

# A US-based Health Plan **Transforms Operations with Newgen's Provider Lifecycle Management Solution**

**6-month**  
return on investment

**84% reduction in**  
onboarding turnaround time

**1.5 increase**  
in STAR rating

## Overview

The client is a leading health plan in the United States, having business in multiple states and product lines (Medicaid, Medicare, and Exchange). They handle a large volume of new provider onboarding and maintenance transactions.

## Key Challenges Faced by the Health Plan

- Limited access to accurate, critical data
- High turnaround time of provider onboarding
- Low visibility into end-to-end processes
- Manual hand-offs, leading to errors
- Dependency on legacy systems
- Poor collaboration across stakeholders



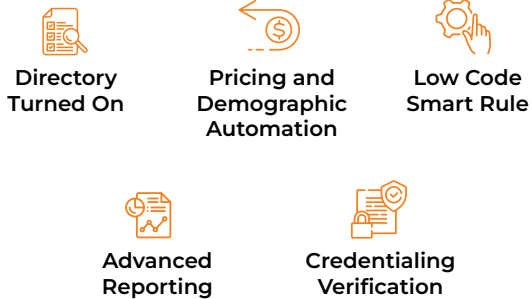
# Streamlining Provider Onboarding with Newgen's Provider Lifecycle Management Solution

The client was facing several difficulties due to an inefficient provider onboarding system, so they were looking for a solution to streamline their end-to-end processes and enhance operational efficiency.

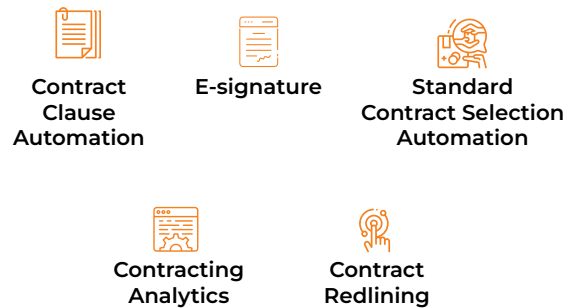
Using Newgen's Provider Lifecycle Management Solution, the health plan overcame the existing challenges, gained visibility into vital provider data, and achieved competitive differentiation by establishing a highly efficient provider onboarding and maintenance system. After implementing the solution, the client eliminated manual processes and enabled employees to focus on customer-centric functions and enhance the provider experience.

