

Business Intelligence

Real-time workflow and data transparency at your fingertips

Accurate and timely data are vital to supporting an effective communications and engagement strategy. Our platform gives you a real-time view into your communication workflow and a wealth of reports and data. Easy access to this information helps you manage your workflow efficiently, as well as be prepared for audits and associated regulatory requirements.



Real-Time Monitoring

Know exactly where your

communications are in the workflow – from data submission through delivery – so you can make sure your communications arrive on time and on target. You and your team can track file and document status; delivery information for digital and print communications; and a variety of other details.



Custom Reporting Views

Use our customer portal to drill down into specific files or

documents to see exact details. This also provides powerful audit support, enabling your team to quickly identify needed data points to demonstrate regulatory and SLA compliance.



In-Depth Digital Reporting

Digital communications

offer an additional layer of available information to help you track the effectiveness of digital outreach. This reporting includes email open rates, click rates within emails, bounce/undeliverable data, and unsubscribes. Collectively, these can help you evaluate member engagement levels, as well as identify members who may need assistance updating contact information.



Multiple Access Options

These reports and data are available through various access points, including our customer portal, API connection, and ad hoc report and data delivery.

Change Healthcare can help you keep a close eye on your communications. Key features and benefits of our platform include:

- Real-time workflow monitoring
- Customizable reports
- In-depth digital reporting and statistics
- Access reports and data through multiple methods (portal, API, ad hoc delivery)
- Readily available data to support audit and regulatory requirements