

# Amazon Connect Helps Tellus Achieve Regulatory Compliance, Improved Patient Care

Regulatory shifts and digital transformation of the healthcare industry combine to create the need for change at Tellus. CloudHesive and Amazon Connect provide the solution.

Tellus, LLC (recently acquired by Netsmart) is a leading home health care technology provider focused on electronic visit verification (EVV) solutions. EVV systems are used to verify the delivery of home healthcare services. By simplifying and streamlining these tasks Tellus helps agencies and caregivers focus their time and attention on what matters most — improved patient care with better outcomes, greater efficiency, and cost reduction.

**THE CHALLENGE** The 21st Century Cures Act includes changes in the way home healthcare providers and agencies report the way they deliver services. Notably, the act sets new mandates for states to establish policies for Electronic Visit Verification (EVV) of Medicaid-funded home care. Tellus' legacy contact center solution lacked integration with its CRM, which made it difficult to provide the required reports. Additionally, cost increases by the vendor of the legacy platform continued to escalate.

Tellus required a modernized call center solution that would report critical data in order to meet new state reporting requirements, while reducing the cost of their contact center.

**THE SOLUTION** Tellus chose Amazon Connect for its inbound and outbound call center solution, and chose CloudHesive, an Amazon Premier Partner as its professional services partner for implementation & customization services.

Amazon Connect provides Tellus the ability to report on inbound calls, voicemail, return calls, and outbound calls to meet individual states reporting requirements.

To customize the Amazon Connect solution for Tellus, CloudHesive deployed a Voicemail Queue system to address issues such as missed or overlapping follow-ups. Voicemail Queues for Amazon Connect pushes voicemails to agents via Amazon Connect queues and provides management insight and oversight around agent responsiveness to voicemail contacts.

Cloudhesive also integrated Amazon Connect with the CRM system and built a data reporting engine using Amazon Kinesis, DynamoDB and Quicksight services to provide the new reporting requirements, and provided Tellus with a 100% virtual contact center environment.

**THE RESULTS** First and foremost, the Amazon Connect solution enabled Tellus to meet the new reporting requirements under the 21st Century Cures Act. A process that would have taken 20 hours per month of manual effort on legacy systems is now completely automated.

The new solution also provided a cost savings of nearly 40% compared to the existing platform.

Finally, the 100% virtual helped Tellus maintain a safe environment for employees during the COVID-19 pandemic.

## Technologies Leveraged

AWS: VPC, Lambda, Lexbot, S3, Kinesis

