



athenaCoordinator[®] Service Description Q2 2015 Edition

athenahealth, Inc.
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Table of Contents

- Change Summary 4
- Introduction..... 4
- The athenaCoordinator Advantage 4
- About The athenaCoordinator Service 5
- Detailed Description of the athenaCoordinator Service..... 5
- 1. The athenaCoordinator Service 5
 - 1.1 Care Coordination Services..... 5
 - 1.2 Patient Access Services 7
 - 1.3 Community Engagement and Client Support 7
- The athenaCoordinator Enterprise Advantage..... 9
- About The athenaCoordinator Enterprise Service 9
- Detailed Description of the athenaCoordinator Enterprise Service 9
- 2. The athenaCoordinator Enterprise Service 10
 - 2.1 Care Coordination Services..... 10
 - 2.2 Patient Access Services 12
- 3. Co-sourcing in athenaCoordinator Enterprise Services 13
 - 3.1 Set-Up and Training 13
 - 3.2 Availability of the athenaCoordinator Enterprise Service 15
 - 3.3 We Work Together to Keep the Data Confidential..... 16
 - 3.4 Expert Advice and Support..... 17
 - 3.5 Community Engagement and Client Support 17
- 4. Maintaining the Co-sourcing Relationship is Essential 18
- About Us 19
- Appendix 1: Definitions 20
- Appendix 2: Terms of Use of Alpha and Beta Functionality 21
- Appendix 3: Complete Change Summary..... 23

Style Conventions

The following style conventions are used in this document. Here's what they mean:

1 Major Headings

Major Headings set apart the four main sections of the Service Description.

- Bulleted text can appear anywhere.

Important legal notices are set apart like this.

1.1 Subheads

Detail topics are grouped by their subheadings.

Topic headings are set in **bold**. Details about the topic are in **body text**.

Topic exceptions. Exceptions to the topic description are set apart with an indent and horizontal line.

Topics not applicable to most clients. Topics not pertinent to a majority of clients are set in a different colored type.

Change Summary

This section is intended to make it easy for existing clients to understand changes in this edition of the athenaCoordinator Service Description, as compared to the prior edition. Material changes are listed below according to the period they went into effect. Minor edits to wording or punctuation are not listed.

The Complete Change Summary appendix at the end of this document is a complete history of changes to the Service Description. Material changes are listed according to the period they went into effect. The first edition was published in Q2 2015.

As of the effective date listed on the cover page, this document supersedes any earlier service descriptions for athenaCoordinator Services and will remain in effect until superseded by a more recent version. Before using this document, please confirm with athenahealth that this is the most recent version.

Q2 2015

- Initial document.

For all changes prior to Q2 2015, please see Appendix 3.

Introduction

According to industry research and athenaNet data, there are significant opportunities to improve the way hospitals and healthcare facilities source, schedule, transition, and prepare patients to receive care. The average practice's schedule is only 70% full, yet patients still wait an average of 33.4 days for a follow up care appointment. And even when the hospital is able to schedule and treat the patient, getting paid and coordinating additional care is still difficult. In 2013, hospitals provided over \$49 billion in uncompensated care and 50% of consult Orders for imaging were never closed (likely because the patient was never scheduled or failed to show up). To succeed, organizations must dramatically improve their ability to coordinate care from the perspective of both doctor and patient, while at the same time reducing the fixed costs associated with each treatment.

athenaCoordinator Enterprise is a cloud-based care coordination and patient access service. It enables smooth transitions in care, with direct scheduling across your organization and secure text messaging for provider collaboration. athenahealth teams take on your insurance verification and financial clearance work so providers and staff get all relevant information and patients receive a "red carpet" experience upon arrival.

If your organization prefers a light weight option to improve the way you receive Orders, athenaCoordinator provides a single, streamlined ordering workflow that connects your facilities to athenahealth physicians in your community.

The athenaCoordinator Advantage

- Reduced error rate, due to generation of Orders from validated athenaClinicals data (including patient, insurance, and Order details)
- Increased efficiency as a result of receiving pre-processed Orders with insurance eligibility information
- Improved visibility among community physicians in the athenaClinicals ordering workflow
- Fewer phone calls and faxes with ordering providers when fulfilling Orders
- Decreased patient frustration thanks to streamlined care coordination workflow

- Visibility into community/affiliate ordering patterns
- No fixed costs or software to install

About The athenaCoordinator Service

Our athenaCoordinator Service, which is available as a stand-alone solution for providers and facilities that receive and fulfill healthcare Orders, creates a streamlined ordering workflow between your Facility and the physicians in your community who use our cloud-based EHR service, athenaClinicals®.

Our Order transmission service delivers critical “validated” information that your Facility needs to fulfill and bill for the Orders you receive. Orders from athenaClinicals providers will be delivered via your standard fax workflow, or we may mutually decide to build an interface with athenaClinicals via standard HL7 protocols for supported Order types.

When an athenaClinicals physician creates an Order in our web-based EHR, your Facility will be differentiated within our search tool as an “In Network” provider that uses our athenaCoordinator or athenaCoordinator Enterprise Services. This makes it easy for community physicians to find your Facility and providers within our national database.

We make it easy for you to sign up for the athenaCoordinator Service thanks to our simple set-up and configuration process. Once you start receiving Orders, you can access and run several reports that detail provider ordering patterns.

Detailed Description of the athenaCoordinator Service

The goal of this document is to set out clearly, in plain English, what you can (and can’t) expect from us, and what we will expect from you at a (very) detailed level.

The remainder of the document describes the specific service offerings available as part of athenaCoordinator.

Overall, it may seem like a lot, but please read it anyway! Understanding what we can expect from one another is the single most important ingredient to making our partnership a success!

The remainder of this document, except for the “About Us” section at the end, is referred to as the “Service Description” in the athenahealth Master Services Agreement and is legally binding for customers who sign the Master Services Agreement. “You” and “your” refers to the organization signing the athenahealth Master Services Agreement and its staff. “We” and “our” refer to athenahealth. Capitalized terms not defined in this document are defined in the athenahealth Master Services Agreement. The following naming convention changes have been made: If you were an athenaCoordinator Core client, information about your service in this Service Description now appears under the name athenaCoordinator.

1. The athenaCoordinator Service

1.1 Care Coordination Services

In-Network Status. As an athenaCoordinator Receiver, your Facility and/or physicians will appear as In-Network Providers in athenaNet’s global provider directory. When a community physician enters an Order in athenaClinicals for those classes of Orders for which you provide service (e.g., consult, lab, and imaging), your Facility and/or physician will be clearly visible within the Order workflow with a visual representation of your status as an In-Network Provider.

