



Health Plans: Member Services Portal

Reimagine digital interactions with members rapidly through a unified, seamless, and feature-rich portal that orchestrates member engagement end-to-end for a memorable and purposeful healthcare experience



Healthcare has been moving to a consumer-centric model for years, partly driven by Affordable Care Act (ACA) mandates and new regulations around transparency and interoperability that promote individual responsibility for end-to-end care management. Combining these drivers with rising digital savviness among all consumers, increased competition, lowered barriers to switching plans, and high-quality digital engagements have become a crucial business consideration in the healthcare space.

Despite the demand for high-quality engagements, many payers still offer member-facing portals that are overly complex, cluttered, and lack a holistic member engagement strategy. All of these create misalignments with consumer expectations. This is where Unqork's no-code, rapid iterative development can be a game changer.

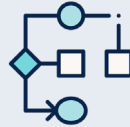
With Unqork's **Member Services Portal** solution, payers can rapidly build and effectively manage feature-rich omnichannel portals that streamline the member journey and provide robust 24/7 access to personalized information and services. These unified portals allow members to securely access everything from benefits, coverage, and claims to virtual triage, telehealth, and treatment options. It combines member self-service tools with health management recommendations to drive a highly personalized experience and targeted user outcomes. The result is a tailored portal instead of a generic healthcare offering can create a magnetic experience for members.

Key Benefits

- ✓ **Empowered members:** Offer members 24/7 self-service services requiring little-to-no human intermediation.
- ✓ **Enhanced engagement:** Improve patient satisfaction and health outcomes and retain customers
- ✓ **Improved efficiencies:** Break down internal data and technology silos to optimize data use
- ✓ **Greater adoption:** Compel members to take advantage of the ease and simplicity of portal
- ✓ **Promote collaboration:** Drive collaboration between payers and members across the entire health ecosystem to deliver superior service



Key Capabilities



Easy third-party integrations:

Integrate seamlessly and rapidly with best-in-class third-party vendors such as Sensentia, Infermedica, and Ribbon Health, as well as public databases such as HHS



Digital hub to connect all solutions:

Easily connect existing solutions and data systems at health plans that have siloed features in a unified and seamless manner for a true end-to-end digital portal for members



Personalization to drive action:

Leverage member data and custom logic to help make informed decisions, auto-complete manual steps in workflows and drive to desired actions and outcomes



Member-centered digital workflows:

Rapidly combine discrete workflows and digitize manual steps to create powerful user journeys that are seamless and differentiated

