

# Streamlining Provider Contracting with Newgen's Provider Network Management

## Overview

A leading Health Plan, with a network that spans across the United States, used Newgen's Provider Network Management to streamline its provider contracting process. The client serves approximately 3.8 million members and partners with over 90,000 physicians across the US. They offer Medicaid, Medicare Advantage & Medicare Prescription Drug Plans.

## Key Challenges Faced by the Health Plan

Manually managing high volume of paper based contracts was posing operational challenges to the client, leading to increased provider on-boarding time and compliance issues.

### Key Challenges

- **Manual Hand-offs:** Loss of data and documents during hand-offs between multiple departments
- **Process Visibility:** Low visibility into pending cases and cases in progress
- **Content Management:** Inability to monitor changes/ amendments in contracts
- **Lack of Security:** No centralized repository for archival of documents and PHI data
- **Credentialing:** Challenge in adhering to guidelines due to delays in provider verification
- **Collaboration:** Longer review and negotiation cycles due to low collaboration across stakeholders
- **High Costs:** High administrative costs such as shipping, printing and storage

## Streamlining Provider Contracting

With Newgen on board, the client simplified its provider contracting process. The implementation of Newgen Provider Contract Management solution based on its Intelligent Business Process Management platform, enabled them to gain operational efficiencies and enhance provider on-boarding experience.

| Health Plan Requirements                           | Newgen Solution  | Achievement Scorecard   |
|--|--|---|
| To reduce data entry and manual errors             | <ul style="list-style-type: none"> <li>● Single screen for data entry</li> <li>● Auto-extraction of data from Claim and external systems</li> <li>● Auto-data validation</li> </ul>                                      | <ul style="list-style-type: none"> <li>● Reduced data entry time by 80%</li> <li>● Initiated about 400,000 cases</li> <li>● End-to-end visibility</li> </ul>                  |
| To reduce turnaround time for provider on-boarding | <ul style="list-style-type: none"> <li>● Automated workflow process</li> <li>● Parallel processing for configuration and credentialing</li> <li>● Auto-prioritization of cases and auto-generation of letters</li> </ul> | <ul style="list-style-type: none"> <li>● Reduced turnaround time by 50%</li> <li>● On-boarded 65,000 providers</li> <li>● Reduced credentialing time to 45-70 days</li> </ul> |
| To reduce operational cost                         | <ul style="list-style-type: none"> <li>● Digitized processes to save administrative costs</li> <li>● Automated multiple steps like loading providers in claims system</li> </ul>   | <ul style="list-style-type: none"> <li>● Reduced costs by 20-40%</li> <li>● Eliminated printing, storing and shipping costs</li> </ul>  |
| To streamline the approval and review              | <ul style="list-style-type: none"> <li>● Digitized movement of contracts</li> <li>● Parallel/Sequential Decision making</li> <li>● Capability for exception handling</li> </ul>  | <ul style="list-style-type: none"> <li>● Improved efficiency between departments for approvals and review by 20%-40%</li> </ul>   |
| To reduce documentation                            | <ul style="list-style-type: none"> <li>● Centralized repository for archiving all contract documents</li> </ul>  | <ul style="list-style-type: none"> <li>● Easy accessibility</li> <li>● Faster retrieval</li> </ul>  |
| To enable better monitoring and servicing          | <ul style="list-style-type: none"> <li>● Capture audit trails</li> <li>● Comprehensive and real-time reports</li> <li>● Auto-exception handling with notifications to users</li> </ul>                                   | <ul style="list-style-type: none"> <li>● Increased monitoring by 40%-50%</li> <li>● Real-time updates with extensive reports</li> </ul>                                       |

## 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 SALES QUERY

AMERICAS: +1 (202) 800 7783  
 CANADA: +1-202-800-7783  
 AUSTRALIA: +61 290 537 174  
 INDIA: +91 11 40773769  
 APAC: +65 3157 6189  
 MEA: +973-1-619-8002, +971 44541365  
 EUROPE: +44 (0) 2036 514805

info@newgensoft.com  
 www.newgensoft.com

