

Intelligent Utilization Management

Automate the entire prior authorization process in months, significantly reducing administrative burden on provider and health plan staff as well as time-to-treatment for patients

Prior authorization is an effective cost-control tool for health insurers that plays a key role in patient safety. However, it is a cumbersome process, ridden with time-consuming back-and-forths between Healthcare Providers (HCPs) and health plan liaisons. Today, many of these interactions are over-reliant on manual, inefficient workflows, resulting in dissatisfied HCP staff, delayed care, and higher-than-necessary operational costs for health plans.

The concept of real-time prior authorization, where HCPs answer questions and receive attestation with a few clicks, is not new. However, it has proven much easier said than done. Off-the-shelf solutions digitize specific parts of the process, but are limited in their ability to integrate with existing back-end systems and accommodate bespoke business rules at scale. Meanwhile, custom-built solutions are impractical, as developing content and business rules for a single procedure group might take two months and cost \$200K—and there are 100+ procedure groups!

This is why leading health plans are using Unqork's enterprise no-code development platform to build dynamic, content-agnostic workflows and presentation layers. With prior authorization, we enable clients to **display a series of dynamic questions to HCPs**, using a scalable mechanism that **automatically conforms to the content** pulled from underlying systems. In other words, once a client develops the infrastructure, it immediately scales to accommodate additional procedure group "packages" of Q&A content, business rules, and metadata. This "one-to-many" infrastructure takes only 2-4 months to design, test and deploy. Real-time status updates can also be pushed into member-facing portals (whether or not that portal was built using Unqork).

Key Benefits

- ✓ **Lower administrative burden for HCPs:** Empower HCPs and their staff to receive approval for a patient's treatment in as few as eight real-time clicks (relative to multiple hours of calls with the health plan's Medical Liaisons), thereby boosting satisfaction
- ✓ **Faster time-to-treatment for members:** Improve the patient experience, both in terms of fewer obstacles and delays to treatment, and more timely communications throughout
- ✓ **Reduced operational costs:** Decrease manual touchpoints by a third, and therefore call center costs (equating to over \$8M in YoY savings for large health plans)
- ✓ **Reduced development spend:** Without the need to enable real-time prior authorization using code or low-code, development speed increases by 6x (equating to over \$5M in initial development cost avoidance) and there is no legacy code to maintain



Key Capabilities



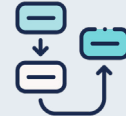
Dynamic interface for HCP Q&A

Procedure group-agnostic UI template that dynamically displays externalized content and manages the HCP experience



Dynamic microservices for HCP Q&A

Procedure group-agnostic microservices that request specific “packages” of content and business rules that outline content to render, navigation, controls, etc. for that procedure



Automated workflows

Automatically identify procedures and drugs that require prior authorization and invoke guided workflows with smart forms for providers



Alerts and Notifications

Provide real-time status updates along with notifications and reminders to both HCPs and members



Tailored Dashboards

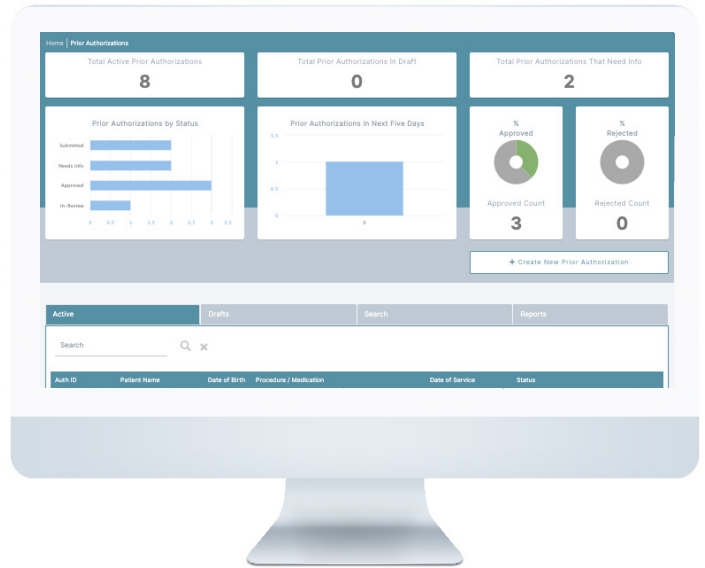
Provide real-time access to data and information with tailored dashboards for health plan staff and leadership





