

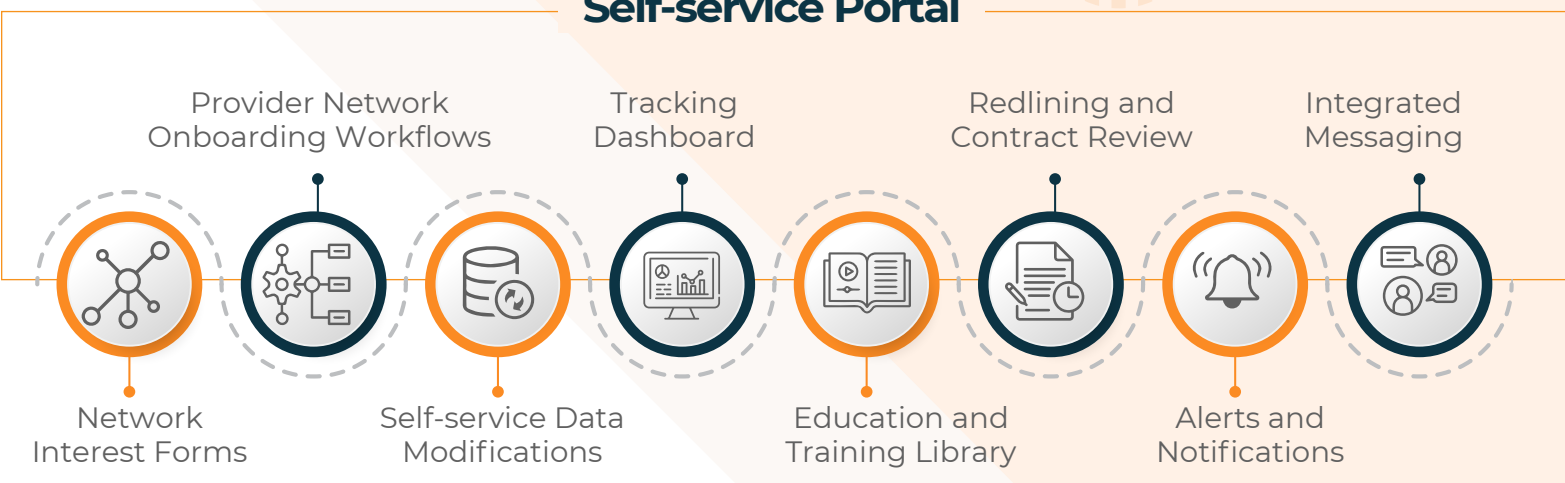


# Newgen's AI-powered Self-service Portal Solution for Health Payers



*Empower your providers with a robust portal to submit, update, and view their information on a transparent and innovative portal.*

## Self-service Portal



## Core Capabilities

**Automated Network Interest Forms:** Streamline contract requests by transferring data directly into the workflow for quick action

**Automated Provider Network Onboarding Workflows:** Expedite the onboarding process, ensuring compliance-centric requirements are met with every document

**Self-service Data Modification:** Enable providers to instantly update their information via a portal, eliminating the need for multiple emails and reducing the risk of data entry mistakes

**Tracking Dashboard:** Get a clear and holistic view of submission progress, enabling providers to track the status, resolve return-to-provider inquiries faster, and maintain a schedule

**Education and Training Library:** Provide easy access to important documents, guidelines, and educational resources with advanced search options

**Redlining and Contract Review:** Enable providers to review contracts directly through the portal, marking changes and submitting revisions without printing

**Alerts and Notifications:** Keep providers informed with personalized alerts, whether it's upcoming recredentialing deadlines or work case completions

**Integrated Messaging:** Ensure seamless and transparent communication, enabling providers to connect with the health plan for any inquiries or feedback

**Document management:** Securely store and organize all important documents with version control and audit trails for easy access



## Witness Seamless Integrations

Adobe e-sSign | CAQH | NPPEs | Only Office |  
MS Ooffice | OIG | SAM.GOV | JCAHO | PECOS |  
Preclusion | State Roster | SSN Death Master |  
CLIA | Address Validation | Google Maps | DEA

## AI-assisted Functionalities with NewgenONE Marvin

### Contract and Document Summarization

- ▶ Summarize contracts instantly
- ▶ Ask questions, get suggestions, and optimize the contracting, credentialing, and configuration process
- ▶ Save all interactions for future reference

### Chatbot on Provider Portal

- ▶ Enable providers to ask questions instantly
- ▶ Get routed to the call center support team
- ▶ Get instant assistance and chat with provider relationship representative

**Scan Here**  
to Learn More About Our Solution



<https://newgensoft.com/solutions/industries/healthcare/healthcare-payers/provider-lifecycle-management/provider-self-service-portal-management/>

### About Newgen

Newgen is the leading provider of AI enabled unified digital transformation platform with native process automation, content services, and communication management 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.

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