

## Marketplace Frequently Asked Questions

### **Q: What is the More Disruption Please (MDP) program and how does the athenahealth® Marketplace fit?**

A: More Disruption Please (MDP) is an athenahealth initiative that brings together like-minded innovators, entrepreneurs, companies and investors who share our desire to make health care work as it should through connectivity to disruptive solutions.

Read more about the [MDP program](#), which includes the MDP Network, Accelerator and athenahealth Marketplace. The Marketplace is the online destination where health care providers can explore innovative technologies that connect with athenaNet®.

### **Q: What are the key differences between technology partners and clinical exchange partners?**

A: Technology partners are a part of our MDP program and offer best-in-breed products and services benefiting health systems today. These technology partners are directly integrated into our cloud-based services, making implementation easy and seamless.

Clinical exchange partners are a sampling of the hundreds of global connections we have available to vaccine registries and clinical labs. You can access a list of our pre-packaged connections on our [developer portal](#).

### **Q: Is there a cost for clients to connect to partner solutions?**

A: There is no fee to use the Marketplace. athenahealth does not charge interface or setup fees to integrate or connect with any partner featured on the Marketplace. Clients do pay our partners based on the contract established for their product or service.

### **Q: What does the 'pilot' flag mean on the Marketplace?**

A: Partner solutions with a 'pilot' flag indicate new Marketplace solutions, where clients have an opportunity to be one of the first to test the solution. You can request these connections through the marketplace, by clicking on each partner tile and completing the registration form. While some partners offer a free pilot period as a promotion to encourage interest, most are based on a fee for service contract.

### **Q: What happens when clients complete a 'Get Connected' form on the Marketplace?**

A: Submit your information through the 'Get Connected' forms on each partner solution page to learn more about each integrated application or service. Provided you have the right athenahealth service(s) required for the partner's integrated application, the client information is sent to the partner for follow up.

Once you contract with the partner and sign the athenahealth authorization and consent form, the partner notifies the MDP Operations team and the request is processed. From there, the partner will help you establish the connection.

### **Q: How long does it take to connect with a technology partner?**

A: The timeframe for establishing a partner connection varies based on the size of each practice. We have many partners who can turn on functionality in just a few days. However, before any connection can be

made, you must have signed a valid contract with the partner, along with the authorization and consent form which allows athenahealth to share necessary client data with the partner.

You must also have implemented the requisite athenahealth services. We occasionally receive requests from clients for partner solutions that require integrations into services that they are not yet utilizing.

**Q: Can I test multiple applications?**

A: You can contract with as many Marketplace partners as you like. However, certain solutions, such as transcription, must be set up at the practice level. In these instances, you can only choose one partner solution or interface type to use across your practice. Other solutions can be enabled on the provider level, so that providers across the same practice can select which partner solution or interface type they each wish to use.

**Q: Do I receive different support when I request information through the athenahealth Marketplace versus a partner's website?**

A: The athenahealth Marketplace is a one-stop shop for you to access partner information and compare partner solutions. It's the most direct, automated way for all clients to connect with partners. However, many partners also offer information regarding their integration with athenahealth on their website. The level of support and type of integration should not vary based on how you engage with a partner, but we prefer clients to leverage the marketplace as their most trusted source.

**Q: Where can I find information on new Marketplace capabilities and the MDP roadmap?**

A: The MDP Business Development team is constantly vetting new partners and looking for new solutions to optimize client workflows. You can learn more about our roadmap and partner development plans by emailing [DealDesk@athenahealth.com](mailto:DealDesk@athenahealth.com). Once a new partner solution is ready for clients, they'll be listed on the athenahealth Marketplace.

**Q: What is the Security Verification Program?**

A: athenahealth is requiring that partners perform an HITRUST self-assessment within 90 days of being Generally Available (GA) on the athenahealth Marketplace site. [HITRUST](#), the Health Information Trust Alliance, has established the CSF, a certifiable framework used by organizations that create, access, store or exchange personal health and financial information.

Partners will score themselves during the self-assessment. As part of the security verification program, HITRUST will perform a limited quality assurance review.

If partners do not pass the self-assessment within 90 days of becoming GA on the site, they will be removed. This is an effort to ensure that partner solutions meet the expectations of athenahealth and its client base.

Partners are ultimately responsible for the security of their own solutions.

**Q: What other information should I know?**

A: We do not control and are not responsible for the privacy or security standards or practices of, or the data available on, or the products or services offered through, MDP Partners. While we conduct some initial diligence on MDP Partners before allowing them to join the marketplace, we urge you to evaluate the soundness of those standards, practices, data, products and services for yourself, in part because such standards and practices of MDP Partners may change after joining the marketplace.