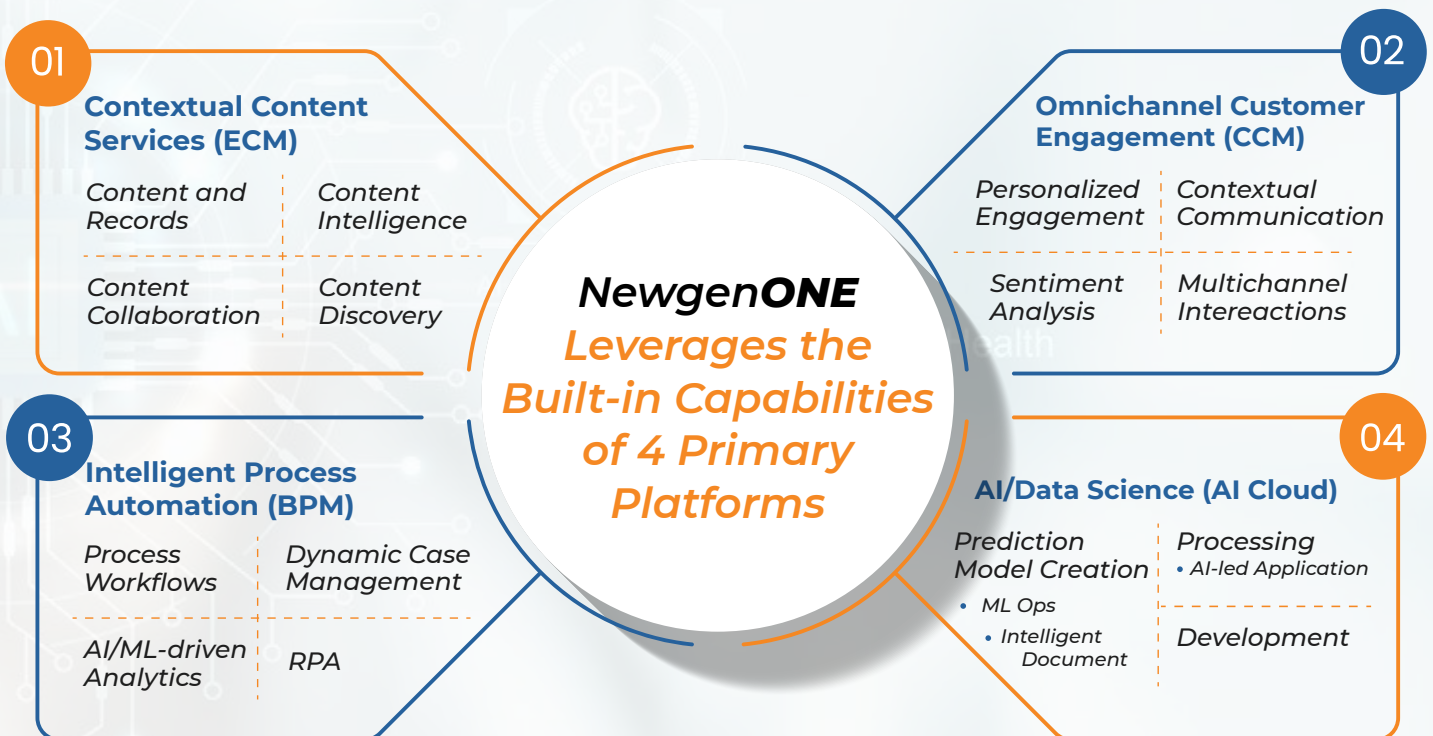# newgen

Newgen
Health

Innovated for a Simpler, Smarter, and Digital Future for Healthcare Payers

Empowering Members' and Providers' Journeys with our 4-in-1, AI-led NewgenONE Platform

Leverage Newgen Health's platform-based approach, combined with industry-leading preconfigured solutions to expedite processes, improve care quality, and drive digital.

Empower members' and providers' journeys perfected over two decades, touching every US state. With extensive experience supporting **Medicare in all 50 states, Medicaid in 14 states and growing,** and all preconfigured products for other ACA/-Exchange and commercial markets, we deploy proven solutions that adapt swiftly to the dynamically changing business requirements in the US healthcare industry.

