



A guide to your athenahealth team



There are many people dedicated to ensuring your partnership with athenahealth is a success, from the first day of onboarding and throughout the relationship. Of course, you've already interacted with your **Sales Executive**; they've documented all the information you've shared about your business to date so your **Onboarding Team** can get up to speed quickly. This guide defines the team members you can expect to hear from going forward — and how they will be supporting you.

Project Lead

Your direct point of contact throughout your onboarding process, this person will oversee and be directly responsible for your onboarding.

Program Manager

They're here to ensure that onboarding goes smoothly for you — and to provide additional support. It's important that you're satisfied throughout the process, so feel free to reach out as needed.

Enrollment Associate

This member of the project team will partner with you and your staff to set up and configure your system and support you with enrollment-related tasks before you go-live.

Banking Associate

This will be your first point of contact after you've signed with athenahealth. You'll be guided through the process of submitting your U.S. Bank application. Your Banking Associate will monitor your application status and ensure you have gathered and submitted the necessary documentation.

Customer Success Manager (CSM)

During onboarding, you'll be assigned a dedicated Customer Success Manager that will serve as your business partner after go-live — and throughout your entire relationship with athenahealth. Your CSM will help your organization achieve short- and long-term goals by proactively monitoring your performance and providing strategic guidance to ensure you're maximizing the value of our partnership.