Increasing Awareness among Ordering Providers. When available, facilities will provide logos for athenahealth to co-brand information sheets outlining the benefits of athenaCoordinator for ordering providers. You may choose to send this information to Ordering Providers via fax, mail, email, personal office visits, and other methods, in Order to increase their awareness of athenaCoordinator and its benefits for ordering providers. athenahealth offers additional opportunities to work together to introduce ordering providers to athenahealth services. Co-marketing with athenahealth may include, but is not limited to, activities such as dinner events at local restaurants with ordering providers and/or their office staff, and visits to medical practices coordinated with your representatives and athenahealth field personnel.

Outbound Demographics Interfaces. At your request, athenahealth may build an outbound demographics interface to electronically transmit patient demographic and insurance data when ordering providers submit an Order to your practice/Facility. Outbound demographics interfaces are developed as part of the athenaCoordinator Service at no additional charge to your Facility or to athenaClinicals users. The construction of interfaces to supply chain partners is a core function of athenaNet's backbone services and, as such, we prioritize interface delivery based on overall network demand and anticipated value to the network. The process includes project management, testing, roll out, and continuous monitoring of the interface. Interface development may not coincide with the timing of your initial set-up on athenaCoordinator.

By signing up with athenahealth, you grant us the authority to build outbound demographics interfaces on behalf of your ordering providers according to our global data exchange specifications. Because we execute this process on behalf of your ordering providers, your practice/Facility will not require the testing or consent of your ordering providers to activate an interface. Your practice/Facility will use reasonable efforts to help athenahealth gain access to personnel at your practice/facilities in Order to build and maintain such interfaces.

The outbound demographics interfaces are currently only available for transferring demographic information from athenaCollector and athenaClinicals practices to an external system via standard HL7 ADT protocols.

Order Data. The data elements delivered with an Order vary based on the type of Order (e.g., lab vs. Prescription vs. consult), but the following information is standard for all Order types: patient demographics, sending physician or account information, receiving physician/facility information, and insurance information. This information is "validated" as it is sourced directly out of athenaClinicals, which has the most up-to-date information about the patient as entered by the ordering provider.

Some information that is specific to the particular Order (e.g., clinical notes, AOE, etc.) may vary depending on what information the sending provider chooses to enter, attach, and send. athenahealth will make a concerted effort to include a unique test identifier on all Lab Orders. If an Orders interface is available, we will make reasonable efforts to include your lab-specific test code in both electronic and paper requisitions.

Insurance Eligibility Status. Knowing the insurance eligibility status of your patient before providing service is important so that you can get paid for the services you provide. For payers that support electronic eligibility checks, athenahealth verifies insurance eligibility status, records it in athenaNet and returns the outcome of electronic eligibility checks. This information, when available, will be sourced directly out of athenaNet and delivered with the Order. This functionality does not apply to Medication and Vaccine Orders.

Order Transmission and Order Interfaces (additional fees may apply). When an ordering provider selects your practice/Facility within athenaClinicals, the Order will be delivered on a practice-defined form via your regular facsimile workflow. athenahealth may build outbound interfaces for electronic transmission of Orders from ordering providers. Building interfaces to supply chain partners is a core function of athenaNet's backbone services and, as such, we prioritize interface delivery based on overall network demand and anticipated value to the network. The process includes project management, testing, roll-out and continuous monitoring of the interface. Interface development may not coincide with your initial set-up on athenaCoordinator and is subject to state and federal data transmission requirements.

For labs, both independent reference labs and in-house labs that are athenaCoordinator Receivers, we will build an outbound Orders interface from athenaClinicals to your Facility. Outbound Orders interfaces will be mapped to your organization's compendium, and once developed, can be easily accessed by all athenaClinicals providers who send you Orders. The pace at which we can deliver an Orders interface for an athenaCoordinator lab is impacted by the lab's level of engagement and athenahealth's capacity.

By signing up with athenahealth, you grant us the authority to build Orders interfaces on behalf of your ordering providers according to our global data exchange specifications. Because we execute this process on behalf of your ordering providers, your organization will not require individual testing or consent of your ordering providers to activate an interface. Your practice/Facility will use best efforts to help athenahealth gain access to personnel at your practice/facilities in Order to build and maintain such interfaces.

athena Order Sharing. For athenaClinicals clients who are also athenaCoordinator Receivers, we facilitate a premium Order delivery experience comprised of the following three components:

1. A pre-registered patient with CCDA available for chart reconciliation
2. An appointment tickler to the receiving athenaCollector department
3. A referral document from the originating athenaClinicals practice to the receiving department's athenaNet Clinical Inbox

Results Transmission. In order to improve care coordination, athenahealth will build inbound results interfaces to receive electronic lab results, imaging studies, and report-based findings for your ordering providers that use our athenaClinicals service. Results interfaces are developed as part of the athenaCoordinator Service at no additional charge to your Facility or to athenaClinicals users. The process includes project management, testing, roll out, and continuous monitoring of the interface. Because athenaNet is a single-instance, multi-tenant platform where connectivity, code sets, and compendiums are shared across all athenaClinicals users, your practice/Facility must comply with athenahealth's standardized interface delivery procedures.

Your Facility will help us add value for your referring providers by establishing electronic results interfaces at athenahealth's request. In accordance with athenahealth's standard interface delivery procedures, we will request electronic results interfaces for all athenaClinicals providers who routinely refer to your Facility. We expect that you will approve all interface requests and complete configuration within one week of any such request.

Because we execute this process on behalf of your referring providers, your practice/Facility will not require the testing or consent of your referring providers in order to activate results interfaces in production and discontinue transmission of fax results. athenahealth will complete any required paperwork or interface configuration on behalf of our referring providers. Throughout this process, we expect that your Facility will use reasonable efforts to help athenahealth build and support interfaces for your referring providers.

1.2 Patient Access Services

There are no generally-available patient access services included with athenaCoordinator at this time. Please see patient access services included with athenaCoordinator Enterprise described below.

1.3 Community Engagement and Client Support

Portal. As an athenaCoordinator client, you will have access to a portal in athenaNet where you can see important network announcements, review received Orders, and report on incoming Order volumes. The athenaCoordinator portal cannot be used for transmitting prescriptions and should not be considered an e-prescribing application.

Reporting. The athenaCoordinator Portal includes reports that detail monthly Order volumes so that you can gain insight into incoming Order patterns, see athenahealth referring providers in your area, and verify your athenahealth invoice. These reports will include information about your highest volume ordering physicians as well as where in your organization these Orders are being directed.

Initial Set-Up. When you sign up as an athenaCoordinator Receiver, we'll ask you for some basic information about your organization, which our Onboarding team will use to list you as an In-network Provider in athenaNet. The process is simple and is done over the phone or via email; most athenaCoordinator clients are up and running in just a few days. When appropriate, our Onboarding Team will also get you connected with the athenahealth teams that manage our interface connectivity to get that process started. The Onboarding team will be available to answer your questions and help you get the most out of your initial athenaCoordinator set-up, after which you'll transition to our Account Management team.

