Newgen’s Provider Lifecycle Management Solution

- A robust, frictionless provider experience
- Automated provider management
- Responsiveness to compliance mandates and members’ demands
- Increase quality standards while providing real-time customer service
Most providers have multiple health plans and intake channels to submit the required information. By eliminating paperwork and manual processes, they will be able to focus on the health outcomes of their members.

Newgen’s Provider Lifecycle Management Solution streamlines the entire spectrum of interactions between payers and providers. The solution enables health plans to create an ecosystem with connected processes and secure provider data for payer integration, enabling seamless provider management.

Unlocking the Power of Digital Health through a Connected Provider Ecosystem
Key Challenges Faced by Healthcare Payers

- **High turnaround time**, resulting in increased service level agreements and dissatisfied providers
- **Siloed processes**, leading to duplication of work and low workforce productivity
- **High costs**, brought on by labor-intensive manual processes
- **Low scalability**, compelling users to be dependent on multiple systems while handling different products
- **Poor member satisfaction**, impacting Star and HEDIS scores
Newgen’s Provider Lifecycle Management Solution

The solution is built on a low code digital transformation platform—that connects micro-processes in the provider ecosystem. It helps build a quality network of providers, responsible for the healthcare of members, governed by Federal and State regulations. It integrates multiple functions, such as contract management, provider/facility onboarding, data maintenance, pricing, and self-service into a well-connected system. By leveraging the solution, health plans can eliminate the information silos and overcome data management challenges, foster providers’ relations in the long run, and thrive in a highly dynamic environment.

Additionally, the solution:

- Provides a self-service portal for seamless contracting, onboarding, and data maintenance
- Expedites information loading while ensuring providers are paid per the contracted rates and optimally utilizes data maintenance capabilities
- Facilitates rapid roll-out of products to the market
- Manages and validates the submitted information through national database repositories, resulting in better claims processing and member assignment
- Streamlines and automates data transfers while leveraging cutting-edge technologies, such as artificial intelligence, machine learning, and robotics
- Leverages predictive analytics and offers comprehensive reporting for visibility and transparency into the network
End-to-end Solution for Health Plans

Self Service
- Real-time Dashboards
- Provider Onboarding Transparency
- Communication
- Provider Group Data Maintenance

Lead Management
- Multi-channel Lead Capture
- Bulk Upload of Leads
- Automated Lead Assignment
- Role-based Dashboards

Provider Onboarding
- Pricing and Demographic Automation
- Advanced Reporting
- Bulk Roster Upload
- Credentialing Robotics

Contract Management
- Contract Clause Automation
- E-signature
- Standardized Templates
- Contracting Analytics

Data Maintenance
- Provider Terminations with Smart Rules
- Provider Group Changes Automated
- Systematic Notifications
- Low Code Smart Rules
Why Choose Newgen’s Provider Lifecycle Management Solution?

**Reduce turnaround time**
Ensure standardization and process automation, from contract initiation to claims processing

**Improve star ratings**
Resolve members’ complaints in a prompt manner and mitigate CTM complaints

**Boost HEDIS scores**
Improve documentation and empower members to ensure transparency across provider engagement, health screening, and preventative healthcare

**Enhance scalability**
Leverage a low code-based, unified platform across multiple states, products, and complex provider onboarding systems, thereby improving scalability

**Improve data quality and management**
Eliminate multiple touchpoints by leveraging a comprehensive quality process with predefined business rules

**Ensure visibility**
Leverage real-time dashboards to ensure transparency in user-based reporting
Achieve Expedited Provider Onboarding

Turnaround Time by Work Step

BEFORE

<table>
<thead>
<tr>
<th>Work Step</th>
<th>Before Total Days</th>
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<td>Updates</td>
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<td>Terminations</td>
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</table>

AFTER

<table>
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<tr>
<th>Work Step</th>
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</tr>
<tr>
<td>Terminations</td>
<td>7</td>
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</tbody>
</table>

Contract Types

- Review
- Configuration
- Credentialing
- Market
- Post Contracting
- Contracting
- Provider Network
At Newgen, we understand the needs and expectations of various payers, providers, pharma, and members, and are committed to helping them build an intelligent, connected, and future-ready network.

Our dedicated Center of Excellence team provides leadership, innovation, and best practices, focusing on the needs of healthcare payers globally. The team works proactively on revamping technology frameworks to aid the successful realization of re-engineered business models—all of which are relevant today and tomorrow.