## Newgen's Provider Lifecycle Management Modules

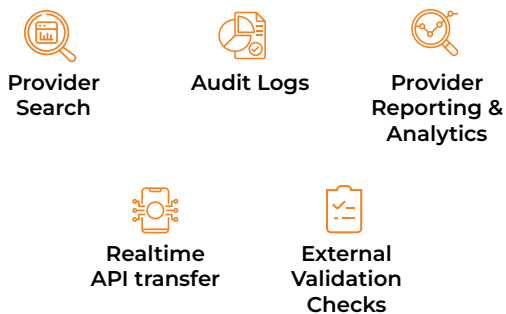
### Credentialing and Configuration



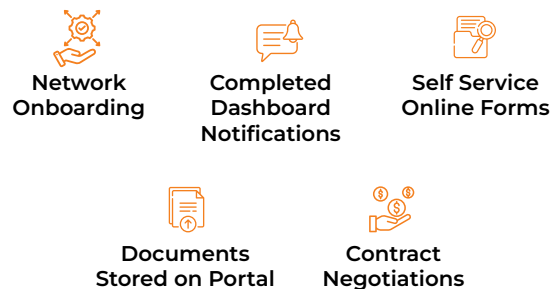
### Contracting



### Provider Data Management

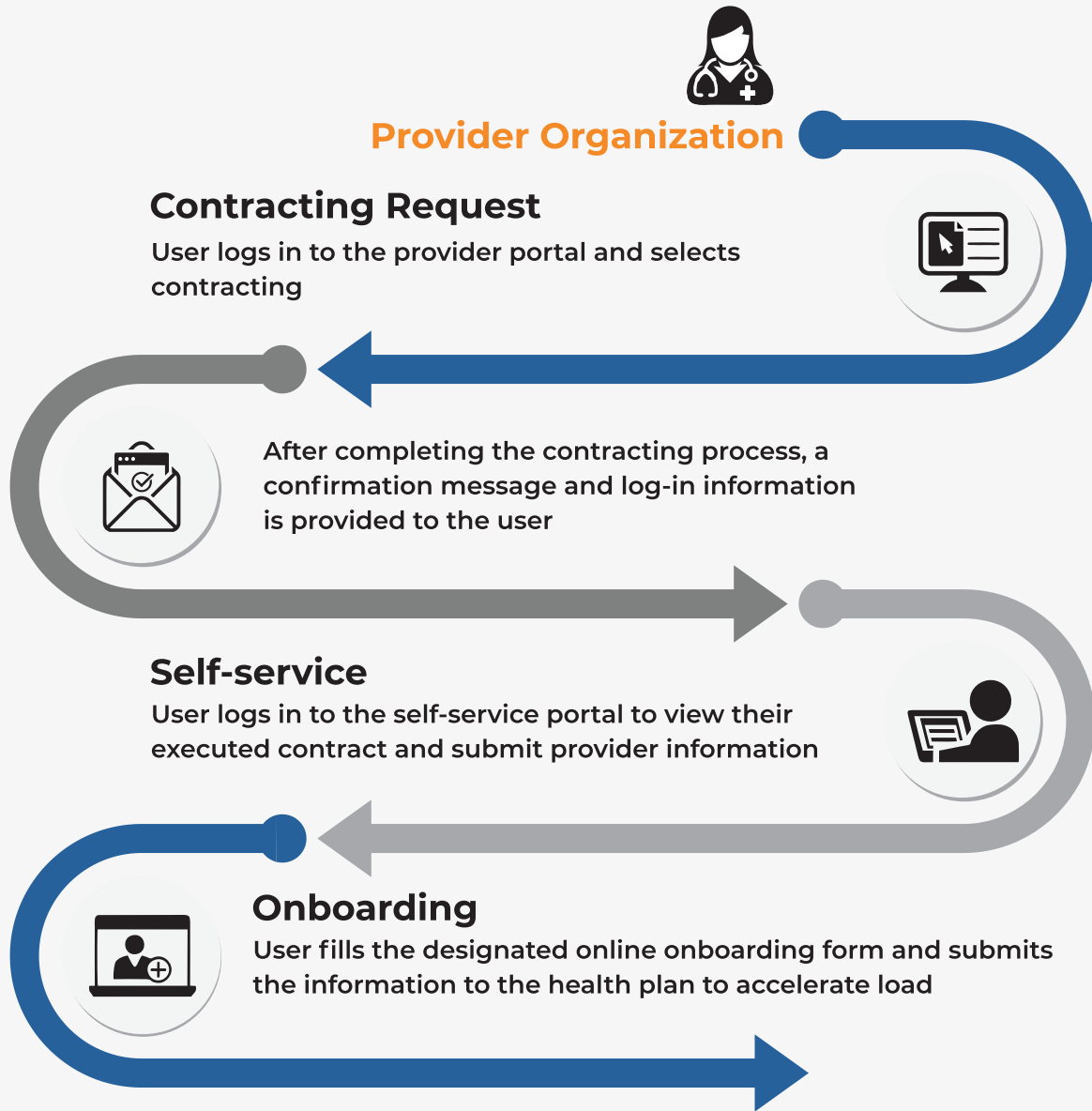


### Self Service Portal



# Implementation Highlights

Post implementing Newgen's solution, the health plan completely overhauled its providers' and employees' experience by allowing them to submit and maintain information. Here is a snapshot of the transformative customer experience:



# Key Benefits Unlocked After Implementing Newgen's Solution



**6-month**  
return on  
investment



**84%**  
reduction  
in onboarding  
turnaround  
time



**90%**  
reduction in  
task labor



**85%**  
reduction in  
customer  
service calls



**1.5**  
increase in  
**HEDIS score**



**1.5**  
increase in  
**STAR rating**



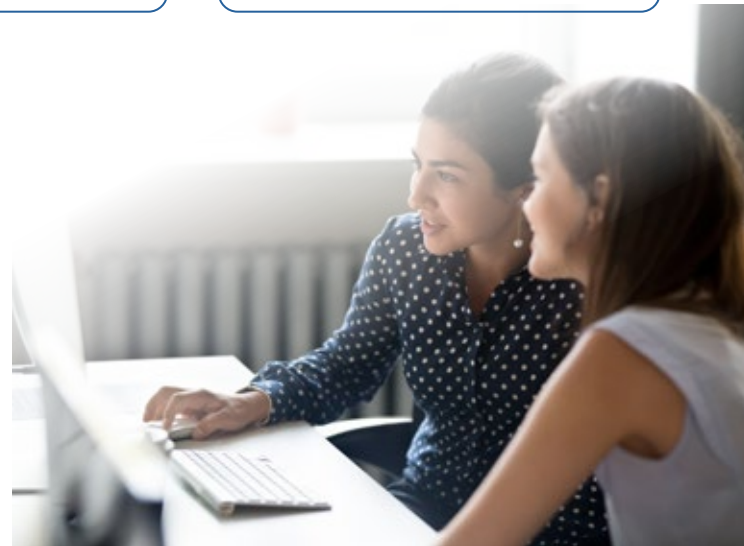
**66%**  
reduction in  
contract  
template



**60%**  
reduction in  
pricing  
templates



**98%**  
improvement  
in claims  
quality impact



## About Newgen

Newgen is the leading provider of a 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. For more details, visit [www.newgensoft.com](http://www.newgensoft.com)

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