

# Case Management & Care Coordination

Establish and manage your organization's case management needs with a digital experience that includes the coordination of case intake, ongoing management & maintenance.

Many organizations' existing case management systems are overly reliant on manual checkpoints and/or paper-based processes. These outdated, inefficient workflows require payer organizations to overcommit resources for back-office operations. Furthermore, the lack of real-time visibility into case status can lead to duplicative efforts, resubmissions, and at times, may allow cases to slip through the cracks, disrupting the system even further.

Digital technologies can help to automate and optimize case management processes, but to be effective, they must seamlessly integrate with existing clinical and data systems while complying with an evolving patchwork of regulations and protocols. It would be difficult and time-consuming to build a custom case management solution capable of meeting these requirements using a traditional code-based approach. This is where Unqork's ability to accelerate the development of robust healthcare solutions can be a game-changer.

Unqork empowers companies to address their case management needs with a complete digital experience that coordinates case intake and serves as a gateway to external data and digital services. Payers can rapidly build and effectively manage an end-to-end case management solution that automates workflows and organizes data at scale. Unqork makes it easy to support multi-stakeholder collaboration and coordination throughout the process with integrated messaging, notifications, and stakeholder-specific dashboards. By ingesting and analyzing information from disparate sources into a unified system, Unqork's analytics functionality empowers organizations to anticipate and identify high-risk patients and trigger preemptive or proactive care plans.

A robust management solution allows payer organizations to accelerate case processing, increase visibility & accessibility, and enhance the overall member experience. Even better, by reducing operational inefficiencies on the back-end, companies can free-up additional capacity for mission-critical or high-touch activities.

## Key Benefits

- **Increased Member/Patient Satisfaction:** Provide enhanced transparency of case status and access to critical information for documentation and processing
- **Improved Efficiencies:** Streamline processes and free-up capacity for mission-critical or high-touch processes
- **Better Compliance:** Increase transparency & auditability, flexibility adjust workflows to address changing regulatory needs to ensure organizational good standing

## Key Capabilities



### Seamless Integrations

Integrate with existing systems (e.g., CRM, prior authorization, care management)



### Document Management

Generate, manage, and store guidelines and make them easily accessible for all stakeholders



### Integrated Messaging

Allow all stakeholders to securely communicate directly in the platform, ensuring proper handoffs and timely resolution of issues



### Proactive Notifications

The platform can automatically notify patients, providers, and partners when a critical task is ready for review



### Persona-Specific Dashboards

All stakeholders can see the status of inquiries and know if any additional steps are needed



### Customizable Rules

Organizations can build (and edit) custom rules and workflows that can automatically qualify cases with machine efficiency

## About Unqork

Unqork is the industry pioneer no-code enterprise application platform that helps large companies build, deploy, and manage complex applications without writing a single line of code. Organizations like Goldman Sachs, Liberty Mutual, the Cities of New York and Washington, DC and Maimonides Medical Center are using Unqork's drag-and-drop interface to build enterprise applications faster, with higher quality, and lower costs than conventional approaches.

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