01 Contextual Content Services (ECM)

Content and Records	Content Intelligence
Content Collaboration	Content Discovery

02 Omnichannel Customer Engagement (CCM)

Personalized Engagement	Contextual Communication
Sentiment Analysis	Multichannel Intereactions

NewgenONE
Leverages the Built-in Capabilities of 4 Primary Platforms

03 Intelligent Process Automation (BPM)

Process Workflows	Dynamic Case Management
AI/ML-driven Analytics	RPA

04 AI/Data Science (AI Cloud)

Prediction Model Creation	Processing
• ML Ops	• AI-led Application
• Intelligent Document	Development

These capabilities can also be used independently and interchangeably with your existing solutions using deep integration interfaces.

From mailroom automation to personalized correspondence, and digital responses, our operational modules, including service, claims, and clinical processes, leverage intelligent automation to keep your CORE admin platforms in synchronization. This ensures enterprise-wide coordination and audit-ready reconciliation for members, providers, and more.

Newgen Health's Member Journey Core Highlights

- *Personalize experiences for different demographics*
- *Deliver timely responses via paper where required and digital where permitted*
- *Achieve higher retention rates through customer delight with enterprise-wide orchestration*

- *Implement proactive health management and member onboarding communication journeys*
- *Make data-driven decisions and automate processes and interventions*
- *Reduce medical costs through organized journeys tailored to the member*

- *Maintain compliance with specific state, federal, or internal rules*
- *Enhance audit performance with built-in auditing and intelligent alerts*
- *Utilize detailed root cause data and intelligent machine learning*

Enhance Member Satisfaction

Improve Health Outcomes

Ensure Compliance Excellence

Newgen Health's Provider Journey Core Highlights

Improve Provider Satisfaction

- *Streamline administrative tasks for timely completion*
- *Ensure prompt communication and portal visibility to keep providers informed without calls*
- *Retain high-quality providers with accurate, timely payments*

Enhance Quality of Care

- *Achieve top STARS and HEDIS performance through clear provider coordination*
- *Deliver the right care at the right place with transparent contracting*
- *Enable value-based contracts for complex and innovative arrangements*

Strengthen Provider Network

- *Facilitate seamless onboarding with built-in credentialing automations and provider data insertions*
- *Foster collaborative communication through a secure portal*
- *Maintain clean and up-to-date provider data from the start, with updates solicited as needed.*

With a focus on innovation, reliability, and customer satisfaction, Newgen Health has empowered health plans to achieve their goals and objectives for over 20 years.

Transforming Member and Provider Journey –
Core Framework

NewgenONE - From Total Solutions to Deep Integrations with Other Technologies

| Health Plan Mailroom Automation & Enterprise Intake | Managed Care Quality Assurance | Insurance Sales & Member Mobile App | Regulatory & Compliance Tracking & Response | Health Plan Regulatory & Business Reporting | Payer Operations BPaaS Automation with AI/ML/RPA | Health Plan Process Improvement & RCA |

Payer Member Journey

Member Service Management

Accelerators and Comprehensive Modules

Member Portal Including CCM, ECM, BPM Integrations

Enrollment Case Management

Premium Billing

Sales & Retention

Member & Provider Appeals

Grievance & Complaints

Medicare CTMs

External Review

Newgen Health Comprehensive Modules

Payer Provider Journey

Provider Service Management

Accelerators and Comprehensive Modules

Health Plan Provider Contracting

Health Plan Provider Credentialing

Claims Adjustment Workflow

SIU & FWA Case Management

Provider Disputes

Provider Portal Including Provider Self-service

Provider Relations & Complaints

Health Plan Provider Data Management

Who Can Build or Transform
Member and Provider Journey Using Newgen Health?

Absolutely Anyone!

Our approach is to prioritize customer experience. We've created modules to accelerate your digital initiatives. The designed tools and modules can be maintained and optimized either by you or our team. We offer low-cost development resources to augment your IT bench, but you can also/instead build out your own development team with our assistance.