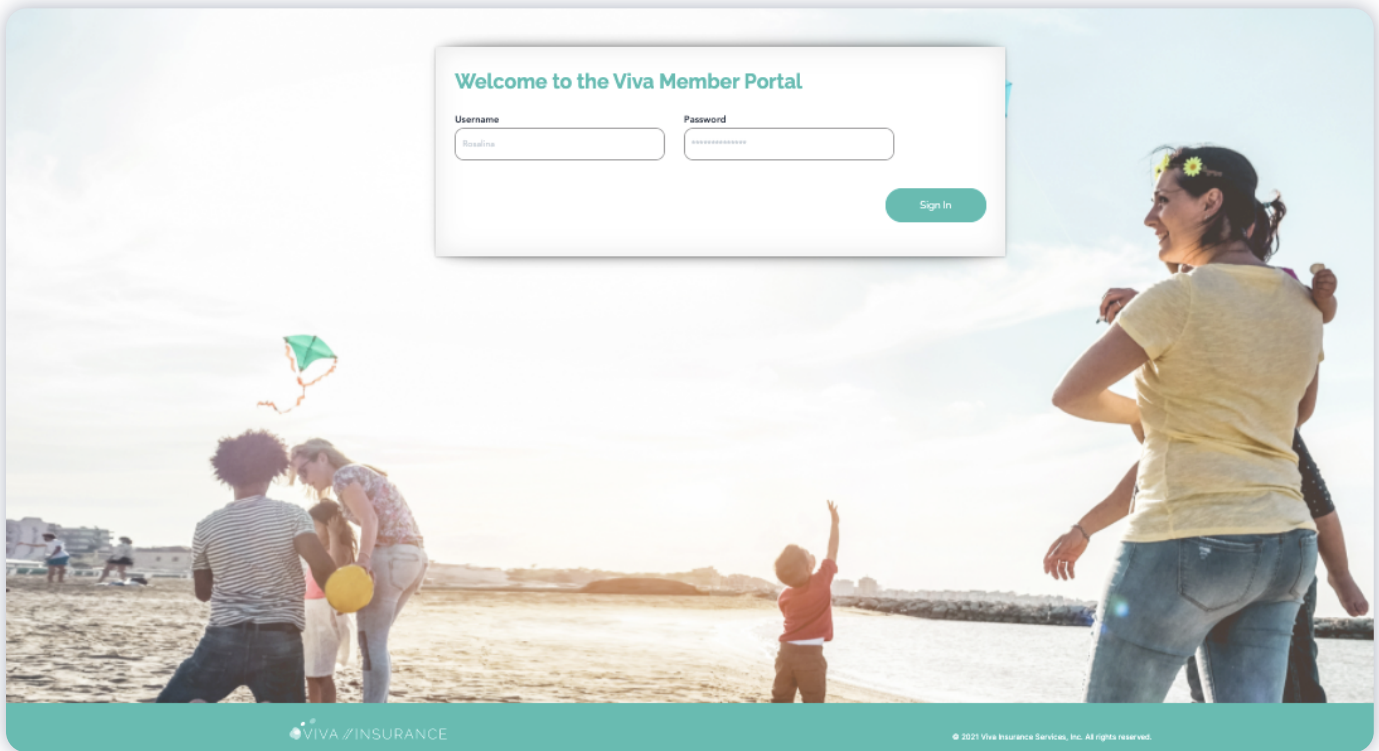


Branding customization:

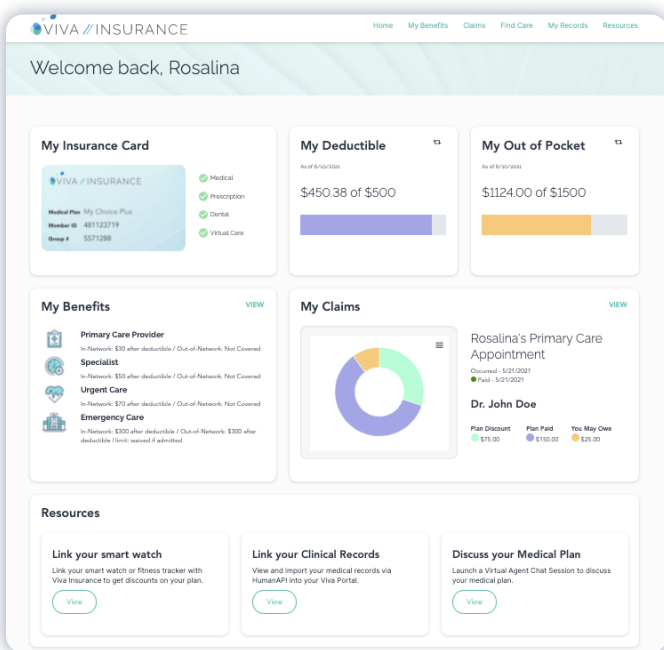
Customize the look and feel of every element of front-end portals to match existing styles across all devices