Account Management. Clients live on athenaCoordinator will be monitored through a centralized Account Management team.

CSC Support. athenaCoordinator clients will have access to the Client Support Center ("CSC") from 7:30am – 9pm EST, Monday through Friday and as needed support on weekends. You may also contact your Account Manager via email or phone if you have questions about the athenaCoordinator Service or your invoice.

Referral and Channels Program. All athenaCoordinator Receivers are automatically eligible for enrollment in our Client Referral Program so your organization can be fairly compensated for introducing us to your network. Clients will be paid for both held athenaOne meetings and closed-won business. Our most engaged Receiver clients will be eligible to become official Channel partners, working closely with our Field Associates to help expand athenahealth's presence in the community. Appropriate Coordinator Receivers may be eligible for an athenaOne affiliate program as described below within the Coordinator Enterprise service.

Targeted Epocrates Messaging. For appropriate athenaCoordinator Receivers, and in athenahealth's sole discretion, you may receive a 50% discount on targeted Epocrates messaging packages. This enables your organization to reach the population of providers in your community using Epocrates with targeted, relevant messaging. We have over 1 million Epocrates users across the country, including one out of every two physicians in the U.S. Additional terms and conditions will apply.

— End of the athenaCoordinator Service Description —

The athenaCoordinator Enterprise Advantage

athenaCoordinator Enterprise handles the difficult and costly work associated with coordinating care among medical caregivers, payers, and patients. This service delivers more control and cuts down on busywork by eliminating unnecessary redundancies and optimizing the electronic ordering process.

As a service offering, athenaCoordinator Enterprise handles cumbersome tasks on behalf of clients, creating workflow efficiencies and freeing up staff time and resources. athenahealth supports the timely transition of a patient from outpatient office to receiving facility by creating a packet of financial clearance information that enables appropriate procedure billing.

How you benefit:

- Better overall care coordination
- Improved patient and provider experience
- Practices find it easier to do business with you, fostering physician alignment
- Greater visibility into, and control of, your Order patterns
- Decreased denials
- Increased point-of-service collections

About The athenaCoordinator Enterprise Service

The athenaCoordinator Enterprise Service is composed of the following three core components, in addition to the components of the athenaCoordinator Service described in Section 1 of this Service Description:

- Care Coordination Services
- Patient Access Services
- Community Engagement and Client Support

Detailed Description of the athenaCoordinator Enterprise Service

The goal of this document is to set out clearly, in plain English, what you can (and can't) expect from us, and what we will expect from you at a (very) detailed level.

The remainder of the document is divided into three sections:

- Section 1 describes the specific service offerings available as part of athenaCoordinator Enterprise.
- Section 2 describes the specific services we perform for our clients and the performance you can expect.
- Section 3 describes the goals and boundaries of our client relationship philosophy.

Overall, it may seem like a lot, but please read it anyway! Understanding what we can expect from one another is the single most important ingredient to making our partnership a success!

The remainder of this document, except for the “About Us” section at the end, is referred to as the “Service Description” in the athenahealth Master Services Agreement and is legally binding for customers who sign the Master Services Agreement. “You” and “your” refers to the organization signing the athenahealth Master Services Agreement and its staff. “We” and “our” refer to athenahealth. Capitalized terms not defined in this document are defined in the athenahealth Master Services Agreement. The following naming convention changes have been made: If you were an athenaCoordinator Plus client, information about your service in this Service Description now appears under the name athenaCoordinator Enterprise.

2. The athenaCoordinator Enterprise Service

2.1 Care Coordination Services

athenaCoordinator Enterprise offers basic Order transmission and other advanced care coordination services, namely Payer Pre-Certification in addition to the components of the athenaCoordinator Service described in Section 1 of this Service Description.

Access to Third-Party Systems. To the extent that athenahealth is required to access third-party systems to perform the athenaCoordinator Enterprise Service, you are responsible for obtaining the right to grant access and for granting access to athenahealth for such third-party systems.

Sender Portal. athenaCoordinator Enterprise includes a web-based care coordination application with embedded rules that facilitates easy Order entry and status checks for ordering physicians, enables our Pre-Certification services, and delivers clean Orders to your Facility.

athenaCoordinator Enterprise provides:

- A Sender portal with a simple Order entry page for ordering physicians and their staff
- Order entry that’s integrated with athenaClinicals® and athenaCollector®
- A Receiver portal with a simple Order inbox for Facility schedulers and staff
- A Rules Engine that checks for medical necessity and facilitates the transmittal of proper clinical information with the Order
- Alert functionality for enhanced communication between providers and facilities
- A detailed audit history of Order access and edits to track/disprove inappropriate viewing of an Order
- Standard online reporting, including detailed utilization reports

Receiver Portal. Orders are delivered to your Facility electronically by the athenaCoordinator Enterprise system. Your Facility users and schedulers use the Receiver portal to view and print Orders delivered via athenaCoordinator Enterprise. Your staff is responsible for transferring information from athenaCoordinator Enterprise to the appropriate system at your Facility (e.g. a registration system).

Orders are delivered with the following standard content:

- Patient demographic information
- Ordering provider information
- ICD-9/ICD-10 code(s)
- CPT code(s)
- Requested Date of Service

- Orientation
- Physician notes field
- Pre-Certification status
- Physician signature

Order Entry for Orders Submitted to the Facility. For Orders which may be phoned in or walked over, your users can still leverage the athenaCoordinator Enterprise service to perform insurance verification and financial clearance services. The Receiver Portal supports users entering the Order details into athenaNet, checking status, and ultimately utilizing the finished work as though it were a normally-submitted Order.

Physician Signatures. We train Senders to regularly review and sign Orders in athenaCoordinator Enterprise to make sure you receive a complete Order before the patient's Date of Service. You should regularly review the unsigned Orders report in athenaCoordinator Enterprise to flag Orders that do not have a physician signature so you can contact the Sender and obtain any missing signatures before the Date of Service.

In addition to ensuring consistent electronic Order delivery, the athenaCoordinator Enterprise system features the following functionality:

Rules Engine. The athenaCoordinator Enterprise system uses rules to streamline the ordering process and only sends Orders when they are "clean." Our rules engine checks to make sure that Orders meet Medicare medical necessity guidelines. For example, the system takes into account LCD and NCD requirements and place of service/type of service conflicts. Moreover, template Order sets are available in the system to assist with complete documentation of Orders.