Newgen health's offerings feature comprehensive modules, leveraging AI and are built on the flagship low-code platform—Newgen**ONE**. Here's a quick snapshot of why our solutions are best-suited for health plans, like yours:

Interoperability

Our solutions have been designed for seamless integration with your existing systems and technologies. This ensures smooth data exchange and interoperability across various platforms and applications, whether with ours or otherwise

Custom Configuration

Easily customize and configure solutions to meet your unique needs and requirements. Modify workflows, adjust decision-making algorithms, or incorporate new features. Leverage the low-code nature of the platform; get the best of both worlds with customization at a low cost and quick time-to-market

Integration with Native Systems

Our solutions integrate seamlessly with your native systems, ensuring compatibility and continuity of operations. They facilitate a smooth transition, minimizing disruptions to existing processes, with ready-made integrations addressing top needs and continually evolving

Why Pay for Four?

Explore NewgenONE: Your All-inclusive 4-in-1 Solution

Newgen's low-code platform empowers health plans and IT vendors to customize and build upon our solutions, while using ready-to-use accelerators and modules

NewgenONE isn't just another standalone platform—it's an AI-led digital transformation platform, with deep integrations that consolidates the functions of at least three typical platforms within the average health plan.

The costs dedicated to AI/ML in the healthcare sector are expected to surpass 10.5% in 2024, up from 5.5% in 2022.

-Stanley research report

Cutting-edge Technologies and NewgenONE

The healthcare space is experiencing a radical shift with the progression of new-age technologies— artificial intelligence(AI), machine learning (ML), and Generative AI.

NewgenONE harnesses the power of cutting-edge technologies, such as data analytics, natural language processing, predictive modeling, Generative AI, and robotic process automation to offer a complete solution that integrates seamlessly with your existing tools.

Grow as you Go

NewgenONE's 4-in-1 Solution can be implemented as a total solution, at once or over time, or choose only select capabilities based on your enterprise architecture strategy.

Tap the power of GenAI with NewgenONE Marvin

Automate document classification, indexing, and retrieval
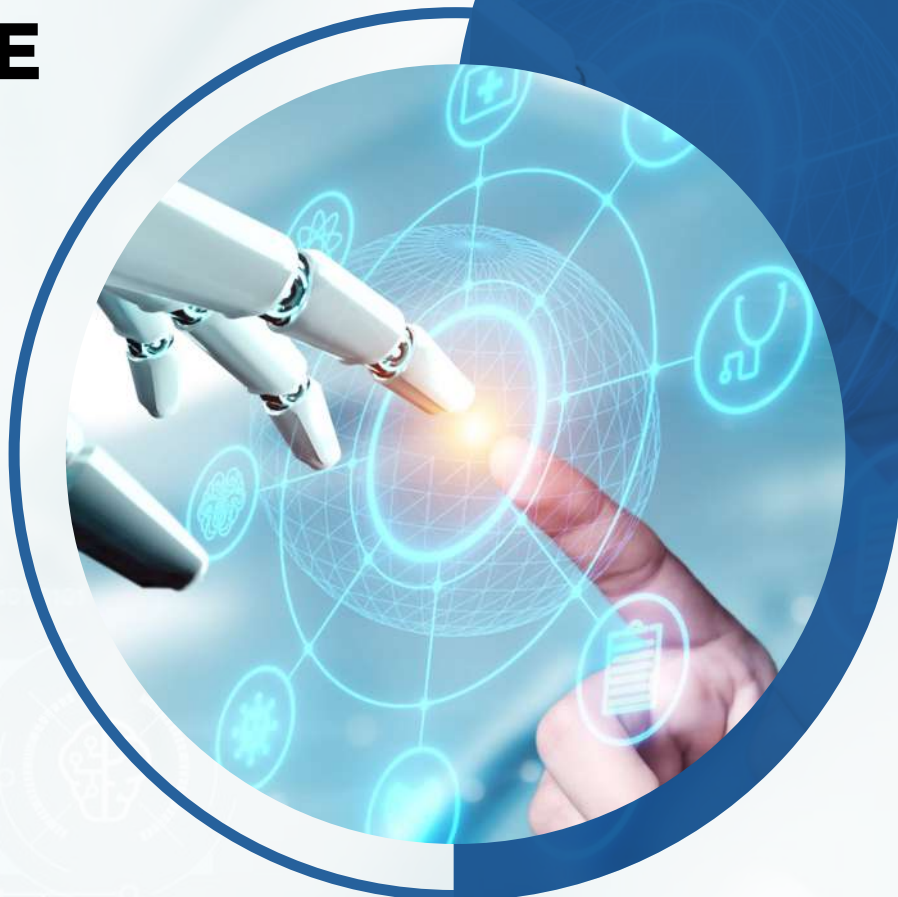
Utilize advanced natural language processing and machine learning (ML) algorithms to enhance overall accuracy in processing data

