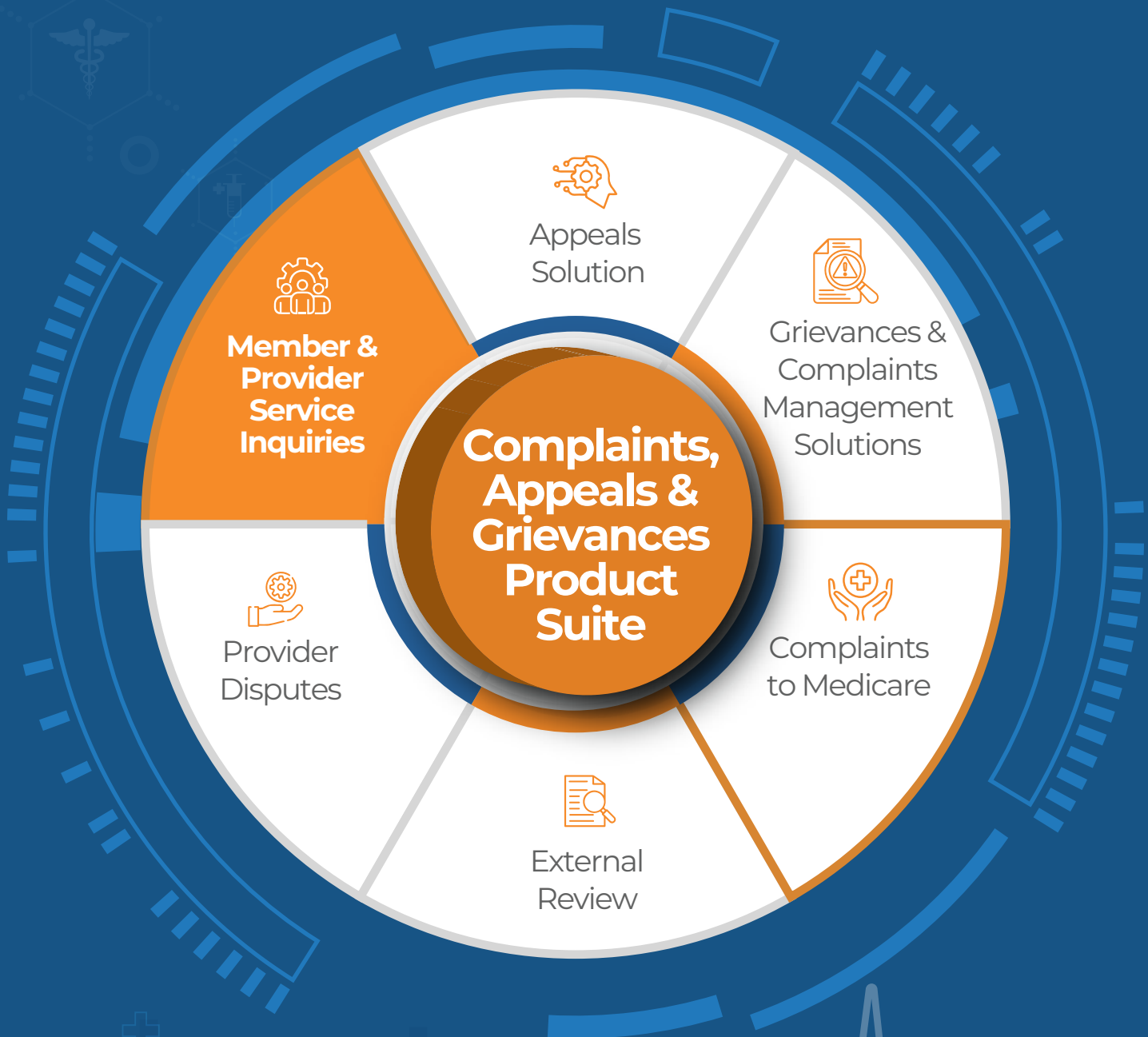




Newgen's Service Inquiries Solution



**Member &
Provider
Service
Inquiries**

**Appeals
Solution**

**Grievances &
Complaints
Management
Solutions**

**Complaints,
Appeals &
Grievances
Product
Suite**

**Provider
Disputes**

**Complaints
to Medicare**

**External
Review**



Overview

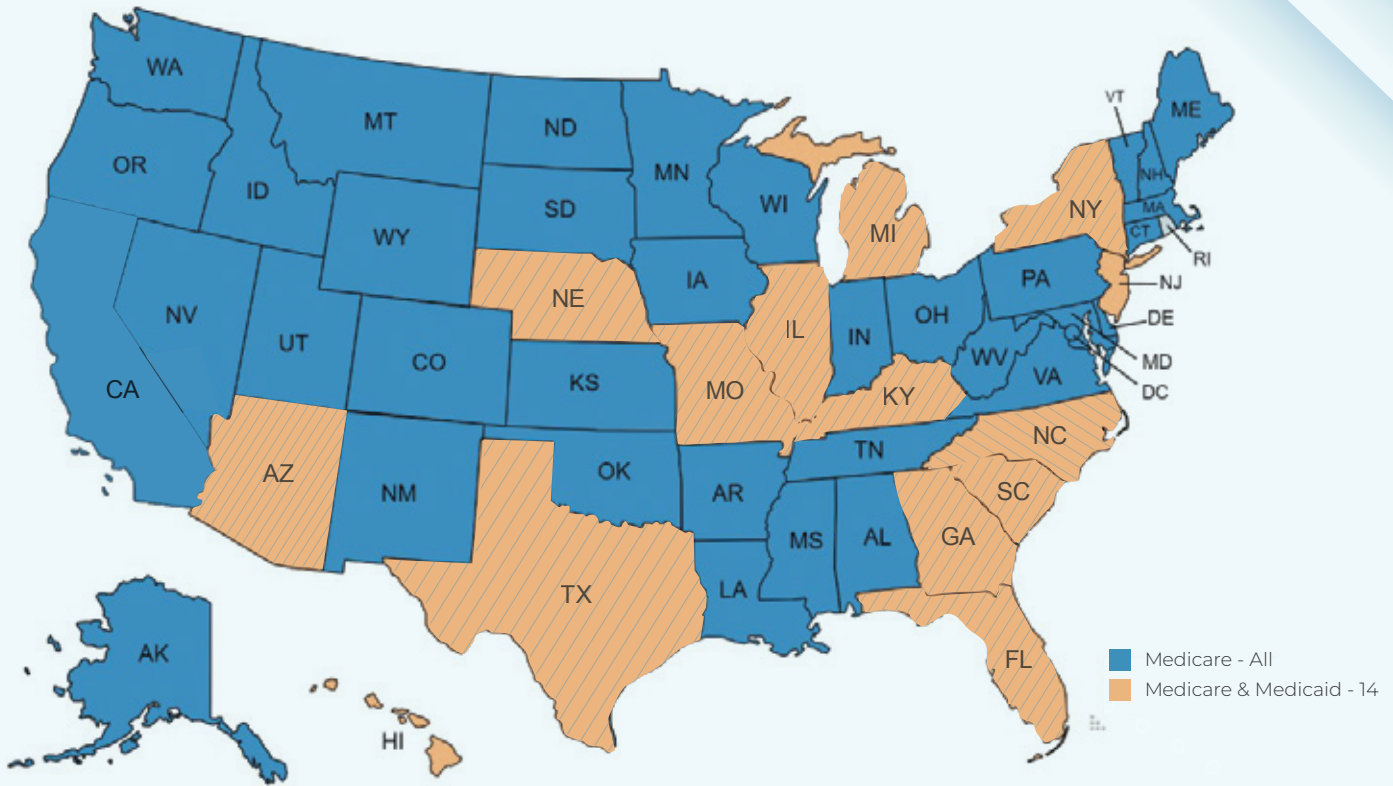
Service inquiries play a crucial role in creating a positive healthcare experience for members and providers by facilitating requests for valuable information, clarification, or support regarding services, coverage, and medical records. These inquiries can be initiated by patients, members, providers, caregivers, or other stakeholders, who seek to understand or resolve specific aspects of their healthcare experience. To address growing demands for patient-centered care and better transparency, Newgen's Service Inquiries Solution – a part of our **Complaints, Appeals, and Grievances Suite (CAG)** – comes into play. The artificial intelligence and machine learning (AI/ML)-driven robust solution is built on a low-code platform—**NewgenONE**—that helps manage inquiries received by health plans in a frictionless manner.