Schedule Preference Routing and Scheduling. You can choose to allow Senders to route scheduling requests electronically to your Facility's scheduling department(s) through athenaCoordinator Enterprise. It is critical that your scheduling staff work these requests immediately to ensure prompt scheduling and then update athenaCoordinator Enterprise with the appointment details once the procedure is scheduled.

For diagnostic and imaging procedures, your schedulers use athenaCoordinator Enterprise to receive the scheduling request, contact the patient to confirm the service date and time, and then enter the appointment details in your scheduling system. When your scheduler updates the record in the athenaCoordinator Enterprise system, it alerts the physician's office to the Date of Service.

For surgical procedures, we recommend a "block scheduling" process with the ordering physician, which requires the physician's office to confirm the appointment with the patient. Your schedulers use the athenaCoordinator Enterprise system to receive the scheduling request and then enter the service date and time in your scheduling system. If your Facility does not use block scheduling, your current scheduling process can still be used for athenaCoordinator Enterprise requests.

Your Onboarding team can configure other scheduling options to meet your Facility's requirements.

It is your responsibility to contact patients to schedule or reschedule appointments.

Your scheduler(s) must update the athenaCoordinator Enterprise system if the Date of Service changes in your scheduling system. This critical task must be completed promptly so our staff can make sure that Payer Pre-Certification work is completed before the new Date of Service.

Alerts. Alerts in the athenaCoordinator Enterprise system are a method of communication between Senders, Receivers, and athenahealth staff. Alerts are typically used to communicate a question, a status update, or other important messages.

Holds. Holds are a tool for flagging an Order as needing a specific action by either the Sender or Receiver for work to be completed. For example, if we can't complete a Pre-Certification by the time of service because a Sender didn't provide necessary information, by 3:00 p.m. Central time on the day before the Date of Service we will notify you via a Hold in the

athenaCoordinator Enterprise system as soon as the information is relayed by the insurance company. Your staff should check athenaCoordinator Enterprise daily at 3:00 p.m. Central for alerts and notifications. Senders are also trained to review and respond to alerts on a regular basis.

2.2 Patient Access Services

Payer pre-certification is currently the only generally-available patient access service included with athenaCoordinator Enterprise.

Payer Pre-Certification. To enable you to confidently fill and bill for Orders transmitted by the athenaCoordinator Enterprise system, we perform several services related to scheduled patient appointments (both inpatient and outpatient) for Orders entered into the athenaCoordinator Enterprise system, in addition to the components of the athenaCoordinator Service described in Section 1 of this Service Description.

We will perform the following services—which together comprise our Payer Pre-Certification Service— as applicable for each Order and communicate all collected data to both your Facility and the Sender via the athenaCoordinator Enterprise system:

Insurance Verification. We will verify that the insurance information in the athenaCoordinator Enterprise system is correct and active and confirm that the insurance is either eligible or terminated. When the information provided appears incorrect, or our research reveals the insurance is not active, we will attempt to obtain correct information and enter it in the athenaCoordinator Enterprise system. We also add new patient insurance information if we find it during the verification process.

Benefits Documentation. We will document the necessary detailed benefits associated with primary, secondary, and tertiary insurance packages for each patient, including copay, coinsurance, deductible, limitations, exclusions, pre-existing clauses/conditions, and lifetime maximum. We will enter this information in the athenaCoordinator Enterprise system.

If your staff identifies a new insurance package during the patient registration process, we will not complete Pre-Certification Services for this new insurance package unless it is added by your staff to the Order in question via the Receiver portal.

Insurance Pre-Certification. We will screen all the Order's procedures or CPTs against the known insurance carriers to verify which procedures require Pre-Certification. Payer Pre-Certification is considered "complete" when we obtain and enter an approval, a denial, or a "no Pre-Certification required" ("NPR") for each procedure in the Order.

Our team works with Senders to gather all of the information required to complete each Pre-Certification. On occasion, a Sender or payer may be unresponsive, and we might not be able to get the information we need in time to complete the Pre-Certification before the Date of Service. When this happens, our team will use system alerts to notify you of these "pending Pre-Certifications" as soon as we know that the Pre-Certification may not be completed in time. With these prompt notifications, you can decide whether to reschedule the appointment. We will continue to work on completing the Pre-Certification(s) until we receive an approval, a denial, or a NPR for each procedure in the Order.

- **For Orders Where a Referral is Required.** The athenaCoordinator Enterprise team will contact the Sender to confirm a referral is on file and document the referral number, but no other services are provided. Referral documentation for a single payer is billed at the same rate as a single Pre-Certification.
- **Communicating with Third-Party Payers.** When communicating with third-party payers, athenahealth will identify itself as your representative and will follow all applicable policies, directions, rules, and requirements of such third-party payers known by athena. You must obtain all payer consents necessary for athenahealth to provide this service. We will do our best to obtain Pre-Certifications on your behalf within this framework.

- **Appealing Claim Denials Due to athenahealth Error.** As part of our Pre-Certification Service, we will research and work claim denials only for denials that are a result of our error. You must notify your Account Manager of the denial(s) within 30 days of receiving the denial notification, and you must provide the information we request, such as information from the Explanation of Benefits (EOB) and other clinical information, in order for us to appeal the claim.
- **Same and Next Day Orders.** When athenahealth is not requested to complete Pre-Certification work, you can enter Same Day Orders and Next Day Orders for all supported procedures or CPT codes. When athenahealth is requested to complete Pre-Certification work, you can enter Same Day Orders and Next Day Orders for imaging Orders only. Same Day Orders must be entered by 5:00 p.m. Eastern time, or athenahealth will complete the Pre-Certification work the next day. Next Day Orders must be for services scheduled after 10:00 a.m. Central time the day after Order entry.
- **International payers.** We do not complete Pre-Certifications for international payers.
- **Payer Exclusions.** In the event that you notify us that you are contractually prohibited from having us perform Pre-Certification work for your patients, we will take the following actions:
 - Train Senders that Pre-Certification cannot be obtained for these payers, though there is no change to the process for other payers
 - Train operations staff to close any Pre-Certification requests for the disallowed payer per reason "Cancelled Prior to Work"
 - Implement functionality that automatically closes Pre-Certification requests for the payer in question

Because this is a manual process dependent on human decision-making, the occasional errant Order may not be cancelled in time. The success of both the manual and automated solutions depends on the patient's insurance being correctly identified on the Order. athenahealth cannot be responsible for records Pre-Certified for disallowed payers if the payer was not identified as the patient's insurance carrier or the information was entered incorrectly.

- **Other Tasks.** While describing the Pre-Certification Services we provide, we also find it helpful to point out that we do not:
 - Complete Pre-Certification that benefits only the Sender
 - Repeat compliance checks

3. Co-sourcing in athenaCoordinator Enterprise Services

In our experience, we must cooperate closely in order to maximize the value of the athenaCoordinator Enterprise Service. Co-sourcing is the name we've given to the division of labor embodied by all athenahealth Services including the athenaCoordinator Enterprise Service.

