



Newgen's  
**Multi-EHR  
Connector**

Intelligent Interoperability for Healthcare Payers



The U.S. healthcare landscape demands seamless data exchange across diverse EHR platforms. Newgen's Multi-EHR Connector enables payers to access clinical data from Oracle Health Millennium, Epic, Allscripts, eClinical Works, Trubridge, Netsmart, Medhost and other leading EHRs without rebuilding interfaces for every provider relationship. Built on NewgenONE, the FHIR-first solution delivers instant, secure, and contextual access to clinical data and documents across **1M+ providers**. It connects fragmented data and turns it into actionable insights for pre-authorization, appeals and grievances, care management, HEDIS quality measurement, and value-based care. Medical directors, clinical nurses, and case managers benefit from automated, accurate information exchange that reduces delays, phone calls, faxes, and portal fatigue.



# Why Payer Operations Still Break at the Point of Data?

Challenge	Impact	Consequences	Multi-EHR Connector Solution
<b>Fragmented EHR Access</b>	Multiple EHRs with different authentication, APIs, and connectivity models	Costly integrations, delayed access, incomplete patient context	Single native FHIR interoperability layer connecting Oracle Health, Epic, Allscripts, and other EHRs for unified, scalable clinical data access
<b>Manual Chart Chasing &amp; Portal Fatigue</b>	No centralized retrieval across provider networks	High admin effort, UM and appeals delays, HEDIS abstraction challenges	Automated FHIR-based clinical data and document retrieval delivering timely longitudinal patient records across EHRs
<b>Compliance &amp; Audit Gaps</b>	Non-standardized exchange and limited audit visibility	HIPAA risk, CMS audit exposure, impact on Star Ratings	FHIR R4-aligned exchange, USCDI metadata, and HIPAA-compliant audit trails within a CMS-ready architecture
<b>Limited Clinical Context</b>	Retrieved data lacks interpretation within payer workflows	Slower reviews, manual analysis, delayed decisions, missed quality insights	Embedded GenAI summarization and reasoning agent converts multi-EHR data into contextual summaries and decision-ready clinical insights
<b>Disconnected Data &amp; Workflows</b>	Retrieved data not integrated into payer operations	Manual handoffs, fragmented processing, delayed decisions	Plug-and-play integration with NewgenONE platform to activate end-to-end payer operations



# Why Choose Newgen's Multi-EHR Connector?

## FHIR Native, Multi-EHR Architecture

Built within the HL7 interoperability framework, the connector leverages HL7 FHIR R4 APIs, USCDI-aligned data models, CCDA documents, and DICOM imaging standards to enable scalable, secure, and future-ready interoperability across leading EHR platforms.

## AI Agent for Clinical Intelligence

Medical record summarization with Gen AI and Clinical reasoning agent automatically scans records, highlights evidence, and answers natural language queries for UM, HEDIS, Appeals, and Care coordination.



## Designed to Complement Payer Clinical Documentation Improvement (CDI)

Plug into existing data warehouses, FHIR repositories, and CDI platforms to provide enriched clinical content for downstream analytics and risk models.

## Unified Clinical Workspace

NewgenONE Workdesk consolidates EHR documents, DICOM images, and AI-generated insights into a single interface, eliminating multiple portal logins and manual document assembly.

## Accelerated Deployment

Prebuilt connectors, integration accelerators, and connect-once architecture enable fast, low-risk go-live across expanding provider networks.

## CMS Compliance and Regulatory Readiness

Built-in support for CMS Interoperability and Patient Access mandates, Prior Authorization Final Rule (CMS-0057-F), USCDI alignment, TEFCA readiness, and HIPAA-compliant security.

# Real-world

## Use Cases Across Health Plans



### Use Case

#### HEDIS Quality Measurement Without Chart Chasing

**Scenario:** Quality team manually collects records for hybrid HEDIS measures, creating delays and incomplete submissions

**Solution:** The Multi-EHR Connector retrieves measure-specific clinical evidence from provider EHRs and uses AI Agents to surface relevant facts

**Outcome:** Faster HEDIS abstraction, improved numerator capture, accurate NCQA reporting, and lower operational effort

**Differentiator:** Eliminates chart chasing, format conversion, and custom interfaces across providers

#### Accelerated Utilization Management with Real-time Context

**Scenario:** UM team lacks timely inpatient updates, delaying medical necessity decisions and discharge planning

**Solution:** The Multi-EHR Connector delivers real-time clinical data from hospital EHRs, while the reasoning agent applies benefit policies and coverage rules to generate case-specific recommendations

**Outcome:** Faster determinations, better length-of-stay assessment, fewer avoidable hospital days, and auditable workflows

**Differentiator:** Real-time multi-EHR access combined with embedded clinical reasoning

#### Appeals Resolution with Comprehensive Evidence

**Scenario:** Appeals analysts manually gather provider records under tight regulatory timelines and often struggle to locate supporting clinical evidence

**Solution:** The Multi-EHR Connector retrieves relevant records from provider EHRs, while AI Agents summarize key clinical facts, procedure details, and medical necessity evidence

**Outcome:** Faster appeals resolution with evidence, improved consistency, lower legal risk, and stronger auditability

**Differentiator:** AI-powered evidence extraction reduces manual chart review and accelerates decision-making



### Use Case



### Use Case

# Qualitative Impact

## Increase in Network & Provider Value

Real-time exchange with providers, facilities, and pharmacies strengthens relationships and enables proactive care coordination

## Increase in Quality-of-Care Decisions

AI-assisted reasoning across every LOB ensures accurate, consistent, and defensible outcomes

## Increase in Revenue Integrity

Fewer claim errors, reduced rework, faster resolution, lower operational cost, protected reimbursement performance

## Decrease in Cost of Chasing Data

Clinical data flows automatically from EHR to NewgenONE, improving HEDIS

## Clinical Data Flows Through EHRs Into NewgenONE — Extracted, Orchestrated, Acted Upon

A standards-based interoperability layer that ingests clinical data from multiple EHRs and converts it into workflow-ready information for downstream payer operations.



# Foundational Architecture

- **Connect-once Architecture**

A single integration layer connects with multiple leading EHR platforms without point-to-point redevelopment

- **FHIR-compliant ECM Backbone**

Built on FHIR Document Reference and FHIR Binary, NewgenONE supports standardized document discovery, secure retrieval, metadata separation, and provenance tracking

- **Downstream Processing Enablement**

Clinical data is orchestrated for UM, appeals, care management, and quality operations

- **Flexible Deployment and Governance-first Security**

Supports on-premises, hybrid, and cloud environments with role-based access control, encryption in transit and at rest, audit logging, and end-to-end traceability

## About Newgen

Newgen is the leading provider of an AI-first unified digital transformation platform with native process automation, content services, customer engagement, 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.

## For Sales Query

AMERICAS: +1 (202) 800 77 83

CANADA: +1 (202) 800 77 83

AUSTRALIA: +61 290 537174

INDIA: +91 11 407 73769

APAC: +65 3157 6189

MEA: +971 600 521 468, +27 11 461 6497

EUROPE: +44 (0) 2036 514805

info@newgensoft.com  
www.newgensoft.com