Analyze content and generate concise summaries, saving users' valuable time and bandwidth

Interact with documents through an intuitive interface, much like a chatbot, to ask questions and receive accurate, relevant answers

From a Few States to All States, Newgen is Committed to Your Success
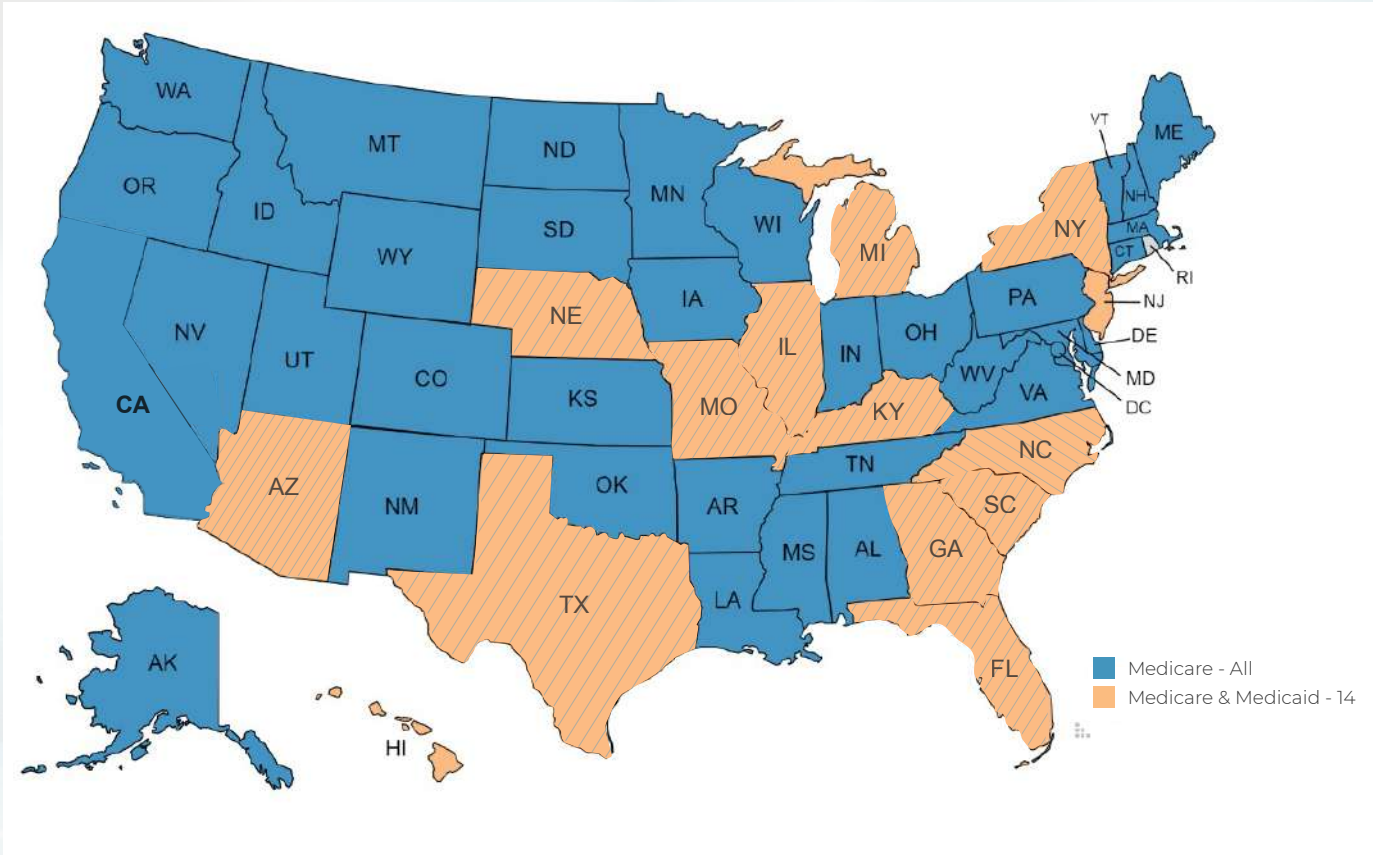
Map of the United States showing states colored by coverage type:
- Medicare - All (blue)
- Medicare & Medicaid - 14 (orange)

