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Evolent Health Achieves 95% Answer Rate with Seamless Automated Reporting and Custom Insights from Brightmetrics

evolent
Specializing in Connected Care.™

Industry	**Location**	**Website**
Healthcare	Arlington, Virginia	evolenthealth.com

Overview

Evolent Health, a leader in value-based care, faced significant challenges in data visualization, reporting, and performance tracking within its Mitel system. Their leadership struggled to set performance goals and optimize agent effectiveness without the ability to derive actionable insights from patient interactions. By implementing Brightmetrics, a comprehensive analytics and reporting platform, Evolent Health streamlined data access, automated reporting, and improved transparency in agent performance. This data-driven approach enabled the company to achieve a 95% answer rate, optimize call handling times, and significantly enhance operational efficiency while reducing manual data processes and workload burdens on leadership.

About Evolent Health

Evolent Health partners with leading provider organizations to drive superior clinical and financial outcomes in value-based care while reducing patient costs. Operating in more than 30 U.S. healthcare markets, the company actively manages care across Medicare, Medicaid, commercial, and self-funded adult and pediatric populations, ensuring high-quality, cost-effective healthcare solutions.

Outcomes

✓ 95% answer rate for improved patient engagement and responsiveness

✓ Optimized call handling and streamlined operations by reducing manual data processes

✓ Reduced leadership workload by automating reporting and analytics

❝ "Brightmetrics helped me establish the level of expectation to set with my team and stabilize the performance around those expectations."

Call Center Supervisor, Evolent Health

Challenge

Evolent Health relied heavily on recorded patient calls to shape service strategies, but it lacked the necessary analytics to interpret critical insights from these interactions. Mitel's native reporting features failed to provide leadership with the ability to establish performance benchmarks or track customer experience trends effectively.

Without clear and actionable data, the team was forced to spend excessive time manually compiling reports, yielding minimal insights and increasing senior managers' workload. Directors and senior managers frequently worked 12-15% additional hours outside of standard business hours to manage data reporting, negatively impacting work-life balance and increasing the risk of burnout. The lack of consistent, real-time data access further complicated efforts to make informed decisions, hindering operational efficiency and strategic planning.

Solution & Implementation

By implementing Brightmetrics, Evolent Health eliminated the need for labor-intensive data compilation, saving valuable time and minimizing errors. The introduction of real-time monitoring gave leadership immediate visibility into employee performance, enabling timely feedback and more effective coaching.

The platform's customizable dashboards and automated reporting features empowered team leaders to generate actionable insights effortlessly. Its intuitive design allowed for a seamless implementation, enabling Evolent Health's team to quickly adopt and integrate the system without requiring extensive training or IT support.
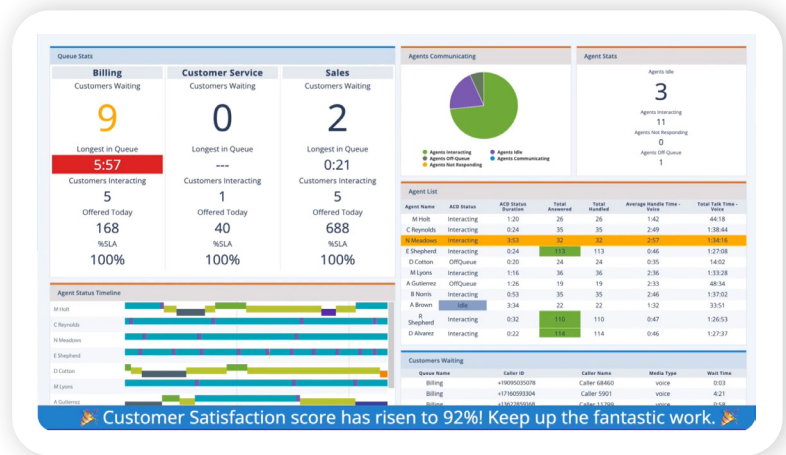
Results

After implementing Brightmetrics, Evolent Health immediately improved its efficiency and decision-making. Automated processes replaced time-consuming manual reporting, reducing administrative overhead and freeing time for strategic initiatives. Real-time analytics provided a more accurate and comprehensive view of agent performance and customer interactions, enabling leadership to set clear, measurable performance expectations.

This new data-driven approach helped the company achieve a 95% answer rate while optimizing call handling times. Automating report delivery ensured that management had continuous access to critical performance data, enhancing organizational transparency and accountability. The increased efficiency in data management also improved job satisfaction among leadership and frontline agents, contributing to a healthier and more balanced work environment.

Key Learnings

Data Democratization Matters
Providing accessible, real-time data enables teams at all levels to make informed decisions.

Automation Enhances Efficiency
Replacing manual processes with automated reporting significantly reduces workload and enhances accuracy.

Real-Time Insights Improve Performance
Instant visibility into agent performance fosters accountability and continuous improvement.

"Brightmetrics has been a lifesaver because it's so user-friendly. I can set up these automated reports and get the constant requests from management off my plate."

UM Technician Supervisor
Evolent Health

Conclusion

Evolent Health successfully transformed its data management strategy with Brightmetrics, overcoming longstanding reporting inefficiencies and improving overall operational effectiveness. By leveraging automated analytics and real-time insights, the organization optimized agent performance, enhanced patient experiences, and streamlined decision-making processes.

This comprehensive approach to data management continues to empower healthcare organizations like Evolent Health by simplifying operations, improving efficiency, and enabling more strategic decision-making. Whether a healthcare provider seeks to optimize workforce performance, enhance patient interactions, or improve overall service quality, Brightmetrics' intelligent analytics provide the critical insights to drive success.

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Brightmetrics equips contact centers and enterprises with intelligent analytics and reporting solutions to convert data into actionable insights. Our platform supports real-time and historical analysis, improving customer experience by driving strategic decisions and operational improvements. With Brightmetrics, businesses achieve smarter decisions, enhanced efficiency, and sustained growth through comprehensive data insights.

To learn more or to schedule a demo, visit **www.brightmetrics.com**