



Frequently Asked Questions

athenahealth's Federal Stimulus Bonus Payment Guarantee Program

What is athenahealth's Guarantee?

It is the most meaningful Federal Stimulus Bonus Payment Guarantee Program. We are so confident that we can help you get Medicare payments for "meaningful use of an EHR" through the HITECH Act incentive program that we guarantee that you will get your payment in the first year.

How much money can eligible physicians receive in HITECH Act incentive payments?

The total amount of money available to each physician through Medicare depends on when they start to pursue Meaningful Use. Providers starting Medicare Meaningful Use in 2014 are eligible for a total of \$24,000 over three years. Part B fee schedule adjustments for non-MUers will begin in 2015.

Who qualifies for athenahealth's Guarantee?

Any physician pursuing Medicare Meaningful Use Stage 1 using athenaClinicals® and athenaCollector® by June 30, 2014, who meets CMS criteria for Medicare eligibility or any physician pursuing Medicare Meaningful Use Stage 2 using athenaClinicals, athenaCommunicator®, and athenaCollector.

Does the Guarantee apply to current clients?

Yes, the guarantee applies to current athenaCollector clients who are interested in using athenaClinicals in addition to those looking to start using our services for the first time.

How do I sign up?

If you would like to take advantage of the Guarantee opportunity, we will provide you with a separate rider as part of your athenaClinicals contract. From there, your account manager will help you to enroll in the HITECH Act incentive program, and our National Clinical Intelligence Team will ensure that your participation and reporting meets "meaningful use" guidelines.

What is athenahealth guaranteeing?

As a service-based EHR, our monthly fee is the only payment we receive from our clients for our EHR. If you don't receive the Federal Stimulus reimbursement dollars for the first year you qualify, we will credit you 100% of your EHR service fees for up to six months until you do. This offer applies to HITECH Act reimbursement payments only. Additional terms, conditions, and limitations apply. Talk to your athenahealth representative to learn more.

So athenahealth is putting its revenue on the line? How are you able to do that?

We're able to guarantee that you'll be qualified for HITECH reimbursement because:

- ▶ Our cloud-based software allows us to respond to any changes from Washington with regular updates that are immediately available to every practice on our network.
- ▶ Our National Clinical Intelligence Team is monitoring all proposed changes to "meaningful use" requirements (as well as new P4P programs nationwide) and works with our athenaClinicals development team to make sure our EHR meets the requirements.
- ▶ Our back-office service team will help physicians enroll in the stimulus program, determine data to be collected, report on necessary clinical measures, and collect payment.

Why are you doing this?

The Guarantee Program is athenahealth's way of standing by physicians and their practices with a solution that is built for the future of health care. As part of our mission to be caregivers' most trusted service, we're committed to helping minimize the risk of EHR adoption and taking on the burden of work required for physicians to receive HITECH Act incentive payments.

Does the Guarantee apply to both Medicare and Medicaid incentive payments?

The Guarantee applies only to Medicare incentive payments. We do not include Medicaid stimulus monies as part of our Guarantee because there will be so much variation at the state level. However, because federal law requires that the Medicaid requirements for "meaningful use" model those of Medicare, there is a high likelihood that pediatricians (and other physicians with Medicaid patients) on athenaClinicals will qualify. While we cannot guarantee Medicaid reimbursements, it is important to note that the CMS "meaningful use" criteria look to be the same for both programs. As part of our mission, we are committed to

helping physicians qualify and collect every incentive payment they are eligible for—including the Medicaid HITECH Act incentive payments.

Does the Guarantee apply to pediatric practices that see Medicaid patients?

No, the Guarantee only applies to Medicare incentive payments because the Medicaid HIT program will be run at the state level with high variability and uncertain timelines. As such, the Guarantee would only apply to pediatricians who serve a Medicare population. Though we cannot guarantee Medicaid payment, we will proactively help pediatric practices manage government requirements and receive incentive payments from Medicaid because our solution includes support and services.

What products or services will I need?

To be eligible for our guarantee, providers pursuing Meaningful Use Stage 1 will need our integrated, cloud-based practice management and billing (athenaCollector), and electronic medical record (athenaClinicals) services. Providers pursuing Meaningful Use Stage 2 will need to be on athenaCollector, athenaClinicals, and athenaCommunicator to be eligible for our guarantee.

Why is athenaCommunicator required for the Stage 2 Guarantee?

athenaCommunicator is our cloud-based, on-demand, patient communication service that facilitates patient engagement—a key component of Meaningful Use Stage 2. While athenaClinicals will contain all the functionality needed to attest to Stage 2, we believe our full patient communication services will make it that much easier for providers to successfully attest.

Are all aspects of “meaningful use” covered by this Guarantee?

The Guarantee does not apply to any physician who fails to meet either of the following:

- (1) The standards under applicable privacy and security rules, and (2) specific required quality or administrative outcomes with specific performance goals. Both of these are outside of athenahealth’s control and can only be met by the individual physician. We will keep you informed of requirements when they are released and work with you to maintain best practices.

Does the Guarantee program apply to part-time physicians or physicians who are part of multiple practices with billing/EHR services not rendered by athenahealth?

The Guarantee applies only to physicians who work exclusively for medical practices served by athenahealth’s athenaCollector and athenaClinicals products. A part-time physician may be eligible for the Guarantee provided that, as required by all qualifying physicians, he/she meets the minimum patient volume thresholds set forth by CMS, practices 20 hours per week, and provides 80% of eligible patients’ care. In accordance with CMS standards, a physician must also have a physical office in order to receive incentive payments.

What happens if I already have an EHR?

You can switch to athenaClinicals with our proven implementation methodology and become eligible for the Guarantee.

Does the size of my practice matter?

No, we are making this Guarantee available to any size practice.

Is the Guarantee valid for all specialties in all states?

The Guarantee applies to eligible physicians working in supported specialties in open states. For multi-specialty practices, this means that the Guarantee will apply only to physicians working in supported specialties.

Will your Guarantee require additional work from my practice?

Unlike other EHR solutions, support is an integrated component of athenaClinicals. We will take a proactive and involved approach to ensure that our physicians will receive Stimulus dollars. Of course, in order to remain eligible for the Guarantee, each physician must fulfill HITECH Act privacy and security rules and actively use our solution to meet “meaningful use” criteria.

How can I learn more about athenaClinicals and your Guarantee Program?



Please call 800.981.5084 or visit athenahealth.com.