Newgen Health Solutions offer extensive Medicare coverage nationwide, services across 14 Medicaid states and customized products for ACA/exchange and commercial sectors available now.

Our solution is designed for efficient, cost-effective expansion into new markets, ensuring adherence to highly tailored compliance mandates and business regulations down to the product level.

With a focus on innovation, reliability, and customer satisfaction, Newgen Health has empowered health plans to achieve their goals and objectives for over 20 years.

Trusted by
Leading Analysts

Gartner

- Recognized as *"Niche Player" in Gartner® Magic Quadrant™ for Enterprise Low-Code Application Platforms*

- Recognized in the *Gartner® Market Guide for U.S. Healthcare Payers' Provider Network Management Applications*

- Recognized in *Gartner® Critical Capabilities for Enterprise Low-Code Application Platforms*

- Recognized in the *Gartner® Market Guide for Content Services Platforms 2023*

FORRESTER

- Recognized as a *Strong Performer in The Forrester Wave™: Digital Process Automation*

- Recognized in *Forrester's 'The Digital Process Automation Landscape*

- A Strong Performer in *The Forrester Wave™: Digital Process Automation Software*

Customers Achieve Significant ROI with Newgen

371% ROI

6 Months Payback

$37 Million Total Benefits

$29 Million Net Present Value
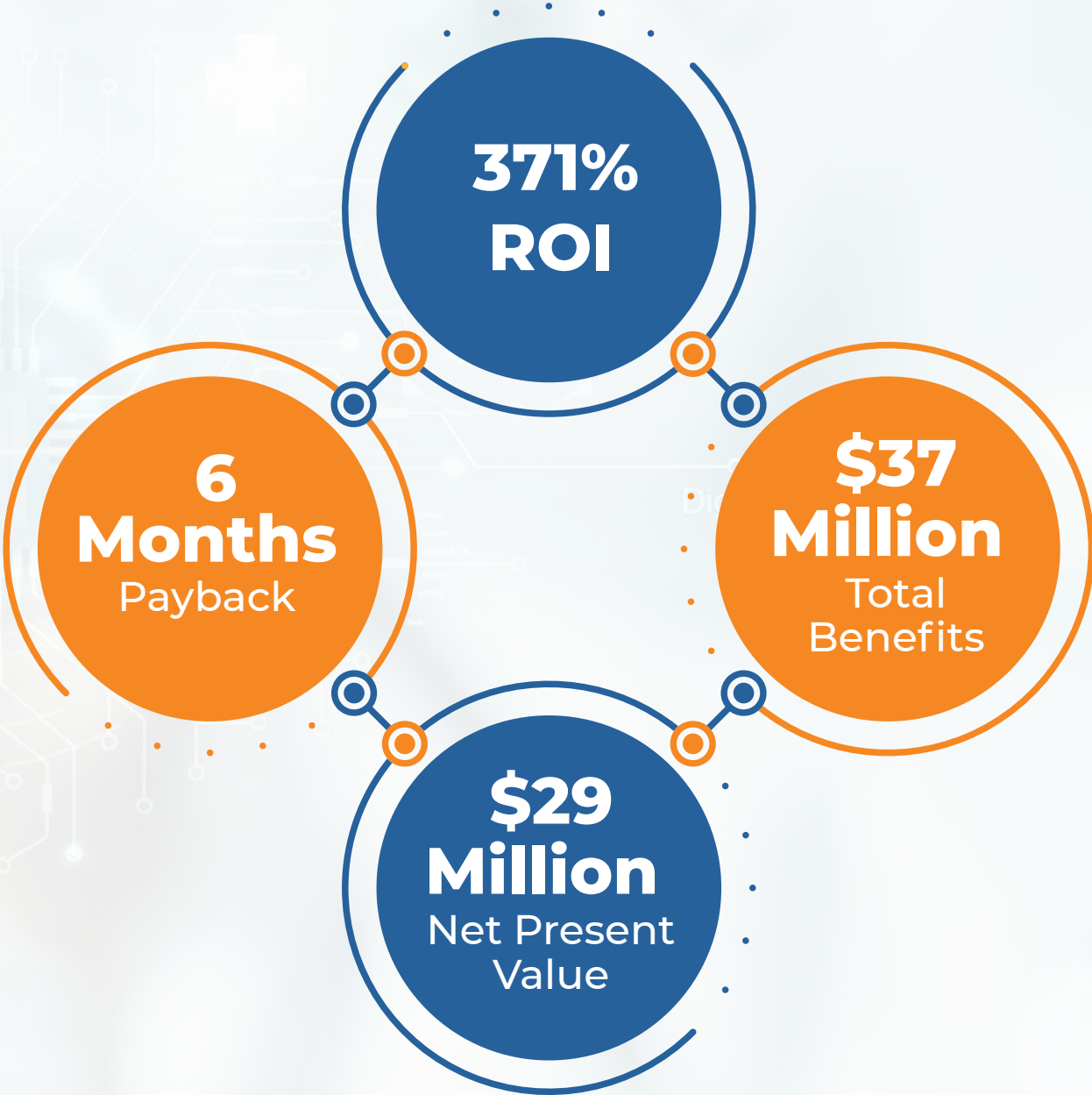
Our Proven Excellence

A Leading National Health Plan Witnesses 3:1 ROI with Newgen

Our client, a prominent national health plan, has achieved a ROI of 3:1, highlighting the efficacy and value of our deployed solutions. This success story demonstrates that for every dollar invested, the health plan realized three dollars in return, significantly enhancing both financial performance and operational efficiency.