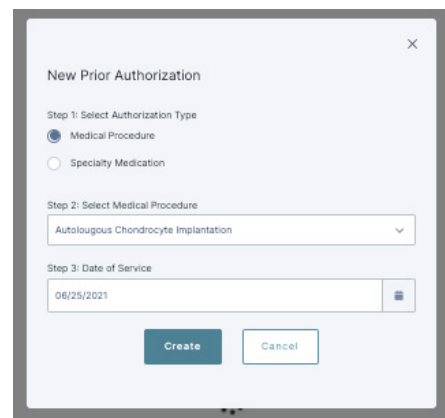
Unqork in Action

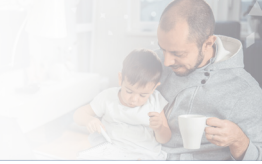
Provider specialists can easily view the status of all active prior authorizations with ability to sort and search.



Review status of in-progress prior authorizations and take action based on roles defined

Create new prior authorizations using smart forms and guided workflows





Unqork and the no-code revolution

Unqork is the first enterprise no-code application platform. With Unqork, enterprises can rapidly develop and effectively manage sophisticated software through a completely visual UI. The cloud-based platform comes “out-of-the-box” (or out-of-the-virtual-SaaS-box) with industry-specific toolsets and elements (e.g. UX, compliance engines, APIs & integrations), which work together in instant harmony—this means organizations can focus all their resources on addressing business challenges instead of technical ones.

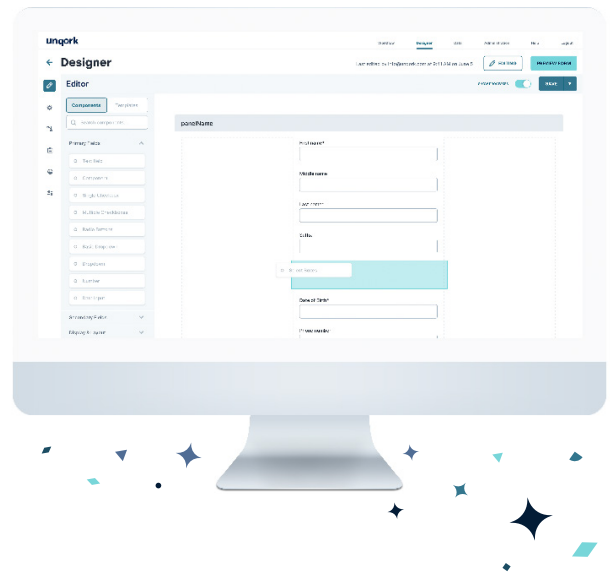
By eliminating the need to write code from the building process, no-code expands the scope of who is doing the development. In a no-code platform, users (or “Creators” as we refer to them at Unqork) build applications by drag-and-dropping configurable elements representing both user-facing features and back-end application logic. While modern programming languages (Java, Python, etc.) can take a year to learn and a decade to master, no-code can be picked up in just a few weeks, making development more collaborative and recruiting more flexible.

Unqork: the world's first enterprise no-code application platform

Unqork is specifically designed to address the challenges of the world's most complex and regulated service environments, including **financial services, insurance, healthcare, and government**. We levy decades of industry-specific experience from our in-house experts to take on each sector's most critical challenges.

Unqork has backing from some of the world's most disciplined investors, including Goldman Sachs, Capital G, and BlackRock. Our technologies have been adopted by leading organizations, including Liberty Mutual, Marsh, CVS Health, the District of Columbia, and Goldman Sachs, just to name a notable few.

Our clients can achieve unparalleled speed and flexibility in their development function while requiring a fraction of the resources. We can deliver these benefits through:



A unified SaaS platform

Unqork boasts dozens of components and capabilities related to compliance (up-to-date rules engines for FATCA, UK CDOT, Dodd-Frank, and more), security (native encryption, RBAC, and crowd-sourced penetration tests), and application management (SDLC governance, historic versioning, and module management).

[Click here](#) to learn more about Unqork's platform security



Completely visual UI

Applications are built via an intuitive, visual User Interface (UI) featuring drag-and-drop components representing user-facing elements, backend processes, data transformations, third-party integrations, and a growing library of reusable industry-specific templates.



Enterprise-grade standards

Unqork comes with enterprise-ready compliance (e.g., SOC2, GDPR, Privacy Shield compliant, etc.). We have complete security capabilities, including proprietary RBAC solutions, and we provide BCP and DR support for applications built on our platform.

Curious about no-code for your organization?

Get in touch to [schedule a demonstration](#) from one of our no-code experts.

Contact Us