

Provider Lifecycle Management Solution for **Healthcare Payers, Powered by NewgenONE AI**

*Streamline
onboarding &
maintenance*

*Improve
provider
accuracy*

*Experience
robust
integration*



Does Your Plan Resonate with These Challenges?



Non-compliant provider directories, websites, and materials due to outdated information



Contracting delays, translating into errors in claims adjudications and providers' dissatisfaction



Inconsistent claims processing, leading to increased appeals, grievances, and lower STAR and HEDIS rating



Administrative challenges across multiple disjointed systems for multiple products and markets



Manual processes, hindering validations, business rules, and automation



Labor-intensive operations, leading to higher costs and inaccuracy

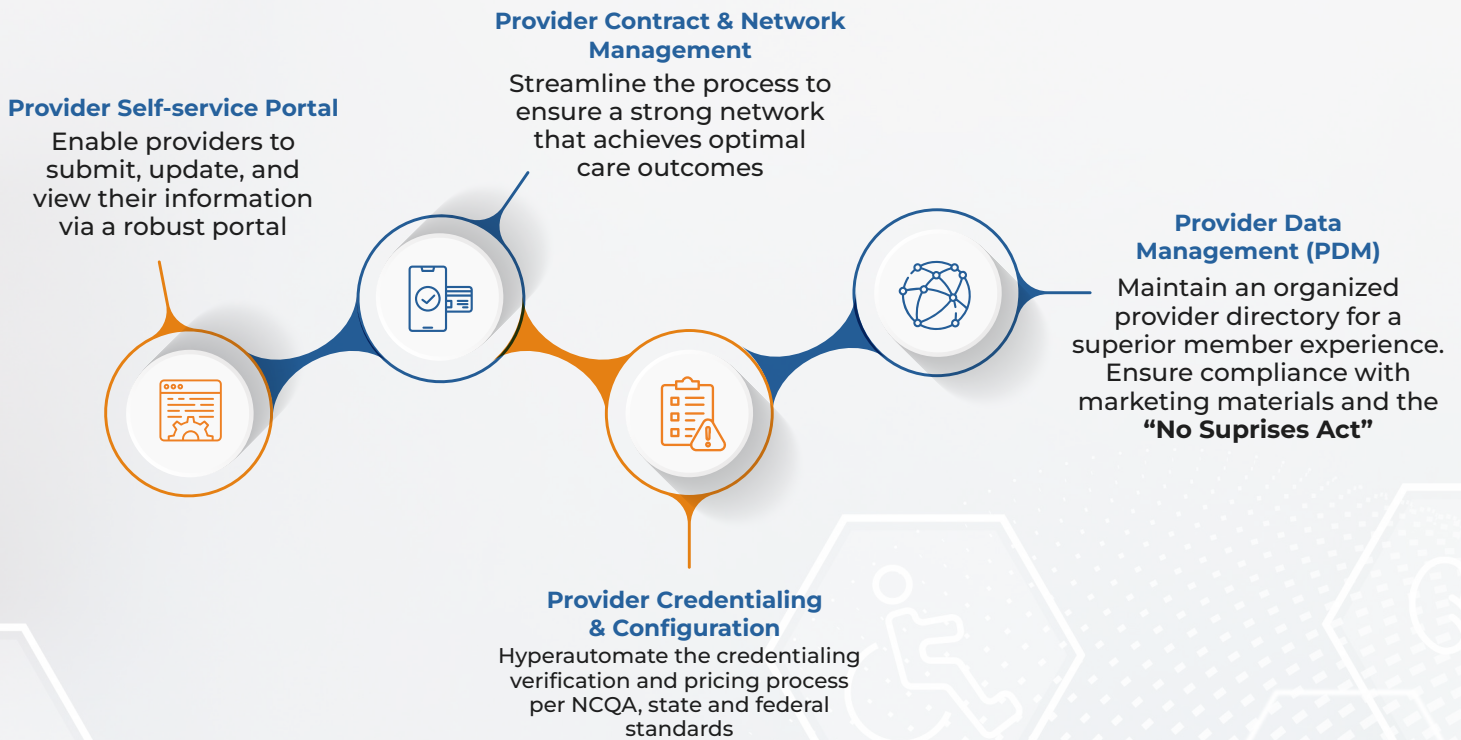
Now is the time to discover an ideal solution to overcome provider management challenges.

