

# 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





# 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

Write to us today to learn more about our purpose-built solutions.

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### 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.

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