



Newgen AI-powered Provider Lifecycle Management (PLM) Solution



Featured in a Top Market Guide for US Healthcare Payers' Provider Network Management Applications



Leverage Newgen's all-in-one PLM solution to stay current, competitive, future-ready. Furthermore, be expansion-ready in **contracting, credentialing, configuration, provider data management, and provider self-service.**

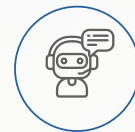
AI-assisted Functionalities



Value-based contracting and non-standard contract risk scoring



Contract and document summarization



Chatbot on provider portal

Core Features

Provider Self-service

Network interest form submission | Contract negotiation via portal | Group address and pay to modify | Active directory management | Dashboard tracking for providers | Provider document storage and viewing | Roaster submission automation | Re-credentialing via portal

Contracting

Standard template generation | Single case agreements | Non-standard contract workflow | Template and clause management | Amendment creation | Bulk contract creation | End-to-end reporting | Instant document summarization with Marvin AI

Credentialing & Configuration

Case creation (for non-portal cases) CVO integrations | NCQA compliant | Provider correspondence/ letters | State-specific business rules | End-to-end reporting | Re-credentialing Out-of-network loads | Provider Pricing

Provider Data Management

Auto-transfer new updates and terms | Variance screening via integration points | Modify data structure | Provider update history | Group relationship matrix contract linkage | Pricing storage | Integrations to claims, directory, find a provider | Comprehensive reporting

Integrations

CAQH | PECOS | Claims Systems | SAM.Gov | Google Map | CLIA | SSN Death Master | JCAHO | OIG | State Files | NPPES | Address Validation | DEA





(To explore complete list of features, please contact Newgen for a discovery session or demonstration)



Newgen's Digital Appeals and Grievances Solution



Do these challenges resonate with your experience?

-  High financial penalties
-  Poor star ratings
-  Inadequate SLA tracking
-  Difficulty in case allocation
-  Disintegrated data flows
-  Inefficient tracking, monitoring, and reporting
-  Delays in sending correspondences

Accurate assessments

Workflows for ALJ, MAC

360-degree visibility and oversight

WORKFLOWS FOR JUDICIAL PROCESSES

Improved STAR rating

- ▶ Newgen's low-code **Digital Appeals and Grievances Solution** empowers health plans to expedite the whole process, ensure prompt resolutions, and stay compliant
- ▶ Leverage the solution's GenAI capabilities to improve the quality and efficiency of interactions

Top Modules

- ▶ Intake
- ▶ Acknowledgment & document Classification
- ▶ Research & decisioning
- ▶ Smart auditing
- ▶ Comprehensive reporting
- ▶ Automated correspondences
- ▶ AI/ML & GenAI-powered decisioning

Standout Capabilities

- ▶ Quick information capture
- ▶ Case management & optimization
- ▶ Robust built-in rules & integration
- ▶ Seamless document classification & processing
- ▶ Precise summary creation
- ▶ Quick case packets generation
- ▶ Intelligent validation mechanism
- ▶ Document insights through GenAI

Qualitative Impact

- ▶ Reduced errors; standardized processes
- ▶ Enhanced member & provider engagement
- ▶ CMS-compliant case processing
- ▶ 360-degree case visibility
- ▶ Significant time savings for coordinators
- ▶ Higher transparency across process
- ▶ Better accountability among caseworkers
- ▶ Maximized efficiency
- ▶ Improved compliance adherence
- ▶ Faster resolutions

Learn More About our Purpose-built Solutions



About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, communication management, 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.

AMERICAS:

+1 (202) 800 7783

AUSTRALIA:

+61 290537174

UK:

+44 (0) 2036 514805

APAC:

+65 3157 6189

MEA:

+27-11-461-6497

INDIA:

+91 11 40773769

info@newgensoft.com

www.newgensoft.com