



Service Description Spring 2024 Release Edition

athenaOne[®]

Insurance Detection

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Introduction

This document describes athenaOne® Insurance Detection (“Insurance Detection”) provided by athenahealth®, including the division of responsibilities between you and athenahealth. This Service Description applies only to clients who sign an athenahealth services agreement for Insurance Detection.

To use Insurance Detection, you must be an ambulatory practice using athenaOne® Base or athenaCollector® and athenaClinicals®; Insurance Detection is an optional add-on for such services. This document serves as an addition to the athenaOne Base Service Description or the athenaCollector and athenaClinicals Service Descriptions, as applicable, and does not replace those documents.

Change Summary

This document supersedes any earlier service descriptions for Insurance Detection. This document will remain in effect until superseded by a subsequent version. Before relying on this document, please confirm with athenahealth that this is the most recently published version.

Spring 2024 Release:

- **No changes.**

Minor edits to wording or punctuation are not listed. For all changes prior to the publication of this service description, please see the “Complete Change Summary” posted at <https://success.athenahealth.com/s/article/000013529>.

The remainder of this document is referred to as a “Service Description” in the athenahealth services agreement and is legally binding on clients that sign an athenahealth services agreement that includes the Enhanced Claim Resolution Service. “We” and “our” refer to athenahealth. “You” and “yours” refers to the organization signing the athenahealth services agreement and its staff. Capitalized terms used but not defined in this document have the meanings assigned to them in your athenahealth services agreement.

athenahealth is in the process of rebranding the platforms used to provide our services from “athenaNet” to “athenaOne.” All references to “athenaNet” in your athenahealth agreement are now replaced with a reference to “athenaOne.” The suite of services consisting of athenaClinicals, athenaCollector, and athenaCommunicator (formerly known as “athenaOne”) is now known as “athenaOne Base.”

1 Onboarding

1.1 Onboarding

You must designate an onboarding lead who can serve as a point of contact for us during the onboarding process. During onboarding, your Onboarding Specialist will work with you to complete the practice intake form, which is required before turning on the service.

Please see the athenaOne Base or athenaOne Product Service Description, as applicable, for additional information about the onboarding process.

New athenahealth Clients. When you include Insurance Detection in your athenahealth suite of services, it is added to the onboarding process for athenaOne Base or athenaCollector and athenaClinicals, as well as any other services you purchase. An Onboarding Specialist will be available to you and your athenahealth project manager as needed during Onboarding.

Existing athenahealth Clients. When you add Insurance Detection to your existing suite of athenahealth services, we will provide an Onboarding Specialist to help you get started.

1.2 Go-Live Date

Your actual Go-Live Date will be set jointly by you and your Onboarding Specialist. In order to meet the scheduled Go-Live Date, you must work with us and follow our pre-Go-Live workflow documentation, including completion of the practice intake form.

2 Insurance Detection

For any claims that have Medicaid listed as the primary insurance, athenaOne will automatically perform an insurance check to find additional coverage prior to billing Medicaid. If the patient is found to be eligible for insurance coverage with either Medicare or Commercial, the claim will either be updated and billed to the payer by our staff or automatically when possible. If the patient is not eligible, the claim will be dropped to the current Medicaid package that is listed as the primary insurance on the claim. This functionality can be opted out of at the context, patient, or claim level.

Appendix 1: Glossary

Go-Live Date: means the first day that you are able to utilize any of the Insurance Detection services listed in this Service Description.

Onboarding Specialist: during onboarding, an athenahealth employee who will guide you through adding the Insurance Detection Service to your workflow.