

**A web-based application to effectively document and manage member calls.**

**Member Call Documentation**

page is used to thoroughly document every incoming call. The specially designed layout helps users to organize incoming inquiries and record the reason for each call, its progress and result without missing any details. The pre-populated member's information section helps to process calls more efficiently. And the issues that cannot be resolved at hand are immediately assigned, as action items, to the appropriate team members.

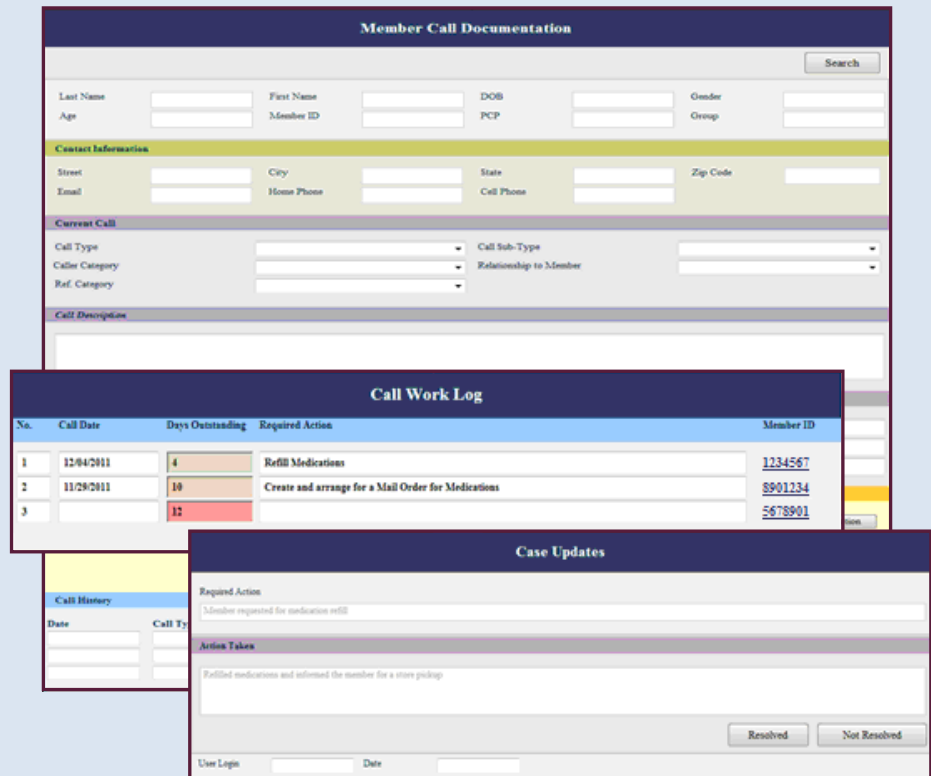
**Call Work Log**

provides a list of all the unresolved calls requiring follow-up. Outstanding cases are grouped by the assigned team member and outline the problem type, date taken and number of days pending. The list links directly to the Call Documentation page for quick reference and status change.

**Call Updates**

page is used to document any changes related to the processing of pending cases. Each open item can be amended multiple times until the issue gets resolved and its status changed to "closed".

On a daily basis, but specifically, when substantial changes in healthcare regulations or care programs are announced, providers are flooded with calls from concerned and often misinformed members. These are times when an effective call-response center is the only way to deal with overwhelming inquiries. These are times when q.Call is irreplaceable.



- systematically documents and tracks progress of telephone inquiries
- resolves callers' issues timely and efficiently
- supports care coordination efforts

We understand that every organization is unique. That is why q.Call can be easily adjusted to better accommodate calls resulting from your special projects.

