

# Unified Case Management

CENTRALIZED BUSINESS WORKFLOW AND TRACKING



The UCM is a collaborative data management system that aids CMS, Medicare Administrative Contractors (MACs), Unified Program Integrity Contractors (UPICs), law enforcement, and other stakeholders use the UCM to manage and track fraud, waste, and abuse cases.

As a centralized business workflow and tracking tool, the UCM is one of many CMS components that supports a holistic approach to Medicare program integrity.

**CMS, Medicare Administrative Contractors (MACs), Unified Program Integrity Contractors (UPICs), law enforcement, and other stakeholders, use the UCM to manage and track fraud, waste, and abuse cases, and gives them the ability to:**

- Track leads, audits, and investigations
- Manage workflow activities
- Report workload metrics
- Record case disposition and outcomes
- Report on the status of administrative actions and law enforcement referrals
- Share and coordinate information among Medicare and Medicaid partners

## Features and Benefits to End Users

*The UCM strengthens national oversight of contractor work through the rapid and accurate flow of information. As a centralized data repository and workflow management system, the UCM has the ability to:*

- Digest multiple datasets**  
The UCM processes and stores information from medical records, and associates claims data to each medical record, so that stakeholders can run comprehensive reports within a specific date range.
- Share and coordinate information among Medicare and Medicaid partners**  
The UCM reduces the number of systems that require input from CMS and contractors, and consolidates program integrity activities currently held by separate contractors.
- Retrieve verified, real-time data from multiple sources**  
The UCM gives stakeholders the ability to access accurate, up-to-date information from several systems in one consolidated view.
- Facilitates timely administrative actions**  
In addition to reducing time and overhead expenses, the UCM eases provider burden by reducing the amount of time it takes to bring a case to conclusion.

**Capture leads and track investigations**  
The UCM allows CMS and other stakeholders to track leads, audits and investigations; capture and manage workflow activities; report workload metrics; report status of administrative actions and referrals to law enforcement; and record outcomes or disposition of program integrity audit and investigative actions across Medicare and Medicaid programs.

**FUTURE GOALS**  
The UCM is constantly evolving to support program integrity efforts. Future enhancements currently in production include:

- A human-centered design concept to promote consistency and ensure that UPICs in any region are following the same steps
- A move away from NextGen Healthcare® to implement a more user-friendly interface to improve efficiency
- Improved reporting functionalities