3.1 Set-Up and Training

athenahealth calls your initial set-up and training the "Onboarding Process" or "Onboarding." athenaCoordinator Enterprise onboarding is thoughtfully designed to minimize the impact on your staff.

Onboarding Team. Successful Implementations require dedicated work from both athenahealth and your Facility. athenahealth is responsible for providing a knowledgeable team to execute athenahealth's Implementation tasks and to provide support and guidance to your team in completing your Implementation tasks. Your Facility must provide an individual who will be responsible for coordinating with resources from various ancillary departments whose participation is

needed during the Onboarding Process (the “Implementation Lead”). The Implementation Lead will allocate appropriate internal resources to complete all tasks in a timely manner. This is not a new full-time position that needs to be added, but rather an additional, short-term responsibility for someone already on your staff. Your Facility Implementation Lead will be athenahealth’s main point of contact during the project. The Implementation Lead should have direct access to the appropriate person/people needed for escalation of any issues.

Your athenahealth Project Manager (“PM”) will be your key point of contact for all Onboarding communications. You will be introduced to your PM at the Kick-off meeting that will happen shortly after you sign the contract and send us a deposit on the Onboarding Fee. Your PM will lay out the timeline and the work steps during that meeting.

Onboarding Plan. The Onboarding Process consists of a series of tasks to prepare your Facility to use athenaNet with the athenaCoordinator Enterprise Service. We’re responsible for some of these tasks and the Facility is responsible for others. Throughout the Onboarding Process, your PM will work closely with your Implementation Lead to monitor the status of these tasks.

Our standard Onboarding methodology, which is based on years of experience bringing clients live on athenaNet, enables a smooth and positive transition to athenaCoordinator Enterprise. During Onboarding, we’ll work with you to fine-tune the Onboarding approach to your Facility’s needs.

Workflow Assessment. athenahealth will complete an assessment of your current patient access workflows as part of the Onboarding Process. athenahealth will document a user-friendly integration of athenaCoordinator Enterprise into those processes that work well for you already and give recommendations for improving workflows that aren’t working well. The Facility must provide access to departments to enable these assessments and support for putting in place the new athenaCoordinator Enterprise workflows. Your athenahealth project team will make every effort to minimize your time spent on these assessments, by conveniently scheduling blocks of time with you.

Configuration. During Onboarding, the athenahealth project team will work with you to configure athenaCoordinator Enterprise for your specific needs. The team will provide you with examples and use case scenarios to tailor athenaCoordinator Enterprise for your Facility and create easy access for Senders.

Pilot Practices. You will work with athenahealth’s Sender outreach team to identify a specified number of practices that will reliably submit Orders to you during the week of your Go-Live. athenahealth requires an initial high-referring workgroup who will test the system out as early adopters before the service is made generally available. The “Pilot Practices” will be the first offices to begin submitting Orders through athenaCoordinator Enterprise.

athenaNet Training (via eLearning). athenahealth will provide training for Facility staff through the use of eLearning courses for athenaNet Functionality. athenahealth will assign eLearning courses to each athenaNet user (based on user role as identified in athenaNet) so that all users receive necessary athenaNet training for their role within the Facility. You are responsible for ensuring all athenaNet users complete assigned eLearning courses prior to their use of athenaNet. athenahealth will provide access to basic reporting for the Facility to monitor user completion and progress of eLearning coursework.

athenaCoordinator Go-Live. On your Go-Live date, your Facility will be ready to receive Orders from outside entities via athenaCoordinator Enterprise. (See the section entitled “Sender adoption and support” for more information on the outreach and set-up of these outside entities.) athenahealth staff will be available to support your Facility’s users over the first few days on athenaCoordinator Enterprise.

Onboarding Fees. athenaCoordinator Enterprise Onboarding Fees are based upon the number of facilities and the typical requirements of facilities of their size. Onboarding Fees are nonrefundable.

Note: athenahealth travel and expenses related to Onboarding are not included in athenahealth’s Onboarding Fee and will be billed separately.

Changes in Fees and Scope. The Onboarding Process, including training and Go-Live support, has a defined scope and budget based on both the information you gave us and also on the typical requirements of a facility of your size. This scope is documented in your Proposal. Only departments identified by the Facility during the scoping process will be implemented during the initial Implementation. If additional or atypical Onboarding services are required, your Onboarding team will scope and price this work. A signed service order form will be required.

In situations where we are implementing multiple facilities under one contract, our team will work with you to design a roll-out plan to help minimize disruption to your Facilities' staff, and to enable efficiencies where possible.

Department Add-Ons. If after your athenaCoordinator Enterprise Go-Live date you add a new location, specialty, or ancillary service to your Facility that will use athenaCoordinator Enterprise, you are required to notify your Account Manager. athenahealth refers to these instances as "Department Add-ons," and some Department Add-ons may require additional training, changes to your athenaNet configuration, or other services. Common examples of Department Add-ons include: bringing up a department that was not open/doing business at the time of athenaCoordinator Enterprise Go-Live, opening an off-site imaging center or ASC, or adding a new scheduling area to your athenaCoordinator Enterprise configuration. Your Account Manager will work with a PM to scope the work required to successfully install the Department Add-on. Professional services for a Department Add-on may include:

- Training
- Go-Live support
- athenaNet configuration recommendations or Quality Assurance (QA)
- Operational or workflow assessments of your practice
- Scoping or building custom interfaces
- Project management and oversight

We treat all Department Add-ons as a new Onboarding and a signed service order form will be required. Department Add-ons may also affect your Service Fee and may require a contract amendment.

3.2 Availability of the athenaCoordinator Enterprise Service

We strive to make the athenaCoordinator Enterprise Service available 24 hours a day every day of the year except for our regular system maintenance window and when we are publishing or refreshing the data set from your data sources. Our Account Managers will work with you to establish a rhythm for these refreshes and communicate changes in timing and availability.