Introducing Newgen Health's AI-powered Provider Lifecycle Management (PLM) Solution

Newgen's PLM solution streamlines onboarding and maintenance of providers into your network. Utilize the low-code framework of the platform that's interoperable with your additional departmental applications, thereby ensuring cohesive and efficient system integration.

Configure workflows and data fields that comply with CMS, NCQA, Federal, and State regulations, aligning them with your specific business needs and operations. Offer self-service options for your providers, allowing them to submit their data and make changes within the portal, speeding up onboarding processes. Create value-based contracts and negotiate via our portal with providers. Additionally, take advantage of the built-in rules for automating workflows and validations, thereby reducing turnaround time (TAT) and enhancing overall operational efficiency.

Provider Lifecycle Management Solution Components



Provider Self-service

Enable providers to conveniently submit network request forms, onboarding and maintenance forms, appeals, track their status, and access important training and education resources.

- Network Interest Form:** Automate data transfer for swift review
- Provider Network Onboarding:** Simplify onboarding with automated workflows
- Self-service Data Modifications:** Update provider information via portal
- Provider Tracking Dashboard:** Monitor submissions and inquiries
- Education and Training Library:** Access a vast resource repository
- Redlining and Contract Review:** Digital contract review and redlining
- Dashboard Notifications:** Personalized alerts for updates and deadlines
- Communication Enhancement:** Integrated messaging for transparent feedback

Provider Network/Contract Management

Modernize the complex contract creation process using standardized templates and the latest value-based contracting requirements.

- ❑ **Standard Template Generation:** Quickly generate and redline standardized contracts
- ❑ **Value-based Contracting:** Focus on quality, efficiency, and compliance for better health outcomes
- ❑ **Template and Clause Management:** Simplify contract creation with standardized templates and clauses
- ❑ **Non-standard Contract Workflows:** Review of non-standard contracts with departmental workflows
- ❑ **Amendment Creation:** Redline amendments through standardized workflows
- ❑ **Bulk Contract Creation:** Generate contracts in bulk for large market expansions
- ❑ **Redlining:** Enable digital redlining to minimize manual effort
- ❑ **E-signature:** Integrate e-signature tools for easy review and approval
- ❑ **Contract & Document Summarization with Marvin AI:** Summarize and optimize processes with AI
- ❑ **Risk Scoring in Contracting using AI:** Analyze and score contracts using AI
- ❑ **Value-based Contract Creation Using AI:** Streamline complex contract creation and enhance care with AI



Provider Credentialing & Configuration

Streamline provider oversight and effortlessly manage credential verification using the latest hyper automation techniques. Track expiration of documents, monitor compliance, streamline application and onboarding processes, and manage privileging and credentialing committees.

- ❑ **Credentialing Verification:** Automate the verification process with real-time updates using sources like Medicaid, SAM.GOV, OIG, DEA, and more
- ❑ **Document Management:** Upload, organize, and retrieve providers' documents
- ❑ **Return to Provider:** Seamlessly request additional information or documents from providers
- ❑ **Scalable Business Logic:** Adapt to changing NCQA, CMS, and state rules with low-code adjustments
- ❑ **Application & Onboarding:** Streamline electronic forms and workflows for faster onboarding and improved collaboration
- ❑ **Privileging & Credentialing Committee Management:** Centralize committee collaboration with access to relevant information for informed decisions
- ❑ **Provider Correspondence/Letters:** Send compliant correspondence and letters based on regulatory requirements