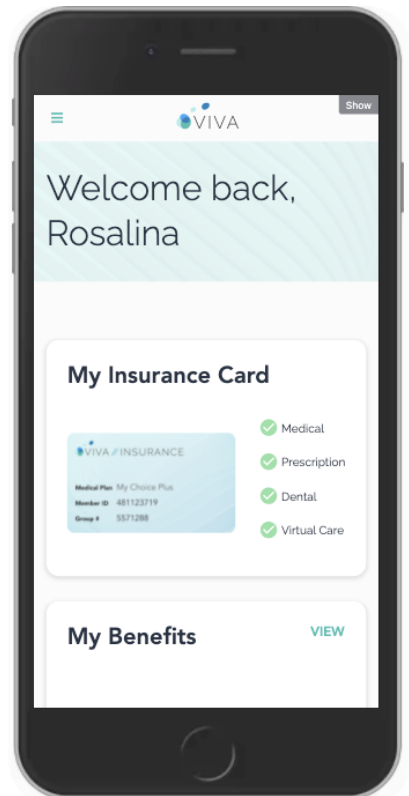
Unqork in Action



Login page



Landing page



Mobile Views



Unqork in Action

Find Care

- Disclaimer
- Demographics
- Risk Factors
- Symptoms and Diagnosis
- Recommendations

Recommended Channel: text_selfconsultation **Recommended Specialist:** General Practitioner

Diagnosis	Prevalence	Acuteness	Severity	Triage Level	Probability
Common cold	common		mild		19.6%

Search for a provider below or click the button to the right to launch a virtual visit.

[Launch Virtual Visit](#)

Provider Name:

Specialty:

Zip Code: Distance From Me (Miles):

[Show Advanced Search Options](#)

[Search](#)

First Name	Last Name	Average Patient Rating	Distance From Me (miles)	
Jose	Gomez Rivera	9.85	9.04	Details

Virtual Triage Screen

VIVA // INSURANCE Home My Benefits Claims Find Care My Records Resources

Find Care Providers and Locations

Using the search tools below, you can search for various healthcare providers and facilities fit to your preferences whether that's by spoken language, quality ratings or convenience. For quick searches, click the link immediately below - don't worry, you can always add filters later. If you're not sure where to go, try our virtual triage tool to communicate your symptoms and connect you to the right level of care and type of care provider.

VivaCare - Virtual Triage

Use VivaCare, our Virtual Triage tool, to help us guide you in your care journey. By providing the symptoms you're experiencing and answering a few simple questions, we can help point you to the right place.

[Start Virtual Triage](#)

Virtual Visit

Use our Virtual Visit tool to be connected directly to a nurse to discuss the symptoms you are experiencing prior to scheduling a physician visit.

[Launch Virtual Visit](#)

Provider Search

Provider Name:

Specialty:

Zip Code: Distance From Me (Miles):

[Show Advanced Search Options](#)

[Search](#)

Find Care Screen

VIVA // INSURANCE Home My Benefits Claims Find Care My Records Resources

Search by recipient or medical provider: Start Date: End Date: Claim Status: [Clear Filters](#) [Export Claims](#)

Andy's Emergency Room Visit	Provider: City Hospital	Service Date: 03/22/2021	Amount Billed: \$1,021	Plan Paid: \$0	You May Owe: \$1,021	View
Rejected						
Andy's Emergency Room Visit	Provider: City Hospital	Service Date: 03/22/2021	Amount Billed: \$300	Plan Paid: \$0	You May Owe: \$300	View
Rejected						
Andy's Primary Care Appointment	Provider: Dr. John Doe	Service Date: 04/23/2021	Amount Billed: \$225	Plan Paid: \$150	You May Owe: \$40	View
Paid - 5/21/2021						
Andy's Primary Care Appointment	Provider: Dr. John Doe	Service Date: 04/23/2021	Amount Billed: \$100	Plan Paid: \$0	You May Owe: \$0	View
Paid - 5/21/2021						
Rosalina's Primary Care Appointment	Provider: Dr. John Doe	Service Date: 05/21/2021	Amount Billed: \$200	Plan Paid: \$150	You May Owe: \$25	View
Paid - 5/21/2021						
Ralph's Urgent Care Visit	Provider: City Urgent Care	Service Date: 04/12/2021	Amount Billed: \$425	Plan Paid: \$0	You May Owe: \$275	View
Processing						
Ralph's Urgent Care Visit	Provider: City Urgent Care	Service Date: 04/12/2021	Amount Billed: \$205	Plan Paid: \$0	You May Owe: \$205	View
Processing						

Claims Screen