meaningful work, not busywork

Strike a balance between reducing your workload and keeping control over your performance.

Finding the right healthcare IT services for your organization can seem like a choice between two extremes. Should you choose the fully outsourced vendor that saves you time but reduces your control? Or choose a technology-only solution and keep all your work in-house?

athenahealth's unique partnership model helps you strike the right balance between both options, so your providers and staff can focus on doing what they do best without sacrificing control or visibility. Our knowledgeable teams and nationwide network allow us to automate, eliminate, or redirect much of your work to our plates. To get the best results for your organization, we help you identify the tasks where your expertise can make the biggest impact. Together, we ensure you are clinically and financially successful at every stage.

	Patient outreach	Check-in	Care delivery	Billing
	We help you identify and reach out to patients who need care, so you can get them scheduled for a visit.	Our teams help you create a great experience for your patients, starting with a frictionless check-in process that saves your staff time.	We take on back-end technical work and monitor industry changes so your providers have the functionality and information they need to deliver the best possible care.	After each appointment, we help your practice get paid for the services provided, including preparing and submitting claims for you.
We Do	• Design, execute, and track care gap call campaigns • Automate reminder calls • Enable patients to easily reschedule with help from live operators where available • Build and maintain a digital patient portal	• Check eligibility before visit • Process credit card payments • Scan for Medicare/Medicaid coverage • Check in patients online	• Maintain IT systems and network technology • Delegate administrative tasks from physicians to support staff • Process faxes and match data with the right patient record • Monitor changes to federal quality programs • Manage clinical data • Communicate test results to patients	• Submit claims and track their progress • Manage remittances • Post payments • Manage claim denials
You Do	• Choose the best call campaign for your population	• Resolve eligibility for the few patients who require attention • Capture patient information (e.g., copays, outstanding balances, insurance, demographics, email)	• Care for patients • Interpret results • Satisfy quality measures	• Follow up on denials that have been worked but not resolved • Measuring your business through reporting
Results	• Increased patient throughput and a fuller schedule • More patients are reached and with reduced costs	• Less busy work • Staff are freed up to focus on strategic and high-value work	• Providers are able to focus on patients instead of screens • Paperwork management offloaded • Improved care coordination and increased visibility to in-network providers • Workflows updated regularly to reflect changes to quality programs	• Greater control of and visibility into your financial performance

✿athenahealth

The athenahealth Advantage

athenahealth delivers the industry's only future-proof, network-enabled service, keeping community hospitals on top of industry changes and focused on patient care with a proven combination of:

The largest network in healthcare

A nationwide network of more than 160,000 providers that connects the continuum of care, bringing community hospitals the scale and agility they need to thrive during change.

Collective insight and intelligence

The right information is surfaced at the right time so you maximize payments through our continuously updated Billing Rules Engine and Quality Management Engine. With each patient, your network gets smarter.

Work done at scale

We serve as an extension of your internal operations, wicking away low-value work and driving performance. We track claims, manage your clinicians' paperwork, performance coach, and more.

athenaCollector®

Our network-enabled revenue cycle management service that enables clients to maximize revenue, reduce administrative burden, and stay ahead of industry changes.

athenaClinicals®

Our network-enabled EHR service organizes the moment of care to help clinicians maximize their clinical productivity. We also execute administrative and quality program services for clinicians, including tracking all orders to close the loop on care.

athenaCommunicator®

Our network-enabled patient engagement service delights patients with an improved experience and gets them more fully engaged in their own care—all while eliminating unnecessary work.

athenahealth Population Health®

The only analytics, quality, and care management networkenabled service for managing at-risk populations. We seamlessly integrate a 360-degree view of the patient into our proven care management workflow, addressing care gaps and simplifying care coordination.

160,000+
providers on our network[1]

$28 b	**10+ b**	**62 m**	**1,200+**
collections posted in 2018	data transactions processed annually	unique patients seen in 2018	clinical documents processed per provider per month

Find out more. Talk to your McKesson Medical-Surgical Account Executive or visit us online at athenahealth.com/mckesson