Provider Data Management

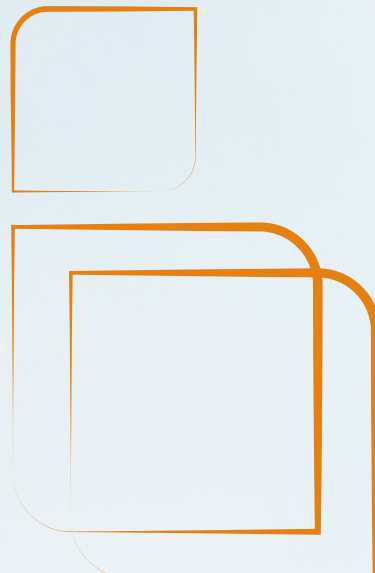
Maintain a happy and healthy working relationship between different entities. Perform external validation checks to ensure adherence to the mandates posed by regulatory bodies.

- ❑ **Robust Integration:** Validate data against key data sources, including Medicaid state files, license websites, SAM.GOV, preclusion lists, OIG, SSN death master, CLIA, PECOS, CAQH, NPPES, DEA, JCAHO, NPDB, and address validations
- ❑ **Variance Screening:** Generate variance reports and initiate integration checks
- ❑ **Unified Data Management:** Access centralized provider demographics for uniformity
- ❑ **Entity Relationship Maintenance:** Manage relationships between providers easily
- ❑ **Flexible Provider Structure:** Deploy a low-code structure meeting NCQA, CMS, and state guidelines
- ❑ **Provider Update History:** Access complete provider histories and review notes with a single search

