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Member Onboarding

Build custom workflows to gather data from new members and surface relevant services and care pathways.

The onboarding process isn't only the introduction of new members into your operations; it is, in many cases, their very first impression of your organization to those members. This experience can make an enormous difference down the road in regards to member retention, satisfaction, and advocacy.

Many existing solutions offer clunky front-end UIs, which fall short of modern consumer expectations for digital services. They often lack integrations with automated back-end processes, which can prolong processes and result in something as small as a longer wait to receive a new ID card or as consequential as a postponement in care. Furthermore, many existing systems provide limited information-submission and verification functionality, which leads to increased administrative load, prolonged processes, and a higher potential for data error.

The digitization of workflows can automate and optimize onboarding processes, but in order to be effective, they must be able to seamlessly integrate with existing clinical and data systems while complying with an evolving patchwork of oversight and protocols. It would be difficult and time-consuming to build a bespoke onboarding 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 payer organizations to rapidly build and effectively manage a centralized onboarding solution. Using Unqork, companies can automate data submission and verification processes via customizable member-facing digital hubs. Business logic can be easily configured and applied at scale, including the ability to leverage data to surface relevant benefits and care pathways. With Unqork's robust data analysis and reporting functionality, payer organizations are able to oversee these processes at a granular level, identify bottlenecks, and improve workflows over time.

By streamlining these high-volume, back-end processes through a unified system, organizations are able to reduce error rates and amplify productivity—all while mitigating overhead costs. Meanwhile, members benefit from an intuitive front-end experience that dramatically reduces the need for continuing burdensome information gathering.

Key Benefits

- **Increased Member Satisfaction:** Accelerate onboarding processes and customize experiences

- **Reduced Error Rates:** Remove unnecessary intermediation, reducing the potential for error when entering data

- **Lowered Overhead Costs:** Automate high-volume administrative tasks

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Key Capabilities

Seamless Integrations

Seamlessly and securely exchange the onboarding system with existing internal systems and external solutions (e.g., CRMS, identity verification, etc.)

Proactive NIGO Notifications

Automatically identify any information that is Not In Good Order (NIGO) and proactively notify users with remediation processes

Machine-Powered Segmentation

Automatically segment members based on submitted data and match with tailored experiences and offerings

Member Service Matching

Automatically surface relevant products and services based on member information

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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