

athenaCoordinator Core

Frequently Asked Questions

Q: What is athenaCoordinator Core?

A: It is a simplified electronic order transmission service that delivers clean, legible orders; providing relevant clinical, billing and demographic information right on the order to make the referral process easier and more efficient.

Q: What services do I get when I sign up for athenaCoordinator Core?

A: The services provided are dependent on order volumes and order types, but in summary, may include the following:

- Highly curated, insurance validated, Orders transmitted electronically
- Increased visibility of your organization in the ordering workflow, as well as into our growing Network of providers
- Global* orders interfaces (currently available for Lab & Imaging Orders) (subject to meeting the qualifying threshold)
- A dedicated athenaCoordinator Core Receiver Portal with real-time access to Orders from athenaClinicals clients; including the ability to manage a worklist, referral management reporting and athenaText.
- Other optimization and dedicated resource services

For detailed explanations of the service components, please refer to the description of athenaCoordinator Core services set forth in the most current version of the athenaCoordinator Service Description.

* A global interface is a single interface tunnel established between two systems (i.e. athenaNet and your IT system) that can be utilized by our entire network of providers.

Q: What is the definition of an Order?

A: An initial individual instruction and/or authorization that is placed in athenaNet by an Authorized User and transmitted via interface, fax or print to include any of the following:

- consultation
- referral
- surgery
- procedure
- imaging study
- durable medical equipment

Lab Orders: the set of orderable lab tests for a single patient to be performed on the same Date of Service; typically equivalent to an accession (i.e., 5 lab tests ordered on a single patient on the same DOS = one Order).

Prescription: a single medication or vaccination Order initiated by the prescriber or a provider's response to a renewal request from a pharmacy. It does not include a provider's response to requests for clarification or change requests from a pharmacy. A single medication or vaccination Order issued with refills will be treated as one Prescription.

For purposes of invoicing, it is important to note that all Orders entered into the athenaClinicals EHR, in which your facility is selected as the Send to Provider, are deemed billable. This includes all modes of transmission as each will generate a carbon copy of the Order delivered to your Portal electronically.

Q: What is an athenaCoordinator Core Receiver Portal?

A: It is an online web portal built specifically for your organization's Authorized Users to receive and manage Orders from athenaClinicals providers, run referral management reports, submit cases for issue management, obtain visibility into athenahealth's growing Network of Providers in your service coverage area and when appropriate, get access to Compendium Self-Management.

Q: Do we have to use the athenaCoordinator Core Receiver Portal to retrieve Orders sent to us?

A: No. This is merely a repository of all your Orders from athenaClinicals providers available in real-time. You will continue to receive your Orders in your usual delivery method in addition to the Orders going into the Portal; fax transmission or via electronic orders interface if/when that is enabled for your organization.

Q: Do I get charged for Orders if the patient does not show up for their test or their specimen is not sent to my lab for processing?

A: Yes. The Order Fee is for the transmission of the curated Order. If you should identify a consistent pattern of receiving Orders for patients/specimens that never arrive at your organization, you should contact the ordering provider directly to address the situation.

Q: What if I am charged for Orders that my organization cannot fill/provide?

A: Unfortunately, we are unable to control what Orders a provider places to your organization but we do try to minimize the occurrence of inappropriate order transmission through naming conventions, order type groupings, loading your preferred compendium (only available for lab & imaging order types currently), and client outreach when appropriate. However, if you receive orders for services you do not provide, your organization is responsible for contacting the ordering provider(s) to clarify your suite of services and provide re-direction.

Q: When do I start getting invoiced for the athenaCoordinator Core Service Fees?

A: Invoicing commences the month following your athenaCoordinator Core Go-Live Date (the first date you are able to connect to any of the athenaCoordinator Core services listed in the Service Description, which may include gaining access to your athenaCoordinator Core Receiver Portal). Invoices are then produced monthly thereafter. **Please Note: Fees are independent of Orders interface availability.** All Orders, regardless of mode of transmission, are billable per the definition of Order.

Q: Is the Subscription Fee billed for each athenaClinicals client we receive Orders from?

A: No. We only charge the Subscription Fee for your organization's athenaCoordinator Core Receiver Portal(s). Only one Receiver Portal is needed per Receiver but if you should request an additional Receiver Portal for any reason, each would be subject to the Subscription Fee.

Q: Do I need to sign a new Master Services Agreement for athenaCoordinator Core each year?

A: No. The Master Services Agreement for athenaCoordinator Core is evergreen (*i.e.*, it automatically renews on an annual basis) and includes the right to terminate for convenience by providing 90 days prior written notice.

Q: Are there any qualifying stipulations to get an Orders interface?

A: Yes. We require a minimum threshold of 200 Orders per month for your organization to be put in queue for the development of a new Orders interface.

Q: How long will it take for the Orders interface to go live?

A: Once you are live on athenaCoordinator Core, it typically takes 1 – 3 months for the project to kick-off and then another 1 – 2 months in development and testing, but may vary depending on prioritization, internal resourcing and scoping for the project.

Q: What is athenaText?

A: athenaText is a secure messaging application for medical professionals that enables better collaboration around patient care. It is available for free to our athenaCoordinator Core clients via the athenaCoordinator Receiver Portal (if applicable) or your own iOS or Android device by downloading from the app store. To learn more about athenaText, please visit our website at: <https://www.athenahealth.com/practice/athenatext/secure-text-messaging>

Q: Do I need to sign up for athenaCoordinator Core if I only want a Results interface?

A: No. Results interfaces are set up at no cost to you at the request of our athenaClinicals clients.

Q: What is the difference between athenaCoordinator Core (for Stand-alone Receivers) and athenaCoordinator?

A: athenaCoordinator Core (for Stand-alone Receivers) designates that the Receiver does not have other athenahealth services. They are only receiving the service described as “athenaCoordinator Core services” in the athenaCoordinator Service Description.

**If you should have additional questions about the athenaCoordinator Core service,
please contact CoordinatorInfo@athenahealth.com.**