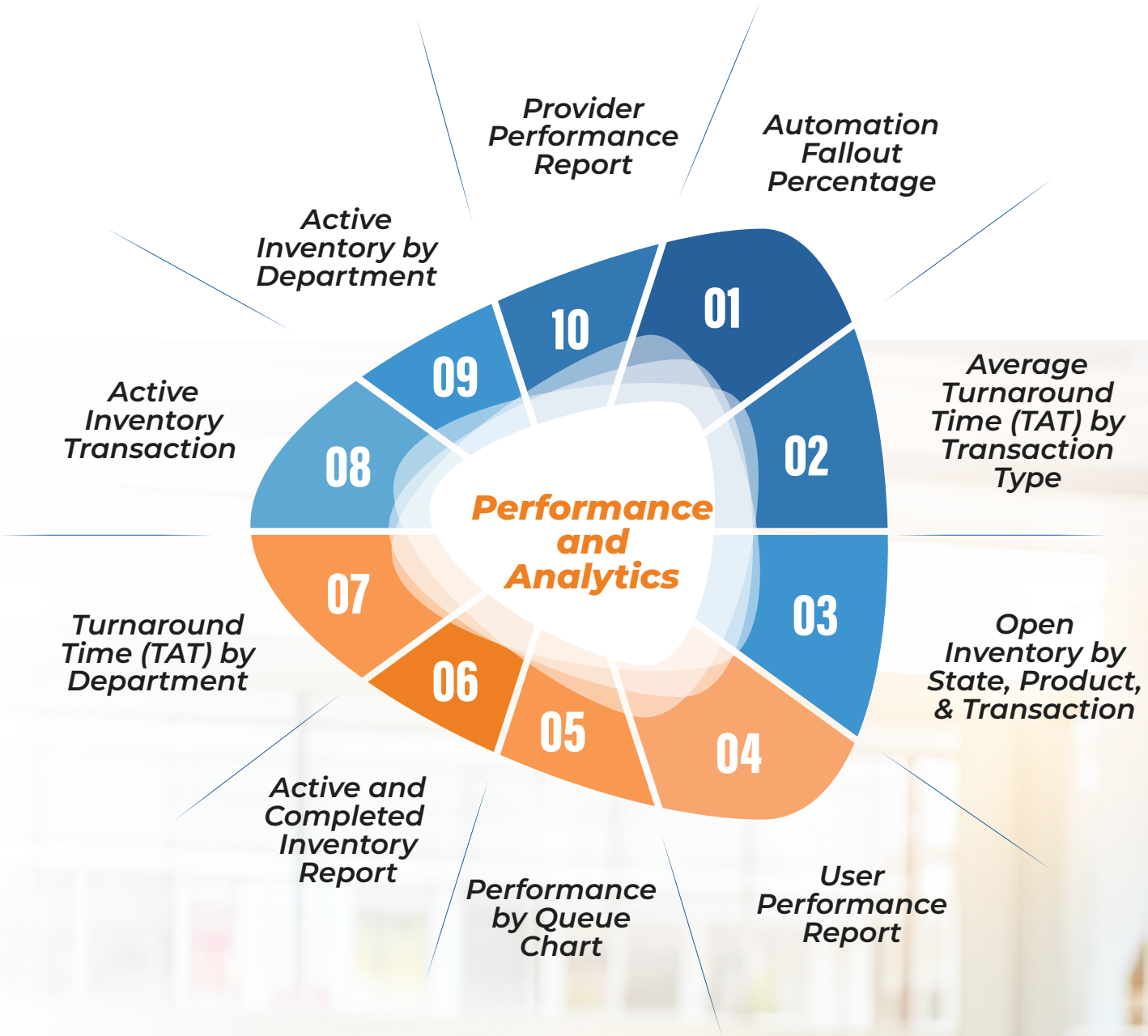
Provider Data Management

Integrations

CAQH | PECOS | Claims systems | SAM.Gov | Google map | CLIA | SSN Death Master | JCAHO | OIG | State files | NPPES | Address validation | DEA



Generate Comprehensive Reports with Newgen's Solution





Credentialing

Provider Credentialing Status Report

Sanctioned Providers Report

Expired Document Report

Recredentialing Due Report

Recredentialing Expired Providers Report

Sanction and Exclusion Report

Credentialing Committee Review Report

Return to Provider Report

Credentialing Performance Metrics Report

Credentialing Audit Chart

Credentialing Backlog Report





Contracting

Contract Inventory Report

Provider Contract Compliance Report

Contract Negotiation Status Report

Network Waitlist Report

Contract Amendment Report

Single Case Agreements Report

Contracting Cycle Time Report

Contract Expiration Report



Provider Data Management

Variance Reporting (Including, SAM.Gov, CLIA, PECOS, SSN Death Master, JCAHO, OIG, Medicaid State Files, NPPES, Address Validations, DEA, CAQH)

Data Accuracy (Claims Impact) Report

Data Completeness Report

Data Integrity Chart

Provider Data Compliance Report

Inactive Provider (Directory inactive) Report

Leave of Absence Report

Provider Affiliation Report

AI-assisted Functionalities



Contract & Document Summarization with Marvin AI

Summarize contracts with a click of a button. GenAI-embedded Marvin reads, summarizes documents, answers questions, and offers suggestions for you. All interactions are saved for later viewing.



Chatbot on Provider Portal

Empower providers with instant answers, direct access to a call center, navigate the provider portal, seamlessly, and live chat with a provider relations representative.



Value-based Contracting & Non-standard Risk Scoring

Analyse complex contracts with our risk scoring algorithm, including a combination of network access, rates, provider history scorecard, quality, provider profile, and more.

