

## INTELLIGENT CASE MANAGEMENT SYSTEM (ICM) Product Profile



The Iron Data Intelligent Case Management System (ICM) is a collection of components (building blocks) that an integration team can use to build a solution customized to an agency's unique business requirements. The building blocks provide generic components that provide key areas of case processing and case management functionality. These components can then be customized, extended, and modified to meet a specific client agency's needs.

ICM focuses on four key areas that are common to the case management process.

These areas include:



### Case Workload Tools

These tools are the user's access to view and navigate the system based upon approved permission levels. Users can include case workers, managers, claimants, claimant representatives and others with a need and permission rights to access information specific to the case or the claimant.



### Individual Case Productivity Tools

Provides a variety of tools that support and extend the various business processes involved in the case processing or case management environment.



### Predictive Modeler

The Predictive Modeler is a process in which the course of action in a social or human services case management domain can often be predicted based upon information flow into the process. The ICM allows for unique factors specific to a domain to be configured in the predictive modeler tool that is likely to influence future behavior or results. The predictive modeling identifies key drivers of risk and solution resolution.



### Modular Components

These are configurable modules that can be included or extended as applicable to support the various stakeholders or entities involved in the case management process. These modules support content and evidence management, management information reporting, workflow management and process assistants, fiscal management, adjudication, case management and other processes that are integral to the agency's business process requirements.

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### Product Features

#### User Interfaces

Handle authentication of a user and manage user permissions and security throughout the system. It also allows a user to customize the system behavior to their taste.

#### To Do List

Provides a mechanism for a user to keep a list of cases or items that require attention or action.

#### Work Queue

Provides a mechanism for a user to receive work units on cases.

#### Forms

Allows for the definition of forms and wizards to facilitate data entry and modification.

#### Custom Templates

Allows for the development of custom templates.

#### Claimant Web Interface

Allows the claimant to view the status of their claim, receive messages and provide information and documentation.

#### Content/Evidence Management

Allows the user to create, store, and retrieve electronic documents, videos, pictures, audio files, and other forms of electronically generated or stored information by claimant, case, or other key information.

#### Fiscal Management

Manages authorizing remuneration to vendors and claimants.

#### Appointment Scheduling and Calendaring

Manages scheduling appointments and work activities.

#### Order Entry

Manages orders with vendors to provide goods and services.

#### QA / Sampling Management

Captures user performance metrics. Allows for oversight and sampling of cases.

#### Task and Workflow

Allows the client to define particular case flow and task flow activities. These flows are automated to direct cases and tasks to the appropriate entity for resolution.

#### Appeals

Manages a case for an appeals process.

#### Predictive Modeler

Provides a mechanism for improving case processing by leveraging historical information embodied in the existing cases.

### How ICM can Benefit your Business



#### Case worker

The Work Console provides me the ability to determine my most important cases and tasks. I feel so organized with my Day Timer.



#### Supervisor

I can easily view the progress of my work group and I love being able to retrieve the status of a case at a moments notice.



#### Executive

By utilizing the Budget and Performance Tools, I am able to make important business decisions.