Case Processing & Resolution Parameters

215% more efficient vs legacy systems

Reporting & Auditing Parameters

242% more efficient vs legacy systems

Agency & Compliance

340% more efficient vs legacy systems

Compliance Excellence

CMS, state, internal and external audit validated

STAR Rating

1.5 increase vs pre-implementation

Why Partner with **Us?**

Newgen Health Solutions offer extensive Medicare coverage nationwide, services across 14 Medicaid states and customized products for ACA/exchange and commercial sectors available now.

Rapid Break-even in Just 6 months:

Experience quick ROI with our efficient implementation cycle, ensuring your investment pays off within six months. Witness tangible benefits almost immediately, even within the same fiscal year

Implementation on Your Schedule & Budget:

We understand the importance of staying on budget and adhering to timelines. Deploy our frameworks at your convenience, ensuring a smooth transition and minimal disruption.

Flexible & Modular Design:

Our innovative modular approach seamlessly integrates with existing enterprise solutions. Whether you need a complete system or specific modules, we can tailor our solutions to cater to your specific requirements

Newgen's Instant Impact Solutions for **Success**

Complaints, Appeals & Grievances Solution

Leverage Newgen's Digital Complaints, Appeals, and Grievances solution to expedite end-to-end case management. The solution helps case managers to ensure prompt and compliant resolutions of complaints, appeals and grievances, right from automated mailroom processes to personalized correspondences and digital responses.