By efficiently handling and addressing patient inquiries, the solution boosts member satisfaction and loyalty, encouraging members to re-enroll with the same health plan year after year. The solution helps ensure that every inquiry is managed with care, enabling resolutions even when the inquiry does not meet formal compliance definitions. Furthermore, by leveraging AI-powered smart document classification, processing and routing, intelligent mailroom identifies and routes items, such as complaints, appeals and disputes into their corresponding Newgen CAG module, while keeping those that remain as an inquiry for resolution. This ensures regulated cases are categorized and resolved effectively, while inquiries benefit from the same features for rapid resolution and trending for omnichannel response.

Comprehensive Coverage Across Markets

Medicare | Medicaid | Commercial/ACA

From a Few States to All, Newgen is Committed to Your Success



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.



Core Capabilities of Newgen's Solution for Managing Service Inquiry



Omnichannel Inquiry Management



Capture and create new inquiries from all intake channels, including custom web portals, emails, mailroom, and faxes



Comprehensive Support Across All Inquiry Types

Handle different service-related inquiries, ensuring they are routed to the appropriate departments as subcases. The inquiries are processed like appeals, grievances, and complaints, but they are customizable and scalable to meet your specific requirements:

Appeal Inquiry

Manage inquiries like appeals, providing resolutions even if they don't meet the formal compliance definition of an appeal. This includes cases that were already resolved

Grievance Inquiry

Address inquiries as grievances or complaints, giving resolutions even when they fall outside the compliance definition of a grievance/complaint. For instance, this may involve situations when a grievance was filed past the deadline

Enrollment and Billing Inquiry

Handle inquiries like grievances or complaints, ensuring resolutions even when they don't meet compliance definition. For example, this may involve addressing an incorrect enrolment for someone who is not a member

Pharmacy Inquiry

Process pharmacy-related queries even if they do not align with the established compliance definition, such as questions about previously addressed pharmacy issues. For instance, inquiries about the next refill date

Claim Inquiry

Resolve claim-related inquiries like disputes, offering resolutions even when they do not qualify as a dispute under compliance guidelines. For example, this includes inquiries about paid claims and check/EFT status

Authorization Inquiry

Administer authorization-related inquiries like grievances or complaints, providing a resolution even when they do not meet the compliance criteria. For instance, this includes situations when the authorization has already been approved

General Member Service Inquiry

Manage general member inquiries like grievances or complaints, ensuring resolutions even when they do not fall under the compliance definition. For instance, inquiries related to locating a provider

Provider Service Inquiry

Investigate provider-related inquiries, such as grievances or complaints, delivering resolutions even when they do not meet the compliance definition. For example, this may involve requests to update provider data





Intelligent Mailroom

- Integrate with contextual content services (**Newgen's ECM Platform**), enabling seamless management of incoming documents and correspondence
- Identify documents with AI and route them to the correct location
- Leverage advanced AI-based extraction in standardized and non-standardized items



Smart Case Enrichment

- Fetch and auto-populate eligibility, claims, and authorization details of members and providers directly from the core system



Duplicate Detection

- Flag duplicate entries to prevent fraudulent activities
- Identify closed cases like active ones and offer insights for quick resolution



Intelligent Case Assignment

- Assign cases, manage escalations, and prioritize them intelligently to optimize resource utilization
- Distribute cases to coordinators as per their expertise and skillset



Detailed Reporting and Analytics

- Generate productivity reports to identify bottlenecks and training needs
- Capture trend data for grievances & complaints for intervention and improvements
- Fetch operational reports to streamline workflows and effectively manage the workforce
- Adhere to regulatory mandates while utilizing compliance reports
- Customize business reports to meet specific requirements or integrate custom modules





360-degree Case Visibility and Oversight

- Monitor all cases for members/providers through a comprehensive, centralized dashboard
- Receive periodic status reports and case updates while keeping business managers duly informed



