



NewgenONE Member Enrollment Solution



Accelerate Enrollment. Reduce Errors. Elevate Member Experience.



The Member Enrollment and Management process gets difficult and error-prone for Health Plans with manual workflows, outdated systems, and compliance challenges. Leverage the NewgenONE Member Enrollment and Management unified platform designed for health plans (Medicare, Medicaid, Exchange/Commercial) that combines automation, rules engines, and workflow orchestration to streamline enrollment, reduce rejections, and ensure compliance with CMS requirements. Stay future-ready with the AI-first, low-code platform designed for agility, speed, and scale.

Core Capabilities



Unified Low-code Platform

Orchestrate the complete member lifecycle from intake and onboarding to plan changes, redetermination, and disenrollment on a single platform with built-in transparency, control, and governance.



Automated Fulfillment

Automate end-to-end member communications across print, mail, email, SMS, and self-service portals, including welcome kits, ID cards, summaries of benefits, redetermination notices, and lifecycle communications.



Data Enrichment with AI

Identify, classify, and enrich data by extracting insights from documents and processes with the Agentic AI Productivity platform while adding contextual metadata and resolving gaps.



Real-time Insights

Gain real-time visibility with integrated dashboards, acceptance and throughput metrics, exception reporting, trend analysis, and complete, traceable audit trails across the member lifecycle.



Omnichannel Intake & Integrations

Support Medicare, Medicaid, and Exchange/Commercial enrollments across EDI 834, digital portals, and paper-to-digital intake. Pre-configured for seamless interoperability through EDI 834 and API-based integrations.

Why Choose Newgen?



Achieve up to 99% first-pass acceptance rate, reducing CMS rejections and improving overall plan performance



Accelerate enrollment processing by automating validations, rejections, and correspondence triggers, significantly minimizing manual effort



Deploy enterprise applications up to 3× faster using AI



Lower total cost of ownership by reducing custom development, testing, and maintenance through flexible onshore and hybrid implementation models



Ensure built-in regulatory compliance with CMS, NCQA, HIPAA and state Medicaid regulations



Scalability across states, markets, and Medicaid programs without rework

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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