Furthermore, the solution features an intelligent mailroom integrated with ECM for seamless document management. It incorporates GenAI and AI/ML functionalities to expedite content processing, along with a built-in rule engine for automatic SLA calculations.

With extensive integrations, the solution offers complete oversight of the complaints, appeals & grievance process. This empowers health plans to navigate complex CMS guidelines, enhance operational efficiency, ensure compliance, and achieve better outcomes for members and providers alike.

Core Components of Complaints, Appeal and Grievances

Appeals—Claims & Clinical Reviews with Predictive Decision & IDC/IDP RPA/ML

Member & Provider Service Inquires with IDC/IDP RPA/ML

Grievance & Complaints with Gen AI Summary & IDC/IDP

Provider Disputes & Claim Repair with RPA & ML

Complaint & Appeal External Review with Packet Automation & Portal Syncing

Complaints to Medicare (CTM) with HPMS Automation

NewgenONE
Complaints, Appeals, and Grievance Solution

Member Letter → OmniDocs ECM or third-party → Systematic Intake Queue → Acknowledge → Documents Needed (Optional) → Research → Resolution Letter Pending (Optional) → Resolve → Case Complete

Redirect (Optional for Misrouted for Split Cases)

Automated & Manual Outreach

Sub-case for Decision (Optional)

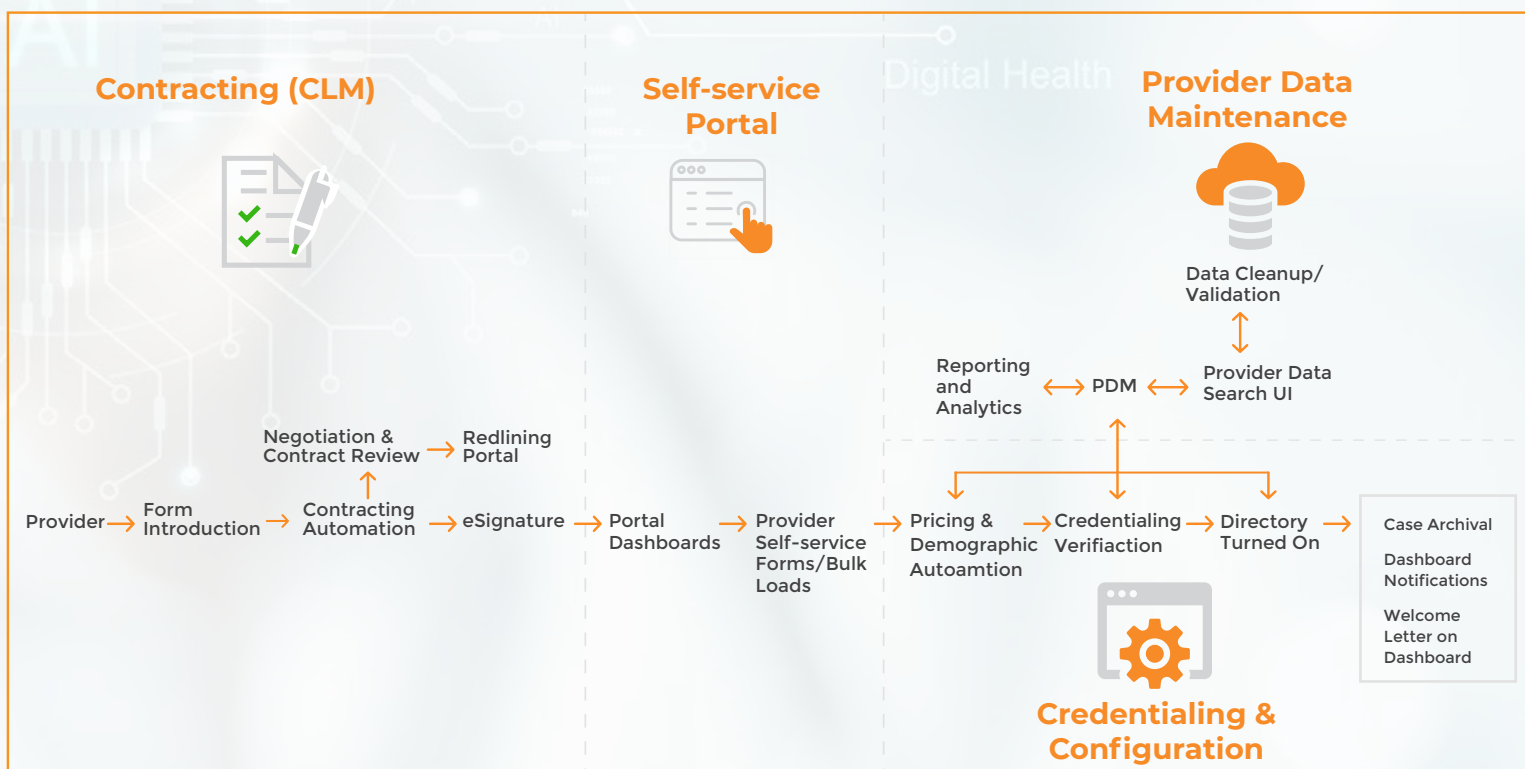Claim/Auth Effectuation (Optional)