Automated Correspondence

Generate compliant letters intelligently without any manual intervention



Detailed Case History

- Capture all decisions, notes, and exceptions for future reference, ensuring accountability among case workers and facilitating seamless case management



Quick and Advanced Search

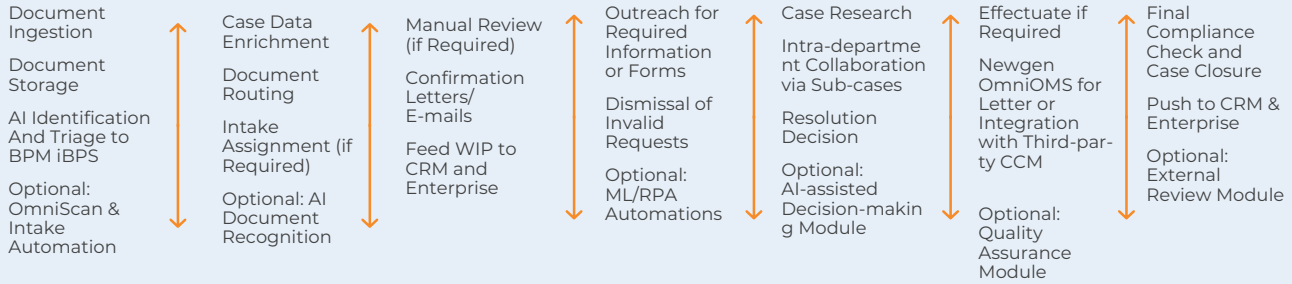
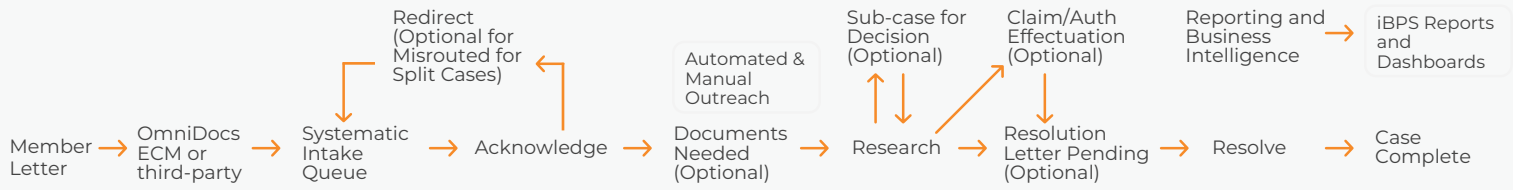
- Perform a quick search to locate a single case throughout its lifecycle
- Use advanced search to find cases based on type and specific criteria, even without a case number



Letter Preview

- Leverage the preview functionality before auto-sending communications to catch/correct grammatical and typographical errors

NewgenONE Complaints, Appeals, and Grievances Solution



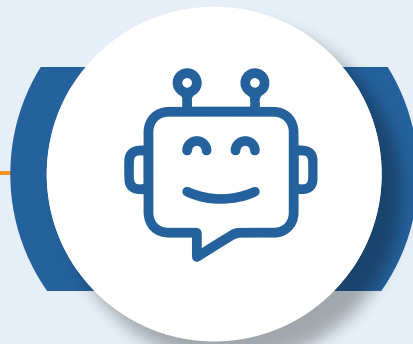
Payer Platforms, APIs, Data → **OmniOMS CCM or Third-party** → **Letter from CCM** → **to Member**

Key Differentiators

Generative AI



Tap into the power of NewgenONE Marvin—our GenAI layer—to quickly scan documents, delivering insights and summaries in real time



Ask Marvin for any data and instantly receive/access the information with ease

Why Choose Newgen's Solution for Managing Service Inquiries?

Smarter Decisions:

Strengthen interrater reliability and improve STARS performance

Seamless Collaboration:

Enhance team collaboration for timely, auditable decision-making

Cost-saving and ROI:

Save cost and achieve a minimum of 3:1 ROI



Reduced Burnout:

Optimize resource usage to ease workload

Continuous Oversight:

Monitor regulated cases in real time with advanced reporting tools

Regulatory

Protection: Ensure strict compliance to avoid penalties, reputational damage, and legal risks

Scan here
to learn more about
Newgen Health





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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