Unplanned Downtime. There may be times when we need to perform emergency maintenance. This is very rare and we will give you as much notice as possible when the services will not be available. We perform extensive backups so that any services that are part of athenaCoordinator Enterprise can be restored with a minimum of downtime.

athenaCoordinator Enterprise System Uptime Minimum Service Commitment ("MSC"). We are so confident in our ability to keep the athenaCoordinator Enterprise system up and running that we will credit you 1% of your athenaCoordinator Enterprise Service Fee for every 0.1% of availability we fall below 99.7% during athenaNet's hours of operation in a month, up to a maximum of 20% of that month's athenaCoordinator Enterprise Service Fee when taken in combination with any other credits. athenaNet's hours of operation are from 6:00 a.m. to 1:00 a.m. Eastern Time, 365 days per year, with the following carve outs to the extent athenahealth must perform system maintenance during the following periods: the last Thursday of each month from 5 a.m. – 7 a.m. Eastern Time and between 11:00 p.m. Saturday and 8:00 a.m. Sunday Eastern Time. That doesn't mean the athenaCoordinator Enterprise system isn't available from 1:00 a.m. to 6:00 a.m. In fact, the athenaCoordinator Enterprise system is usually available 24/7, except for one Saturday every month, when we use that

window of time to update the software, and when routine maintenance is required. If we need to take the system down for maintenance, we will do all work within the 1:00 a.m. to 6:00 a.m. window, and post a notice in the Service Alert section of the athenaNetwork homepage.

No Charge for Upgrades. The athenaCoordinator Enterprise system is updated continually, and all clients use the same version. Major new features and functions are typically released several times throughout the year, although this may occur more frequently. athenahealth makes updates to the athenaCoordinator Enterprise system that it believes improve or expand the current service, support system performance, protect its functions, or meet compliance requirements. These updates are included as part of the athenaCoordinator Enterprise Service. There is no additional charge for software licenses or upgrades.

Changes to the athenaCoordinator Enterprise Service. We communicate changes to the athenaCoordinator Enterprise system and services via release documentation and training before each release. You're responsible for using these materials to make sure you are aware of upcoming changes and understand how these changes might affect your Facility.

Data Redundancy. athenahealth backs up your data continuously to a redundant infrastructure at a remote facility. We store full exports of your data off-site for four days.

Connectivity Backup. Your network is just as important as ours, of course. The most common problem we face is that the Internet connection in a client's facility goes down. The Internet is not always reliable, and not every connection is created equal, which is why we encourage you to invest in a quality, business-class Internet connection and a backup connection at every facility.

3.3 We Work Together to Keep the Data Confidential

Information security is both your and our responsibility. We must each do our part diligently.

Encryption. All data passing between your offices/facilities and the athenaCoordinator Enterprise system is encrypted to a high industry standard using the https protocol (128-bit SSL or higher).

Security Responsibility. athenahealth is responsible for keeping unauthorized people out of the data areas used by the athenaCoordinator Enterprise system, and you are responsible for keeping unauthorized people off your network by having appropriate physical, technical, and administrative controls. We promise to each other to have up-to-date HIPAA security and privacy plans, and that we will cooperate in investigating security incidents.

Individual Credentials. You maintain your list of users and their permissions. In order to know with certainty that the audit trails kept by the athenaCoordinator Enterprise Service are true, all accounts have to belong to real, named, individual people (not "NURSE1" or "billingoffice"). You have to make sure that no one to whom you have granted access is sharing their password. athenahealth will do the same.

Disabling Accounts. When it is no longer appropriate for someone currently or formerly on your staff to have access to your data via athenaCoordinator Enterprise, you agree to disable their account immediately. athenahealth will do the same. Remember, the athenaCoordinator Enterprise Service is available using the public Internet, and unless you have taken extra care to restrict access, an angry former employee could go straight home and do something dumb or harmful. You and we must also satisfy HIPAA's "minimum necessary" requirement.

Third-Party Access. We also require that, if you want to grant access to someone not employed by you (a consultant, for example), you notify your athenaCoordinator Enterprise Client Solutions Manager or Account Manager and complete athenahealth's process for granting such access. Similarly, athenahealth promises to have business associate agreements with any third party we hire who needs access to your data (claims intermediaries, for example, in accordance with Applicable Law).

Use of De-Identified Data. De-Identified data generated from our clients' databases belongs solely to athenahealth, and athenahealth will use such data for purposes such as, but not limited to: enhancing athenahealth Services, complying with public health reporting, negotiating with payers, and other uses we haven't thought of yet.

3.4 Expert Advice and Support

If you're wildly successful in your business, we will be wildly successful in ours. Because of this tight dependence, athenaCoordinator Enterprise includes an extensive array of support on the effective use of the services you purchase. We understand the playing field, the game and your business – we know healthcare. We use this broad (and deep) understanding to help your organization maximize the insight and value you can derive from using athenaCoordinator Enterprise.

3.5 Community Engagement and Client Support

Client Support Center. You can call our Client Support Center ("CSC") if you have questions about the athenaCoordinator Enterprise system or services defined in your contract. The CSC is staffed Monday through Friday from 7:30 a.m. to 9 p.m. Eastern Time.

Account Management. Beyond your regular interaction with the CSC, you will also be assigned to an Account Manager during your Onboarding. Your Account Manager's role is to track your Facility's performance and help you make strategic decisions for your Facility. Your Account Manager will work with you to set up a reporting schedule that works for your Facility. They will be your advocate and voice at athenahealth, and they will keep you abreast of industry changes that might affect you directly.

Sender Outreach and Support. We deploy remote staff to train the Senders using the athenaCoordinator Enterprise system on how to send their Orders to your Facility. Senders use the athenaCoordinator Enterprise system in athenaNet, either as part of the athenaClinicals workflow, athenaCollector workflow, or via the standalone athenaCoordinator Enterprise Sender portal.

This process begins during your Onboarding, when you'll give us a list of your Facility's current set of referring providers and additional active medical staff. athenahealth leads the effort to train these Senders to use the athenaCoordinator Enterprise Service, offering practices the option of sending Orders via standalone athenaCoordinator Enterprise, athenaCollector, or athenaClinicals.

After Go-Live, remote athenahealth staff continues to support additional ordering physicians sending Orders upon request. There are no limits, and we'll continue to train community physicians for the duration of your contract.

The athenaCoordinator Enterprise system features easy-to-use reports, so your Facility managers can easily monitor the status of physician utilization and volume via reports you can view in athenaCoordinator Enterprise or Excel.

Leveraging the athenahealth Physician Network. Within athenaNet and within the athenaCollector and athenaClinicals referral workflows, while all Order receivers are visible, the names and locations of athenaCoordinator Receivers will be given a recognizable and differential status as an "In-Network" Receiver.

As the athenahealth network of ordering physicians grows, each practice going live on our athenaCollector or athenaClinicals products in your community will immediately have access to the patient access services provided.

Similarly, the names and locations of athenaClinicals Senders will be recognizable as "in-network" ordering providers to Receivers using athenaNet.

Affiliate Program. For appropriate athenaCoordinator Enterprise clients, we will leverage co-branded educational and awareness programs and field associate outreach to increase the footprint and adoption of athenaOne and our referral portal services among your community physicians. Affiliates of our hospital athenaCoordinator Enterprise clients (defined as having admitting privileges) will be eligible for a 6% discount on athenaOne and discounts on relevant global interfaces between athenahealth and the hospital or designated HIE. Where appropriate, athenaCoordinator Enterprise clients may be able to subsidize a portion of athenaClinicals to your eligible affiliate providers.

