


NEWGEN
One world. One workplace.

Benefits

- *SLA adherence up by 75% for Complaint Tracking*
- *72% reduction in staff required for Complaint Tracking management*
- *Compliance level increased to 95%*

Leading US Healthcare Payer Transforms Multiple Processes with Newgen's BPM Solution

For a Leading Healthcare Payer in US

Overview

The client is a leading provider of managed care services exclusively for government-sponsored health care programs, focusing on Medicaid and Medicare.

The client was looking for a solution to transform processes including Medicaid Member Enrollment, Provider Contracting, Medicare Member Enrollment, Complaint Tracking Management, Appeals and Grievances, and Claims Processing.

The Challenge

The Healthcare industry is in a state of constant flux with pressure mounting to move from error-prone manual processes to more structured, streamlined and automated processes. Following were some of the key business concerns faced by the managed care center:

- Increasing volumes of highly document-intensive processes
- Highly compliance driven environment
- Manual search, exception handling and allocation of tasks based on LOB (Line of Business), State, Member Type
- Need for a monitoring dashboard to keep track of every transaction/request across processes
- Need for better member service as a competitive differentiator
- Comprehensive audit trail facility
- Reconciliation of requests from multiple channels

The Newgen Solution

Newgen deployed its solution based on its robust Business Process Management suite to address the client's business requirement. The solution provided a framework for improving the effectiveness of multiple processes in a phased manner.

Newgen started with Medicaid process wherein complex rules pertaining to Family and Child Health Plans were embedded in the user interface. Auto detection of kickbacks for missing documents and information reduced exceptions by more than 40%.

Thereafter, Newgen implemented the Provider Contracting process. Large contract files (each having more than 500 pages) were scanned and uploaded in the workflow. The application allowed document splitting and document creation from multiple such dockets into a single

Newgen Software Technologies Limited is the market leader in Business Process Management (BPM) and Enterprise Content management (ECM), with a global footprint of 850 installations in over 45 countries with large, mission-critical solutions deployed at the world's leading Banks, Insurance firms, BPO's, Healthcare Organizations, Government, Telecom Companies & Shared Service Centers.

Newgen Software has been positioned in the Magic Quadrant for Business Process Management (BPM) and Enterprise Content Management (ECM). The company has been recognized by distinguished analyst firms like Frost and Sullivan as A 'Hot Company to Watch for' in their global ECM Market report, 2009 and by IDC in its exclusive report "Newgen Software: Global Leader in Business Process Management and Document Management Solutions". Newgen is a winner of prestigious awards, such as the CNBC-TV18, "Emerging India Award 2008".

With HSBC and SAP investment, Newgen is one of the rare product company to have backing of both leading financial and technology companies of the world. Newgen's Quality Systems are certified against ISO 9001:2008 and Information Security Standard, ISO 27001:2005. Newgen has been assessed at CMMi Level3.

docket for creation of Provider Contracts. This resulted in huge cost savings in terms of a comprehensive data entry process involving more than 200 fields with multiple validations pertaining to the State, LOB, Provider Type and Provider Specialty.

Complaint tracking was a compliance driven project which brought about significant benefits to the client. SLA adherence was up by 75% while the Compliance level increased to 95%. Improved process efficiency resulted in 72% reduction in staff required for Complaint Tracking management, and pendency of complaints (exceeding 30 days limit) was eliminated completely. The provision for Auto Information Pulling from Core System and Ticket Creation saved the crucial time invested to update Core System.

Medicare Enrollment process is a centralized deployment for enrollment of members across multiple states. It caters to multiple applications relating to multiple years (2009, 2010, and 2011). The system has an exhaustive Quality Check to ensure error-free data entry and effective enrollment acceptance/ denial. Multiple offshoots of the process such as LEP (Late Eligibility Penalty) were also incorporated in the final implementation.

Comprehensive reports were provided to the client, highlighting the Key Performance Indicators. The solution in conjunction with BAM management dashboard enabled continuous process improvement.

The Benefits

Benefits accrued to the client are as follows:

Single Unified Interface – Pulling information from multiple subsystems into a single UI

Compliance – Strict adherence to regulatory compliance achieved

Business Rules – Speedier processing, and better analysis & research, as a result of embedding highly complex validation rules in the users UI

Automatic Allocation – Based on type of task, user's skill, LOB, state, provider specialty, request type

Automatic Alerts – Based on nearing/missed SLAs, TAT

Auto Letter Generation – Acknowledgement letters, Denial letters, Claim Approval etc

Process Metrics – Reports configured on BAM provide complete control & visibility of processes

Operational Effectiveness – Lesser exceptions, decreased rejection rates and stringent QC processes lead to higher operational efficiencies and better member responsiveness

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