Case Study

Envera Health

WEBSITE

www.everahealth.com

NICE CXONE SOLUTIONS

- CXone Omnichannel Routing
- CXone Workforce Management
- CXone Quality Management Analytics

RESULTS ACHIEVED

- Improved customer satisfaction
- Faster call routing
- Deeper visibility into customers' common issues
- Improved customer access

ON THE NICE SOLUTION

"The biggest assets for us from NICE CXone are the CXone ACD (Automatic Contact Distributor) and call routing with all the skills. With the number of skills we have, it's key to what we do. No other system out there can do it in the sophisticated way NICE CXone does."

Patrick Hoar
Workforce and Analytics Manager
Envera Health

Envera Health Enhances the Patient Experience with CXone

ABOUT ENVERA HEALTH

Headquartered in Richmond, VA, Envera Health partners with local health systems across the country to improve customer healthcare experiences. With a unique 360-degree view of the consumer, the company provides a "front-door healthcare experience." It offers a complete continuum of managed services and hands-on solutions—each custom tailored to what their clients need most—from appointment scheduling, prescription refills to following up on recent ER visits or providing community health resources and information. Envera Health's 85 in-house contact center agents, along with another 180 staffed in provider offices, handle more than a million inbound calls and an estimated several hundred thousand outbound calls annually.

Case Study

THE CHALLENGE

Envera Health provides a range of services with the goal of offering their clients' patients a smooth and seamless experience. The quality and effectiveness of the agent interactions—whether they're located in the contact center or remote—are pivotal to the experience Envera Health provides. To ensure consistent, quality experiences from all agents, Envera Health empowers its team with the right tools to match callers to the agent best able to handle their needs.

"By simply looking at CXone Quality Management Analytics tool and seeing the repetition of certain phrases, we were able to greatly improve patient access and caller satisfaction."

Patrick Hoar, Workforce and Analytics Manager
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THE SOLUTION

For the past several years, Envera Health's engagement center has utilized NICE CXone, which is also implemented in some of their clients' practices. With all agents working on the CXone platform—both those in Envera Health's Engagement Center, as well as those staffed remotely—patients receive consistent, integrated and seamless experiences, regardless of which number they call in on. With CXone's extensive reporting, Envera Health has comprehensive operational visibility of both onsite and remote agents.

"We're unique in how we use NICE CXone, because our clients actually use NICE CXone as well," says Patrick Hoar, Workforce and Analytics Manager. "Those agents are technically the clients' agents. But we have all the metrics and reporting centrally and can present all that back to them. This gives them tremendous visibility into what's happening in their practices."

To deliver a positive experience to every caller, agents must be highly skilled to deal with complex, sensitive information and well-versed on the many nuances of the healthcare industry, such as HIPAA privacy laws. Because agents are handling a variety of call types across different clients, agent tools and call routing are critical.

Patrick explains that the model Envera Health has developed allows for both engagement center- and practice-based call handling, as well as a "mini-overflow" function.

"Basically we need both options: Calls routinely go to a practice or to us," he says. "But we are unique in the fact that many skills are shared by both contact center and clinic agents. So patient access is the number one determining factor. When the system sees that there are two people able to answer a call versus one, it goes to whoever has the skill to best answer that type of question."

"We have more than 1,300 skills in place, although not all are attached to an agent; some we use for tracking purposes," Patrick continues. "With so many different skills that the agents are trained on, it's not an easy job. They are very good at what they do."

"The information displayed on agents' screens is critical to performance," he says. "That's where we leverage screen pops and whispers, which are vital in preparing the agents and setting them up for success on each call."

"POCs (points of contact) are established for each practice or provider and hospital system to distinguish one incoming call from another," Patrick explains. "When someone calls in, screen pops allow important information to be displayed. Agents use this information to effectively and efficiently handle the call."

"Clients receive reporting on their respective calls. We also present clients weekly reports on our customer satisfaction survey that leverages the outbound dialer," he says. "Especially with the transcribed voicemail messages, our clients can see where their CSAT (customer satisfaction) scores stand every week and drill down to the individual call level."

Insights from Analytics Yield Fresh Solutions

Patrick says that analytics—CXone Quality Management Analytics in particular—have been key in giving Envera Health important actionable insights. "We have a lot of calls related to medication refills, and with the NICE CXone Quality Management Analytics, we kept seeing 'prescription' and 'refill,'" he says. "So we established a separate line for that purpose. This expedited the medication refill process, patient satisfaction went up, and traffic was redirected away from agents who didn't have the skills to help. By simply looking at that CXone Quality Management Analytics and seeing the repetition of certain phrases, we were able to greatly improve patient access and caller satisfaction."

A Partnership that Continues to Evolve

Envera Health plans to incorporate additional NICE CXone products—inView™ Performance Management for CXone and CXone Workforce Management, specifically—and appreciates the partnership that has emerged between the two companies.

"We work through everything together," he continues. "Having weekly cadence calls with the NICE CXone team is especially helpful in working on the next solution or identifying the next thing to tackle. As our business grows, we're excited to grow with NICE CXone." "I use the successes of the Medicaid Managed Care plan as an example and tell them to 'dream big,' because we will customize their solutions the way they want it," she says. "We tell them that all of our technology is fully customizable, so however they want their process to flow, we will build their solutions in alignment with that."

Christina says she also likes the way NICE CXone and SpiceCSM products work together, like a family.

"I like the relationship between the two," she says. "They integrate seamlessly, and it's translated into a very user-friendly approach that has made it easy for us to learn and build solutions."

NICE

Make experiences flow