4. Maintaining the Co-sourcing Relationship is Essential

Client Listening Survey. Twice a year, an athenahealth employee will call you with a questionnaire about how you think the relationship is going; we call it the “Client Listening Survey.” athenahealth uses that data to check and see how we’re doing and to plan our future efforts. It is very important to us that we get that feedback from you, so we appreciate you taking a few minutes twice a year to answer our survey.

User Authorization. We will assume that if an action is approved in athenaNet by one of your users that you approve of it as well.

Payer Enrollment. We will leverage electronic insurance verification systems where available. You will return any necessary paperwork to athenahealth during the Onboarding Process.

Payment. You will pay us on time. That means you set us up with automatic electronic debit authority on your operating bank account (not the lockbox deposit account). We will send you an itemized invoice every month by email (or regular mail, at your request) that is due upon receipt.

No Withholding of Payment or Service. If you have an issue with our service, you will not withhold payment; you will work with us to resolve it. athenahealth promises that if we have an issue with you, we won’t withhold services. If you commit a serious breach that affects athenahealth’s ability to provide services to its other clients, athenahealth may suspend your access immediately.

Additional Services. Not everything is included in the Service Fee. There is a short list of additional fees for the few services not covered (e.g., interfaces, custom reports, extra training, custom consulting projects). Your Account Manager or Client Solutions Manager can get you estimated prices for these services.

Reasonable Promotion. You will let us use your Facility’s name occasionally in press releases and marketing materials.

Taxes, Fees and Surcharges. Some states and local governments charge sales or excise taxes, or place other surcharges or fees on our Services. These are your responsibility to pay. When athenahealth passes these on to you, you will pay them promptly along with your Service Fee.

You may have gotten the point by now that co-sourcing requires we have a good relationship with each other. Successful relationships are based on solid foundations and require regular attention. We want your relationship with athenahealth to be rewarding, and we promise to work in good faith toward that goal.

— End of Service Description —

About Us

In 1997, athenahealth's co-founders Todd Park and Jonathan Bush purchased a birthing practice in California. Almost immediately, they were buried in paper and spent most of their time and energy trying to get paid. They looked for a solution, but couldn't find one. So they built their own.

What resulted are athenahealth's easy-to-use medical billing, practice management, and EHR services. athenahealth's web-based software, intelligent rules database, and dedicated team of specialists address the many practice needs that impact both the quality of patient care and practice revenue.

In 2004, Proxsys, LLC founder George Salem found himself in need of medical care. His primary care provider wrote Orders for George to get some lab work and visit a specialist. Eventually he was admitted to a local hospital.

And so began George's first-hand, labyrinthine journey through today's fragmented health care system...

His primary care doctor, the lab, the specialist, and the hospital were all on different practice management and EHR systems. Each time he arrived at a new facility, he was an unknown quantity. No one had advance knowledge of his identity, his medical history, his demographic information, or even the reason for his visit. He was lost in a care coordination maze.

After George's 2004 ordeal, he set out to fix care coordination and created Proxsys, LLC to do just that. In 2011, athenahealth acquired Proxsys, LLC and launched athenaCoordinator.

Today, athenahealth helps over 50,000 medical providers nationwide enjoy faster payment, increased collections, radically improved control over billing and clinical operations, and more time for their patients.

For us, improving health care is more than just a job. It's our passion. We're absolutely dedicated to liberating doctors and patients from the administrative expense and stress of the health care system. It's all part of our mission to become medical groups' most trusted business service. Join us. You'll see the change. And the results.

Appendix 1: Definitions

“Lab Order” means the set of orderable tests for a single patient to be performed on the same Date of Service.

“Prescription” means 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.

“Order” means an individual instruction and/or authorization printed for submission or transmitted by athena, including an order printed or transmitted that is edited with new provider information, but excluding identical orders that are resubmitted, for a provider to perform or provide for any of the following

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

“In Network Provider” shall mean a provider or facility that is classified in athenaNet® as an “in network” provider.

“Sender” means any physician who sends an Order to your Facility requesting services to be provided for the designated patient.

“Receiver” means any facility that receives an Order from a Sender requesting services to be provided for a designated patient.

“Facility” means your hospital, imaging center, ambulatory service center (“ASC”), or medical practice.

“Date of Service” means the final date recorded in the athenaCoordinator Enterprise system that represents the date of the scheduled patient appointment related to an Order.

“Go-Live” means the first date the Client’s first Receiver entry is activated as an in-network Receiver in athenaNet, for the basic athenaCoordinator service. For athenaCoordinator Enterprise services, Go-Live means the day you first use the athenaCoordinator Enterprise system to receive an Order from a Sender or schedule an appointment. athenahealth does not allow Senders to enter Orders in the Sender portal prior to Go-Live, nor does athenahealth provide Pre-Certification Services prior to Go-Live.

“Same Day Order” means any Order that requests a service to be provided on the day that Order is entered in the athenaCoordinator Enterprise system. Same Day Order must be submitted by 5:00 p.m. EST. All Clinical information must be submitted at the time of the request. Patients with payers that require more than 24 hours to process will not be completed before the patient’s procedure time. Orders should comply with the facility’s policies on receiving such Orders.

“Next Day Order” means any Order that requests a service to be provided on the next working day following the day that Order is entered in the athenaCoordinator Enterprise system. Order must be submitted by 5:00 p.m. EST. Must be scheduled after 10:00 local time on the day after Order entry. All Clinical information must be submitted at the time of the request. Patients with payers that require more than 24 hours to process will not be completed before the patient’s procedure time. Orders should comply with the facility’s policies on receiving such Orders.

Appendix 2: Terms of Use of Alpha and Beta Functionality

From time to time, athenahealth may add certain alpha or beta functionality to your view of athenaNet (individually and collectively, "Alpha Functionality"). Alpha Functionality will be identified as such in the release note related to such functionality. It is your responsibility to review all such release notes. By accessing or using Alpha Functionality, you hereby accept and agree to be bound by the following terms and conditions with respect to your use of such Alpha Functionality. Except as expressly amended or modified herein, the terms of your agreement with athenahealth for the use of the athenaCoordinator Service or the athenaCoordinator Enterprise Service, as applicable (the "Agreement") remain in full force and effect. To the extent of any conflict between the terms set forth herein and those in the Agreement, the terms set forth herein shall control. If you have entered into a written agreement with athenahealth regarding the use of Alpha Functionality (an "Alpha Agreement"), to the extent of any conflict between the terms set forth herein and those in such Alpha Agreement, the terms of the Alpha Agreement shall control.

