



athenahealth

Ask yourself:

How can I collect the money that I am owed for the services I provide?

How can I get paid faster?

I am spending too much time chasing payers. How can I get paid more efficiently?

Do I have the information I need to effectively manage my practice?

# athenaCollector<sup>SM</sup>

**The industry's leading billing and practice management solution — delivering faster payment, increased revenues and dramatically improved control over practice operations**

Practices can face an array of operational challenges. Constantly changing payer rules make it time-consuming for your staff to keep up. Lost and denied claims significantly impact your practice's income. Lack of accurate data leaves you at a disadvantage during planning and payer negotiations.

athenaCollector helps you solve these challenges. athenahealth offers the industry's leading approach to billing and practice management — combining award-winning software, the country's largest database of payer rules and a state-of-the-art billing and collections center like no other. The result? Significantly improved financial and operational performance for your practice.

## **The athenaCollector Advantage**

With athenaCollector, you realize immediate and measurable results. You can:

- ▶ Improve collections per physician
- ▶ Reduce days in accounts receivable
- ▶ Increase staff productivity
- ▶ Decrease the rate of lost and denied claims
- ▶ Gain radically better insight into practice financials and physician performance — and drive improved profitability

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.

# athenaCollector<sup>SM</sup> — optimizing results through a unique approach

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.

## **Intuitive Practice Management Software**

athenaCollector includes our highly intuitive, Web-based practice management software that simplifies every step of the process — patient registration, scheduling, check-in, coding, referral management, check-out, appointment follow-up, collections, accounting and reporting.

athenaCollector relieves your staff of many time-consuming activities, allowing them to focus on running your practice by:

- ▶ Automatically checking patient eligibility prior to appointments and flagging ineligible patients to help reduce denials
- ▶ Tracking practice activity in real time, helping to ensure that charges are captured and claims are generated for each patient visit
- ▶ Providing a “workflow dashboard” so you can see up-to-the-minute status of all claims wherever and whenever you have internet access, revealing what's been paid, what hasn't and why
- ▶ Maintaining compliance with billing and claims management standards, including HIPAA, EDI, ERA and NPI
- ▶ And much more

## **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 evolving requirements of hundreds of payers and thousands of benefit plans, so you don't have to. It includes everything from coding advice to procedure documentation rules, from situation-specific claim data requirements to insurance identification number formatting protocols. And that's just the beginning.

As data is entered into our practice management application during each stage of the patient workflow, our rules engine verifies the information and alerts staff when something needs to be corrected or additional data is required. As a result, our clients are typically reimbursed correctly for their services the first time around — not the second or third.

With unprecedented visibility into your operations, you can gain greater financial control and realize significant performance improvements

## Expert Billing and Services Center

Once you've entered the charges and checked out the patient, our athenahealth service team takes care of the rest of the billing process.

This includes:

- ▶ Generating and submitting all electronic and paper claims
- ▶ Confirming receipt of claims and resubmitting lost claims
- ▶ Posting every line item of remittance advice received from payers, including scanning all paper remittance advice into our practice management application for online reference
- ▶ Following up on unpaid claims and denied claims and working to secure payment for them
- ▶ Updating the rules engine to help prevent denial recurrences
- ▶ Reviewing key performance metrics and notifying you proactively if performance is not consistent with targets

Finally, our committed billing and collections experts work in partnership with you to maximize revenue. Our goal isn't to simply answer your questions. Our client services staff is specially trained to proactively seek opportunities that help you improve your practice's performance.

## Greater Insight for Better Decision Making

With athenaCollector<sup>SM</sup>, you have the information you need, whenever you need it. It's all available through our Web-based practice management application, which provides you with up-to-the-minute information posted by your staff and our billing and collections team.

Through our powerful dashboards and reports, you can quickly and easily view key practice performance data — accounts receivable, practice activity, schedule utilization, collections, denials, payer mix and more. 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 can gain an enormous edge in everything from optimizing practice operations to negotiating payer contracts.

And through our unique “Live Benchmarking” capability, you can even see how your practice measures up against other athenaCollector practices in your state or specialty — or even across the country. It's a unique opportunity that provides you with insight into which areas could be improved.

A service that helps your practice run more efficiently, athenaCollector significantly improves billing and practice management processes to help you get paid what you deserve — faster.

“Live Benchmarking”  
information helps you  
evaluate how your  
practice is doing  
compared to other  
practices across  
the country

# The knowledge practices need to get paid what they deserve — faster

athenaCollector<sup>SM</sup> helps you overcome common challenges with traditional billing software and services.

Form a whole new kind of relationship with payers — one that is much more productive for your practice

## Traditional Billing Software and Services

Don't help you fix claim errors before they are submitted, resulting in denials or inaccurate payment

Have trouble keeping current with payer rules without a massive investment of time and staff

May not hear the voice of one practice among many

May not give you the data you need to compare your practice with others

Don't help front-desk staff juggle rule changes and ensure information is complete and accurate at each stage of the patient workflow

Don't help you more thoroughly understand your practice operations and identify opportunities for improvement

## The athenaCollector Difference

Includes the athenahealth billing rules engine — the industry's largest database of payer reimbursement requirements — continually updated to help you generate "clean" claims that get paid accurately the first time through

Adds new rules daily working with hundreds of payers and thousands of practices so your staff can easily remain current with changing requirements

Leverages our massive physician network into a whole new kind of relationship with payers — one that is much more productive for your practice

Delivers "Live Benchmarking" of your practice against other practices in your state or specialty — even across the country — to help you identify areas for improvement

Automatically checks information entered by front-desk staff to ensure that it is complete and adheres to current payer requirements, then immediately corrects information

Enhances decision making and improves communication throughout your practice with up-to-the-minute practice and physician performance reporting



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## About athenahealth

athenaCollector<sup>SM</sup> is part of a growing family of athenahealth service solutions used by thousands of physicians across the country. Our goal is to help restore the health of health care, one practice at a time. To find out how athenaCollector can help your practice, contact us at 866.817.5738 or [www.athenahealth.com](http://www.athenahealth.com).