8 days
- 17% reduction in manual claims processing
- 120+ policies and procedures updated in 10 weeks
- Scalable systems and staff ready for long-term growth



**Rapid Healthcare
Staffing**



**Technology-
Driven Efficiency**



**Process & Policy
Overhaul**





CUSTOMER SUCCESS STORY

SOLUTIONS

In just weeks, Impresiv Health delivered people, process, and performance transformation.

Within just 48 hours of receiving the staffing request, we sourced and scheduled interviews with qualified candidates. In a span of eight days, we successfully hired eight claims analysts and trainers, enabling the client to begin onboarding and training without delay. One of our strategic hires was a Scrum Master with specialized claims system experience. They quickly assessed the client's technology infrastructure and developed a roadmap for enhancements that led to a 17% reduction in manual claims processing.

This individual also implemented a custom lead-indicator system to help leadership proactively identify training needs among claims processors. Simultaneously, our documentation team reviewed and revised over 120 processes, aligning them with updated policies and training protocols. This full-scale documentation project, including the creation of desktop procedures, flow diagrams, and audit guides, was completed in just 10 weeks.

RESULTS

- 8 hires in 8 days**
Impresiv Health rapidly staffed the client's team, enabling immediate onboarding and zero delays in project execution.
- 17% reduction in manual claims processing**
Targeted system enhancements automated workflows, significantly reducing manual intervention and boosting efficiency.
- 120+ policies and procedures updated in 10 weeks**
We overhauled and aligned documentation to ensure consistency, compliance, and training support across the organization.
- Scalable systems and staff ready for long-term growth**
With strong processes and a trained team in place, the client is now fully equipped to manage ongoing expansion.

"You really earned your name with us."

This feedback came directly from the client after witnessing how quickly and effectively we helped them scale. From staffing to systems, we delivered the people, processes, and performance needed to meet their 30% growth - without disruption.

Looking for the same level of support? Let's talk.

KEY BENEFITS

- ✓ Scaled operations rapidly without internal strain
- ✓ Reduced manual work through technology enhancements
- ✓ Built a strong training and documentation foundation
- ✓ Delivered results in weeks—not months
- ✓ Positioned the client for long-term, sustainable growth

Consulting. Staffing. Technology.
THAT'S IMPRESIV.

