Newgen’s Solution Offerings for Health Plans and Health Systems

The US Healthcare market is moving from volume-to-value based care. This poses various challenges to Health Plans as they have to undertake a transformation journey that entails complying with regulatory guidelines, supporting digital initiatives, and ensuring quality care.

In order to accelerate transformation journey and overcome process inefficiencies, Health Plans must adopt a unified system approach and streamline end-to-end processes.
NEWGEN’S SOLUTIONS

Our solutions enable Health Plans to comply with regulatory guidelines, overcome operational inefficiencies, and witness contextual member engagement. These solutions leverage Newgen’s Business Process Management, Enterprise Content Management, and Customer Communications Management platforms to offer superior capabilities to Health Plans:

- Complaints, Appeals & Grievances
- Mobile Medicare Enrollment
- Provider Contract Management
- Communication for Member Engagement
- Provider Servicing and Configuration
Appeals and Grievances Solution

Efficient and faster resolution of Complaints, Appeals and Grievances ensure enhanced member and provider experience. Doing so improves Health Plans’ star ratings, prevents legal & financial penalties and reduces the volumes of Complaints, Appeals and Grievances in the future.

Newgen’s Appeals and Grievances solution streamlines the process from intake to resolution. Health Plans can resolve member cases within specified timelines, monitor internal operations, and utilize reporting capabilities to demonstrate compliance.

Solution Highlights

Enable seamless multi-channel intake, auto-routing and auto-prioritization of incoming member cases

Gain end-to-end process visibility with real-time reports and capture extensive audit trails

Allow for auto-capture, secure archival and version management of documents

Auto-generate letters with in-built templates and maintain correspondence record for each case file
Provider Contract Management

Health Plans process contracts in high volumes each year. However, each provider contract is paper-based and thus, managed manually. This makes the contract management process (updating, tracking, finalizing and archiving) time-consuming and error-prone.

Newgen’s Provider Contract Management solution transforms contract lifecycle from creation to termination. The solution enables Payers to securely exchange information both within and outside the organization and gain visibility into the contracting process.

Solution Highlights

1. **Contract Management**
   Enable automated and digitized contract management for faster negotiations and approvals

2. **Simplified Credentialing**
   Retrieve data and documents from CAQH, auto-route, and archive all provider information and credentialing documents

3. **Centralized Archival**
   Ensure secure archival of contract data and documents, preventing the loss of valuable documents

4. **Integration Capabilities**
   Integrate with credentialing and claims systems. Auto-load provider details and contract information in claims system, eliminating redundancy and ensuring accurate provider data
Communication for Member Engagement

Health Plans are dependent on impactful communication to keep members happily engaged. However, most communication fails due to lack of personalization, incorrect channel, improper frequency of delivery, and incomplete/absence of context. Moreover, Health Plans are required to adhere to regulatory compliances guidelines while communicating with members.

Newgen’s solution offers a robust communication platform for Health Plans to enroll, educate, engage, retain and acquire members at various stages of their involvement. Further, Health Plans can streamline member communications and engage them better through back office, front office, and self-service by connecting disparate systems and applications.

Solution Highlights

**Communication Management**

Automate and personalize high-volume/bulk communications, one-to-one member communications, and on-demand communications for different departments across various stages of the member life cycle.

**Audit-Readiness**

Track different versions of a single communication type. Delivered communications are archived in a central repository, enabling audit-readiness.

**Multi-Channel Delivery**

Deliver communications through various digital and traditional channels such as emails, web, print, SMS, mobile, and others.

**Efficient User Management**

Configure user rights and functionality based on roles and responsibilities.
Mobile Medicare Enrollment

Member enrollment is the first step in member servicing cycle and a seamless enrollment process enhances member loyalty and brand value. But this critical business process is often fraught with errors and irregularities due to paper-based applications and manual hand-offs.

Newgen’s solution for Member Enrollment enables Health Plans to achieve an efficient, productive and streamlined enrollment process. The solution uses an automated workflow to capture and process enrollment applications with complete visibility from lead generation to member enrollment.

Solution Highlights

1. **Automated Processing**
   Automate and mobilize sales lifecycle from lead management, member needs analysis, application logging, tracking to offering member services.

2. **Document Management**
   Capture information on-the-go and allow its secure transfer for processing or archival.

3. **End-to-End Visibility**
   Generate multiple reports for different stakeholders, offering a snapshot of key performance indicators.

4. **Member Communication**
   Provide instant mobile updates to field agents and keep members informed.
Provider Servicing and Configuration

An up-to-date provider directory is critical for Health Plans’ day-to-day operations. Managing a high volume of provider service requests and updating information in the core system is a challenging task for Health Plans.

Newgen’s Provider Servicing and Configuration solution enables Health Plans to manage provider service requests in an effective manner. The solution integrates contracting, credentialing with configuration and allows auto-loading of providers’ data and contract information into the core system. The seamless integration between these three departments offers Health Plans a holistic view of providers’ data and change requests, thereby enhancing provider satisfaction.

Solution Highlights

Provider Service Management
Enable multi-channel case initiation and maintain provider interaction log. The system notifies respective initiators, post updating their information in the core claim system.

Provider Configuration Management
Simplify configuration of contracts and provider data in the core claim system.

Provider Directory Management
Manage provider data, received from internal and external sources, with the help of master data management.

Monitoring & Reporting
Allow easy tracking of incoming provider requests to assess user productivity.
About Newgen

Newgen Software is a vendor/provider of Business Process Management (BPM), Enterprise Content Management (ECM), Customer Communication Management (CCM), Document Management System (DMS), Workflow and Process Automation software. The company has a global footprint in over 60 countries with large, mission-critical solutions that have been deployed in Banks, Insurance firms, BPO’s, Healthcare Organizations, Government and Telecom Companies.

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