Fortune 500 Healthcare Payer Automates Appeals and Grievances Process with Newgen's Solution

Overview

The customer is a multi-state healthcare payer and offers both Medicare and Medicaid plans.

Day-to-day Challenges

New regulations and manual processes for managing appeals and grievances were posing a huge challenge to the organization. The absence of a centralized repository, lack of systems for auto-generation of various letters, inability to validate duplicate cases and long turnaround times were symptoms of a Health Plan process gone wrong. The Health Plan realized that there was an urgent need to streamline and automate their appeals and grievances management process.

Newgen was chosen for the job because of its expertise in Intelligent Process Automation (BPM), Contextual Content Services (ECM) and Omnichannel Customer Engagement (CCM) based solutions for healthcare organizations.

Day-to-day Challenges Faced by the Health Plan

Highly manual processes	Inability to track and monitor	Compliance and SLA adherence	Archival and retrieval of documents	Lack of collaboration across departments

Timely and Effective Resolution of Appeals and Grievances

Newgen deployed its Appeals and Grievances Solution, built on a low code platform, to streamline the end-to-end process.

The solution enabled the Health Plan to resolve member requests within specified timelines, reduce operational inefficiencies and demonstrate compliance, leading to improved member satisfaction.

Business Needs	How Newgen's Solution Helped?
Do away with manual appeals & grievances processes	• Automated and streamlined workflow for handling appeals and grievances cases • Reduced manual hand-offs and eliminated data entry errors • Standardized processes across multiple intake channels
Digitize and archive case-related documents	• Digitized all paper documents related to various cases • End-to-end document management capability from creation, archival, retrieval, management to disposal • Centralized repository for easy access and faster retrieval
Automatically assign cases to relevant users	• Auto-segregated cases based on their intake channel, including mail, fax, email, and CRM • Assigned cases to relevant users or groups as defined
Transparency and visibility across cases	• Unified interface integrated with a document viewer allows users to check for duplicity of the request, appellant type, appeal type and criticality of the request
Deliver correspondence in a timely manner	• Design and manage multiple templates for various correspondences • Auto-generate letters • Allows delivery tracking and maintaining correspondence records with its case file
Achieve better compliance and audit history	• Auto-alert feature for any delayed transaction, due date or any other exception • Comprehensive audit trails are captured by tracking all the changes made in a case
To have better monitoring capabilities	• Real-time and detailed reports with Business Activity Monitoring (BAM) tool mitigates operational risks

About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, communication management, and AI/ML capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries, Newgen unlocks simple with speed and agility.