

brightree connect™ Guided Call



Create
precise campaigns



Contact
the right patient
at the right time



**IntelligentQ™
Engine**



Standardize
and streamline with
tasks & alerts



Auto-generate
sales orders
at the right time.



Guide Your Patient Contact Team Step-by-Step to Maximize Compliance and Optimize Orders.

A Live Call Solution for CSRs, Powered by IntelligentQ™

The Brightree Connect™ Guided Call solution deploys the power of the IntelligentQ™ engine and Medicare-compliant call scripts in Brightree to enable your patient contact team to effectively execute resupply campaigns. With Brightree Connect, you can cost-effectively improve the clinical outcomes of chronic care patients and grow your resupply business.

New Patient Interaction Applications

Available Now!

- OSA application for CPAP/BiPAP
- Diabetic application
- Enteral application
- Guided call on demand

Maximize Compliance. Ensure your team follows best practices and compliant reimbursement guidelines with smart call scripts, while you create a thorough audit trail within the Brightree integrated system.

Increase Sales Orders for Resupplies. Contact the right patients at the right time by creating precise, profitable campaigns, powered by the Brightree IntelligentQ™ engine.

Improve Clinical Outcomes. Rely on advanced automation to guide your staff through routine therapy follow-up with direct access to patient and order information in one single interface.

A Single Platform for Patient Interaction & Revenue Management

Brightree Connect — Guided Call Features

Automated Patient Interaction — Cost-effectively connect with thousands of patients, control staff costs, and focus clinical staff on patients who require a personal response. Receive inbound calls from patients enrolled in active campaigns.

Guided Interface to Manage Patient Interaction — Guide your reps step-by-step through a script as they call chronic-care patients about supply replenishment.

Medicare-Compliant Call Scripts — Ensure your reps ask the right questions and capture patient responses with Medicare-compliant supply replenishment questions.

Audit Preparedness — Capture and track all patient responses to Medicare-compliant supply replenishment questions in a single integrated platform.

Full Control of Campaigns — Configure campaign details directly in Brightree software to define exact patient group and payer criteria.

Real-Time Campaign Precision Powered by IntelligentQ — Deploy profitable, accurate campaigns that adapt to real-time data updates based on important events, eligibility, patient responses, payer guidelines, and more.

Smart Workflows Defined by Tasks and Alerts — Improve therapy follow-up and keep claims moving forward with tasks and alerts that prompt the correct next steps for your staff.

Auto-Generated Sales Orders — Automatically generate sales orders based on patient requests during the call campaign.

Advanced Reporting — Make informed decisions with Brightree reports, which provide key business insights into your most profitable campaigns, patients and payers and help you drive exceptional service and follow-up.

A Single, SaaS-Based Platform — Consolidate mission-critical systems to leverage real-time data and streamlined workflows across patient interaction and revenue management.