1. Except as specifically set forth herein, your use of the Alpha Functionality is at your own risk. THE ALPHA FUNCTIONALITY IS PROVIDED HEREUNDER "AS IS." THE ALPHA FUNCTIONALITY IS PRE-RELEASE AND MAY NOT PROVIDE THE LEVEL OF PERFORMANCE OR COMPATIBILITY OF A FINAL, GENERALLY AVAILABLE SERVICE OFFERING. THE ALPHA FUNCTIONALITY MAY NOT OPERATE CORRECTLY AND MAY BE SUBSTANTIALLY MODIFIED AT ANY TIME. ATHENAHEALTH MAKES NO REPRESENTATION OR WARRANTY, EITHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, OF ANY KIND WHATSOEVER, INCLUDING, WITHOUT LIMITATION, ANY EXPRESS OR IMPLIED WARRANTY AS TO THE PERFORMANCE OF THE ALPHA FUNCTIONALITY, MERCHANTABILITY, ACCURACY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR THAT THE ALPHA FUNCTIONALITY WILL OPERATE ERROR-FREE, UNINTERRUPTED OR BE FREE OF VIRUSES. TO THE EXTENT THAT ATHENAHEALTH CANNOT DISCLAIM ANY SUCH WARRANTY AS A MATTER OF APPLICABLE LAW, THE SCOPE AND DURATION OF SUCH WARRANTY WILL BE THE MINIMUM REQUIRED UNDER SUCH LAW.
2. IN NO EVENT SHALL ATHENAHEALTH BE LIABLE FOR ANY DAMAGES (INCLUDING, WITHOUT LIMITATION, INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE AND SPECIAL DAMAGES, PERSONAL INJURY/WRONGFUL DEATH, LOSS OF PROFITS, LOSS OF USE, ACCURACY OR COMPLETENESS OF INFORMATION INCLUDED IN THE ALPHA FUNCTIONALITY, OR DAMAGES RESULTING FROM DELAYS, LOST DATA OR BUSINESS INTERRUPTION) RESULTING FROM THE ALPHA FUNCTIONALITY OR THE USE OF, MISUSE OF, INABILITY TO USE OR INTERPRETATION OF THE INFORMATION CONTAINED IN, THE ALPHA FUNCTIONALITY, WHETHER BASED ON WARRANTY, CONTRACT, TORT, OR ANY OTHER LEGAL THEORY, AND WHETHER OR NOT ATHENAHEALTH HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. ATHENAHEALTH SHALL BE LIABLE ONLY TO THE EXTENT OF ACTUAL DAMAGES INCURRED BY YOU, NOT TO EXCEED \$100. ANY CLAIMS ARISING IN CONNECTION WITH YOUR USE OF THE ALPHA FUNCTIONALITY MUST BE BROUGHT WITHIN ONE (1) YEAR OF THE DATE OF THE EVENT GIVING RISE TO SUCH ACTION OCCURRED. REMEDIES UNDER THESE TERMS ARE EXCLUSIVE AND LIMITED TO THOSE EXPRESSLY PROVIDED FOR IN THESE TERMS.
3. Athenahealth may, at any time and in its sole discretion, terminate your access to the Alpha Functionality.
4. You shall be solely responsible for obtaining any approvals required to utilize the Alpha Functionality and any patient consents or authorizations required with respect to the use of the Alpha Functionality, and the disclosure of any patient information in connection therewith. Any required authorization or patient consent document must include appropriate provisions, consistent with federal, state and local privacy laws, to allow you to disclose "protected health information" as that term is used under HIPAA ("PHI") to athenahealth and to athenahealth's contractors.
5. You shall at all times operate the Alpha Functionality in accordance with all instructions and documentation provided by athenahealth.

6. You agree to indemnify, defend and hold harmless athenahealth and its officers, directors, employees, affiliates and agents from and against claims, actions, liabilities, losses, expenses, damages, judgments, settlements and costs (including, without limitation, reasonable attorneys' fees) ("Claims") arising from or relating to: (i) any breach by you of the terms herein, the release notes or any documentation related to the Alpha Functionality; or (ii) your use of the Alpha Functionality.
7. You are responsible for all communications, information, data, text, music, sound, graphics, messages and other material ("Content") that you upload, post, transmit, email or otherwise distribute using the Alpha Functionality. Neither athenahealth nor its licensors are responsible for the consequences of the Content posted by you or any other party through the Alpha Functionality, and as such, do not guarantee the accuracy, integrity or quality of such Content. You understand that by using the Alpha Functionality, you may be exposed to Content that is offensive or objectionable. In no event will we be liable in any way for any Content or for any loss or damage of any kind incurred as a result of the use of any Content uploaded, posted, transmitted, emailed or otherwise made available through the Alpha Functionality.
8. When you use the Alpha Functionality, you agree not to:
 - a. Harm minors in any way;
 - b. Post advertisements or solicitations of business;
 - c. Forge headers or otherwise manipulate identifiers in order to disguise the origin of any Content transmitted through the Alpha Functionality;
 - d. Post, upload, email, transmit or otherwise distribute chain letters, pyramid schemes, unsolicited or unauthorized advertising or spam;
 - e. Impersonate another person or business entity or stalk or otherwise harass another person;
 - f. Harvest or otherwise collect information about others, including email addresses;
 - g. Allow any other person or entity to use your identification;
 - h. Engage in any other conduct that restricts or inhibits any other person from using or enjoying the Alpha Functionality, or which, in our sole judgment, exposes us or our licensors, customers or suppliers to any liability or detriment of any type;
 - i. Fail to respect other members' privacy. This includes revealing another user's password, phone number, address, or any other personally identifiable information;
 - j. Create member names, or post, solicit or send messages, text or photographs that are sexually explicit, that denigrate, threaten, abuse or harm others in any way.
9. athenahealth may (but is not obligated to) do any or all of the following without notice:
 - a. Investigate an allegation that a communication does not conform to the terms set forth herein and determine in our sole discretion to remove or request the removal of the Content;
 - b. Remove Content which is abusive, objectionable, illegal, or disruptive, or that otherwise fails to conform with these terms;
 - c. Terminate your access to any or all Alpha Functionality upon our determination that you have violated these terms; or

- d. Edit Content.
10. In addition to complying with these terms, with respect to your use of the Alpha Functionality, you are wholly responsible for complying with any applicable compliance, security and termination of access policies, including but not limited to any employer or affiliate policies related to the Alpha Functionality. Athenahealth has no responsibility or liability for your failure to comply with such applicable policies. Athenahealth does not monitor the employment status or appropriateness of user access to the Alpha Functionality.

Appendix 3: Complete Change Summary

Q2 2015

- Initial document.