Newgen's EHR - Connector for Data and Document Interoperability with Oracle Health Millennium

Overview

Healthcare rules are becoming stricter, and the volume of paperwork keeps increasing. Having fast and accurate data is critical to ensure appropriate care coordination and delivery of the best treatment plans.

Newgen's EHR Connector solves this problem by seamlessly integrating it with EHR systems. It provides instant, secure, and relevant access to clinical data and documents. Built on NewgenONE **Contextual Content Services (ECM), Intelligent Process Automation (BPM), and Omnichannel Customer Communication (CCM) platform**, this smart, FHIR-enabled tool connects disconnected data and documents, translating them into useful insights. The connector empowers payers to connect with Oracle Health Millennium to the rest of their ecosystem, including onprem, hybrid, or cloud.

Furthermore, it streamlines data and documents exchange between payer and provider for different business operations, including pre-authorization, complaints, appeals, and grievances resolution, care management, and value-based care. Clinicians, including doctors, nurses, and case coordinators can work efficiently with automated, quick and comprehensive exchange of information, eliminating days of delays and hassle of phone calls, faxes, and emails.

The Stumbling Blocks for Care Coordinators in Health Plans

Challenge	Impact	Consequences	EHR Connector Assistances
1. Limited Access to Structured Clinical Data	Legacy EHRs and outdated workflows restrict real-time data access	Slower operations, delayed risk adjustments, and inaccurate quality scoring	Real-time and complete access of information, resulting in timely and accurate operations
2. Repeated Follow-ups & Manual Tracking	No centralized system for document & data requests and receipts	Increased administrative burden, operational delays, and frustrated providers/members	Automated and real-time information exchange negates the need for manual follow-ups and tracking
3. Compliance Risks & Audit Inaccuracy	Lack of automated audit trails and secure data exchange	HIPAA violations and penalties due to delays and negative impact on Star Ratings and HEDIS score	Audit logs, access control resulting in greater member satisfaction
4. Data Transparency Deficit	Incomplete or hard-to-retrieve clinical information	Poor care coordination, slower clinical decisions, and eroded member trust	FHIR-enabled, standardized format of exchange eliminates deficit

Reasons Why You Must Choose Newgen EHR Connector

Security-first Design
End-to-end encryption, strict access controls, and regulatory compliance

Custom Web & Microservice APIs: Scalable, secure JSON endpoints for specialized workflows and third-party integrations

FHIR R4 API Connectivity: RESTful APIs for secure access to clinical and demographic data with Oracle EHR as the single source of truth

HL7 v2/v3 & ADT Integration: Real-time sync of admissions, discharges, transfers, lab orders, and results using HL7 standards for clinical accuracy and compliance

Accelerated Deployment: Integration accelerators enable fast, low-risk go-live

The Newgen–EHR Connector for Oracle Health Millennium Platform is not just a tool, it's a strategic enabler of better care, stronger compliance, and minimized cost.

Understanding with Use Cases of EHR Connector for Health Plans

Use Case 1: Faster Pre-authorization of Appeals for Payers

Scenario: A denied MRI authorization requires staff to manually chase the provider for records via fax/emails, delaying resolution

Solution: EHR Connector auto-pulls relevant medical records from the provider's EHR and ingests to NewgenONE using secure methods

Outcome: Decision-making is done within seconds (not months) with detailed audit trail. Reviewers focus on quick conclusion, not paperwork

Differentiator: End-to-end automation replaces manual workflows

Use Case 2: Post Service ER Visit Appeal for Payers

Scenario: A denied ER claim for a member causes extreme stress. Member files a post-service authorization appeal wherein the research coordinator struggles to get clinical summary/observation records, delaying resolution

Solution: EHR- Connector auto-pulls required medical documents with a click of a button from the provider's EHR system. This reduces multiple follow ups reducing administrative burden

Outcome: The claims adjudication process is quick, and the claim amount is paid

Differentiator: Stress-free payer-provider interoperability resulting in greater customer satisfaction

Use Case 3 - Archival of historical medical records in NewgenONE Electronic Archival Management Solution (EAMS) for Providers

Scenario: Retaining old medical records in live EHR databases is costly and degrades performance over time. It also risks non-compliance with HIPAA and state retention laws

Solution: Newgen's EAMS, integrated with its EHR Connector, offloads aged records to secure, scalable ECM, while keeping them accessible via real-time contextual linking. AI-driven features enable auto-classification, HCC code indexing, and intelligent extraction

Outcome: Reduces EHR load while ensuring compliance. Faster historical data access with smart search lowers storage costs

Differentiator: Unique two-way access, FHIR/HL7 support, AI extraction, and smooth EHR integration

Qualitative Improvements

Resolve Complaints and Appeals Faster: Reduce processing time with automated document retrieval while ensuring compliance and accuracy

Minimize Administrative Cost: Free up staff from repetitive tasks so they can focus on high-impact work that drives efficiency

Boost Care Quality and Performance: Integrate real-time clinical data to improve outcomes and meet value-based payment targets

Optimize Provider Networks: Gain actionable insights on performance and utilization to strengthen partnerships and contracts

Expedite Claims and Payments: Reduce denials, shorten reimbursement cycles, and protect revenue with seamless EHR-payer data exchange

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.

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