Reporting and Business Intelligence → iBPS Reports and Dashboards

Document Ingestion	Case Data Enrichment	Manual Review (if Required)	Outreach for Required Information or Forms	Case Research	Effectuate if Required
Document Storage	Document Routing	Confirmation Letters/ E-mails	Dismissal of Invalid Requests	Intra-department Collaboration via Sub-cases	Newgen OmniOMS for Letter or Integration with Third-party CCM
AI Identification And Triage to BPM iBPS	Intake Assignment (if Required)	Feed WIP to CRM and Enterprise	Optional: ML/RPA Automations	Resolution Decision	Optional: Quality Assurance Module
Optional: OmniScan & Intake Automation	Optional: AI Document Recognition			Optional: AI-assisted Decision-making Module	

Final Compliance Check and Case Closure

Push to CRM & Enterprise

Optional: External Review Module

Payer Platforms, APIs, Data → *OmniOMS CCM or Third-party* → *Letter from CCM* → *to Member*

Provider Lifecycle
Management Solution

Expedite and streamline onboarding while maintaining providers into your network with precision and speed. Use our contract initiation and management tools to create value-based contracts (VBC) and manage agreements across departments. Leverage configurable workflows and data fields to meet NCQA, Federal, and state-specific requirements. Enable providers to submit data and make changes in a hassle-free manner. Additionally, use built-in rules for automating workflows and validations, reducing turnaround time (TAT) and maximizing efficiency.

Transform the way you manage provider relationships and streamline your provider journey with *Newgen's all-encompassing Provider Lifecycle Management solution.*

Contracting (CLM)

Self-service Portal

Provider Data Maintenance

Data Cleanup/ Validation

Reporting and Analytics ⟷ PDM ⟷ Provider Data Search UI

Provider → Form Introduction → Contracting Automation → Negotiation & Contract Review → Redlining Portal

Contracting Automation → eSignature → Portal Dashboards → Provider Self-service Forms/Bulk Loads → Pricing & Demographic Autoamtion → Credentialing Verifiaction → Directory Turned On

Case Archival

Dashboard Notifications

Welcome Letter on Dashboard

Credentialing & Configuration

Core Components

Provider Self-service

Network Interest Form| Provider Network Onboarding| Self-service Data Modifications| Provider Tracking Dashboard| Education and Training Library| Redlining and Contract Review| Dashboard Notifications| Communication Enhancement

Provider Network/Contract Management

Standard Template Generation| Value-based Contracting| Template and Clause Management| Non-standard Contract Workflows| Amendment Creation| Bulk Contract Creation| Redlining| E-signature

Provider Credentialing & Configuration

Credentialing Verification| Document Management| Return to Provider| Scalable Business Logic| Application & Onboarding| Privileging & Credentialing Committee Management| Provider Correspondence/Letters

Provider Data Management

Robust Integration| Variance Screening| Unified Data Management| Entity Relationship Maintenance| Flexible Provider Structure| Provider Update History

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.

Request a Demo

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