



A Leading
**Minnesota Health
Plan Transforms
Provider Lifecycle
Management**
with Newgen**ONE**



About the Customer and the Project Background

A leading regional health plan with 2.5 million members embarked on a strategic transformation initiative to modernize provider lifecycle operations and establish a trusted provider data foundation. The organization aimed to eliminate fragmented provider records, digitize credentialing and contracting workflows, and enable real-time synchronization across payer systems.

As the provider network expanded, operational complexity increased significantly due to disconnected systems supporting credentialing, contracting, claims, provider directories, and compliance management. The absence of a unified provider identity led to duplication, inconsistent records, onboarding delays, and elevated regulatory risk.



The organization's vision was clear:



Establish a centralized provider master repository



Enable real-time enterprise-wide synchronization



Automate provider lifecycle workflows



Improve compliance readiness and operational agility



Build a scalable foundation for value-based care initiatives

What Was Slowing Down Operations?

The health plan's provider lifecycle ecosystem lacked the intelligence, governance, and automation needed to support modern healthcare operations.



Fragmented Provider Data

Multiple systems maintained separate provider records with no single source of truth, resulting in duplicate and conflicting information.



Ineffective Data Synchronization

Batch-based integrations caused delays and inconsistencies, requiring extensive manual reconciliation efforts across teams.



Compliance & Data Integrity Risks

Outdated provider credentials, inconsistent records, and limited governance controls increased exposure to audit and regulatory risks.



Manual Credentialing Processes

Document-heavy onboarding workflows, manual verification, and limited visibility slowed provider onboarding timelines.



Disconnected Contracting Workflows

Siloed approval processes and lack of version control reduced operational efficiency and limited linkage between provider performance and contract decisions.



The Deciding Factors: Why the Customer Chose NewgenONE?

The customer selected the NewgenONE Provider Lifecycle Management platform for its ability to unify provider operations, automate workflows, and establish enterprise-wide governance through a scalable, AI-enabled low-code architecture.

Unified Provider Master Repository

Centralized provider records with intelligent deduplication, survivorship rules, and complete audit trails established a trusted provider identity foundation

Real-time Enterprise Synchronization

API-led, event-driven integrations enabling seamless synchronization across claims, CRM, provider directories, and downstream systems

Embedded Data Governance

Rule-based validation, discrepancy alerts, and compliance dashboards improving provider data accuracy and regulatory readiness

Digitized Credentialing

AI-assisted onboarding workflows automate document ingestion, verification, and exception handling, accelerating provider onboarding

Integrated Contract Lifecycle Management

Template-driven contracting workflows, approval automation, version control, and provider performance integration streamlining contracting operations

Workflow Automation & Case Management

A unified low-code platform orchestrated credentialing, contracting, and provider data management workflows with SLA-driven automation and end-to-end visibility.



Key Implementation Highlights

Centralized Provider Data Foundation

Implemented a governed Provider Master Repository with standardized provider data models and intelligent record management

Real-time Integration Framework

Enabled API-driven synchronization across enterprise systems with automated propagation of provider data changes

Intelligent Credentialing Automation

Digitized provider onboarding journeys with automated verification and AI-assisted validation workflows

Contract Lifecycle Digitization

Centralized provider contracting with configurable workflows, auditability, and value-based care alignment

Embedded Governance & Compliance

Integrated data quality validation, compliance monitoring, and automated alerts for expiring credentials and discrepancies

Enterprise Workflow Orchestration

Unified lifecycle workflows across credentialing, contracting, and provider management on a single low-code platform



Compliance and Governance

The implementation emphasized healthcare-grade governance and provider data integrity:

● Rule-based validation of licenses, certifications, and provider demographics

● Complete audit trails across provider lifecycle events

● Automated monitoring of expiring credentials and compliance exceptions

● Role-based access controls and governed workflows

● Enhanced visibility into provider onboarding and contracting operations



Impact and Differentiation

Trusted Provider Data Foundation

Established a centralized, governed provider master eliminating duplicate and conflicting records across systems.

Faster Provider Onboarding

Achieved 30–50% faster credentialing and onboarding cycles through intelligent automation and workflow digitization.

Enhanced Compliance & Audit Readiness

Automated governance controls improved provider data integrity, compliance monitoring, and regulatory preparedness.

Improved Operational Efficiency

Reduced manual effort across provider operations by 40–60%, minimizing reconciliation and administrative overhead.

Real-time Enterprise Synchronization

Enabled near real-time updates across claims, CRM, directories, and provider management systems.

Building a Connected Provider Ecosystem

By replacing fragmented provider lifecycle operations with the NewgenONE Provider Lifecycle Management platform, the health plan established a trusted, intelligent, and scalable foundation for provider operations. The organization now benefits from centralized provider governance, faster onboarding, real-time synchronization, and improved compliance readiness, positioning the health plan to scale efficiently.

About Newgen

Newgen Software Orchestrates Intelligent Enterprises at scale. The NewgenONE Platform unifies content, processes, and communications into an orchestration layer where intelligence is embedded into how enterprises operate, with trust, governance, and control built in. Enterprises move beyond fragmented initiatives to continuously adaptive, production-ready operations. Decisions, workflows, and experiences evolve in real time, shaped by context, data, and embedded AI. Trusted by leading organizations worldwide, Newgen defines how modern enterprises operate, intelligently and at scale.

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