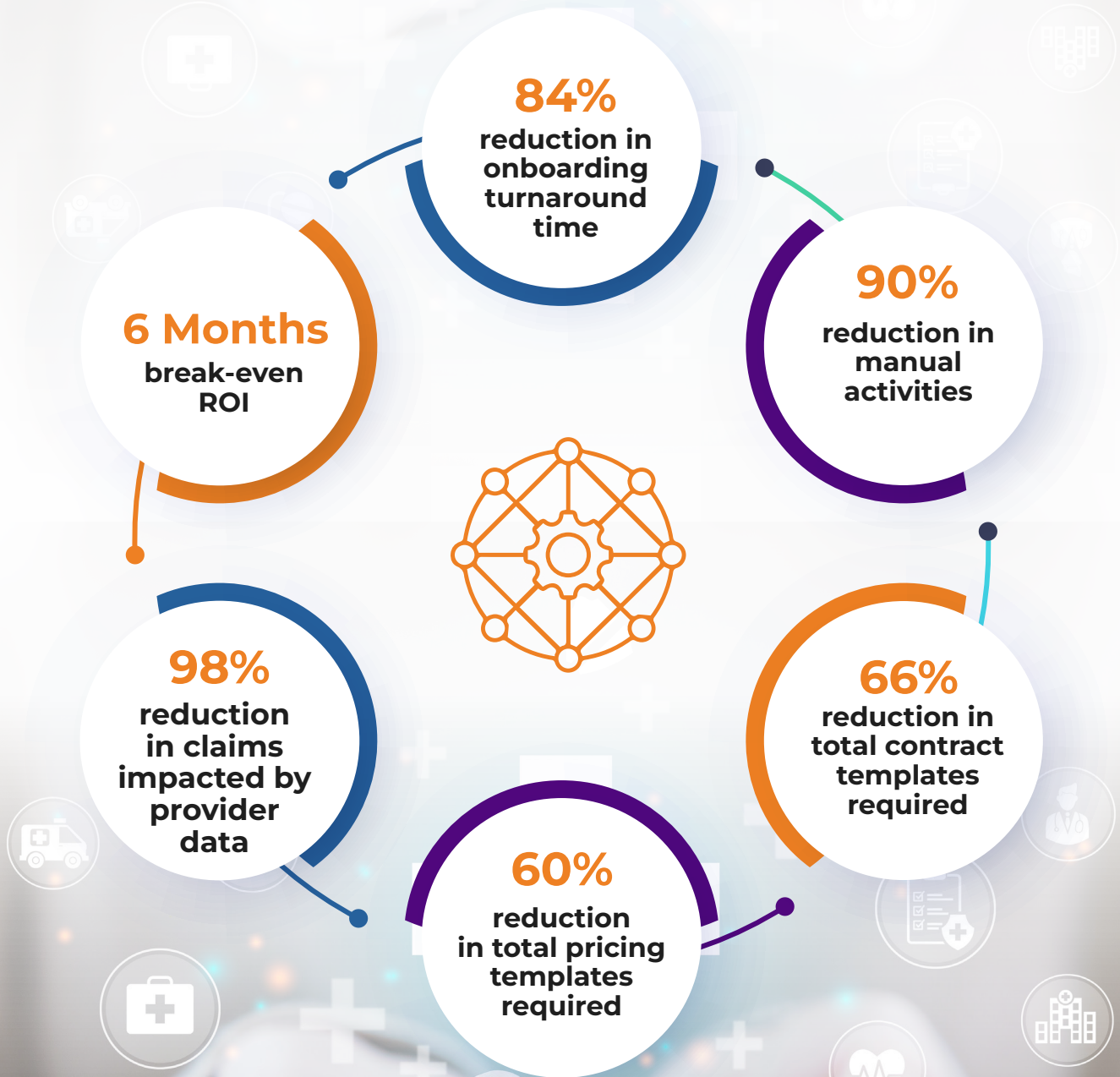


Value-based Contract Creation

Create higher quality, value-based contracts that enhance care outcomes by considering factors, including account quality, efficiency, error rate, STARS/HEIDS compliance, and financial (RCM) metrics.

Ai

Unlock Quantitative Value * with Newgen's Provider Lifecycle Management Solution



**Metrics are based on a comparison of pre and post-implementation at a national health plan*

Modernize with Newgen and See Newgen's Solution in Action!

At Newgen, we understand the needs and expectations of payers, providers, pharma, and members, and are committed to helping them build an intelligent, connected, and future-ready network.

Newgen has over two decades of healthcare experience covering different types of healthcare, including Medicare and Medicaid. Our dedicated Center of Excellence team provides leadership, innovation, and best practices, focusing on the needs of healthcare payers globally.

We've architected the wide range of functionalities and the team continuously works on revamping technology frameworks to enable payers to meet the data-driven, value-based care needs of the present and future.

Ask for a Free Demo Today or Connect with Us Today!



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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