



Neither software nor traditional outsourcing services provide everything you need to effectively and efficiently manage your billing and claims process. That's why athenahealth offers a unique approach, one that incorporates Web-based software, unparalleled industry knowledge and dedicated, experienced support staff – integrated into a single service that delivers consistent, dependable results.

The athenaCollector Advantage

With athenaCollector, you can realize meaningful and measurable results:

- ▶ Better insight into practice financials and physician performance
- ▶ Improved collection rates for physicians
- ▶ Reduced days in accounts receivable
- ▶ Increased staff productivity
- ▶ Decreased rate of lost and denied claims

And you can achieve all this with a minimal investment. There's no need to buy new server hardware and there are no upfront licensing fees.

Intuitive Practice Management Software

athenaCollector includes highly intuitive, Web-based practice management software that simplifies every step of the process – patient registration, scheduling, eligibility verification, check-in, coding, referral management, check-out, appointment follow-up, collections, accounting and reporting – all available to you whenever you need it.

Intelligent Billing Rules Engine

At the heart of athenaCollector is the industry's largest database of payer-specific reimbursement requirements. This proprietary billing rules engine delivers the in-depth insight and knowledge you need to get paid – and get paid accurately – by health insurers.

Updated daily based on athenahealth research and the collective experience of thousands of clients, our rules engine tracks the requirements of hundreds of payers and thousands of benefit plans. It includes claim advice, procedure documentation rules, situation-specific claim data requirements, insurance identification number formatting protocols, and more – all of which sends alerts to staff members at key points in the patient process when information is incorrect.

Expert Billing and Services Center

Once you've entered the charges and checked out the patient, our service team takes care of almost all of the rest. This includes generating and submitting all electronic and paper claims, confirming receipt of claims and resubmitting lost claims, posting remittance advice, securing payment for unpaid and denied claims, updating the rules engine to prevent future denials, and proactively working with you to keep your practice's performance at peak levels.

Through our powerful dashboards and reports, you can quickly and easily view key practice performance data. You can drill down to analyze individual payers, physicians, offices, claims and patients.

With the ability to see what's happening in your practice – in real time and in detail – you gain an enormous edge in everything from optimizing practice operations to negotiating payer contracts.

To Learn More

athenaCollector is part of a growing family of athenahealth services that are being used by thousands of physicians. To find out how athenaCollector can help your practice, contact your PSS representative or visit www.athenahealth.com/pss.



athenaClinicals provides a truly different approach to the traditional EMR, a wholly integrated solution. By applying the right combination of intuitive software, clinical and payer intelligence, and results oriented services, you can be confident that your practice is operating at peak performance.

The athenaClinicals Advantage

athenaClinicals consistently delivers superior results:

- ▶ Get paid for the care you deliver
- ▶ Eliminate process inefficiencies and unnecessary administrative steps
- ▶ Offload non-value-added workflows while increasing process speed, integrity, and visibility
- ▶ Keep the focus on physician-patient interaction

What's more, athenaClinicals seamlessly integrates with athenahealth's innovative Web-based billing and practice management system, athenaCollectorSM.

Robust, Fully Hosted EMR

The first component of athenaClinicals is a state-of-the-art EMR, Web-based and fully hosted by athenahealth. Physicians can personalize athenaClinicals to reflect their distinct patient workflows, while benefiting from an extensive list of EMR functions:

- ▶ Full online health record
- ▶ Support for both electronic and paper input
- ▶ Automated E&M coding
- ▶ Electronic prescribing
- ▶ Results and order management
- ▶ Clinical task management
- ▶ Health maintenance, preventive care, and wellness tracking



Intelligent Clinical Billing Rules Engine

Next, athenaClinicals layers on a powerful rules engine containing clinical and payer requirements. This knowledgebase is updated daily, adding "intelligence" to your EMR and providing your practice with the most current:

- ▶ Payer rules
- ▶ Billing rules for E&M, specialty and procedure-based coding
- ▶ Clinical rules for drug interaction monitoring

Because these rules are embedded in your patient encounters, you get the right information at the right time to make sound decisions about patient care – and to help you focus on your patients rather than on rules.

Support Services Help Your Practice Thrive

The final piece of athenaClinicals is the results-oriented services offered by athenahealth experts. You can offload labor-intensive, time-consuming administrative tasks to athenahealth.

Our virtual back office handles:

- ▶ Scanning and categorizing every incoming fax
- ▶ Entering select data and routing information to the appropriate patient records and staff members online
- ▶ Sending appropriate documents to review or authorize

In addition, intuitive reporting wizards give you visibility into your practice's compliance with preventive guidelines, workflow lag times, and clinical task follow-through.

To Learn More

athenaClinicals is part of a growing family of athenahealth services that are being used by thousands of physicians. To find out how athenaClinicals can help your practice, contact your PSS representative or visit www.athenahealth.com/pss.