Who Does It Best? This Year’s Top-Scoring Payers Aren’t Who You’d Expect

**Commercial Payers**
- Experienced and established with strong market share and robust processes
- National commercial payers leading the pack on Electronic Remittance Advice (ERA) transparency and enrollment efficiency
- Refined, streamlined processes and best practices through collaboration within BCBS Association
- Winning at Days in Accounts Receivable (DAR) and denial rate

**Medicare Part B & Payers**
- Standardized claim adjudication systems and rules
- Top of the class for clean claims rate, benefit relevancy and eligibility accuracy

**Market Dynamics at Work**
- **Payer Mix**
  - Medicare enrollment grows with aging population as Medicaid rates expand
- **Payment Transformation Acceleration**
  - Medicare sets aggressive goals to evolve payment models
  - Commercial market is close behind

**Manual processes like prior authorization and credentialing persist.**

**Automation Slow To Evolve**
- Collection of patient obligation remains difficult and requires transparency tools
- Patients Slow To Pay
- Collectors of patient obligation review a flood of claims and require transparency tools

**Payer Consolidation**
- Mergers force payers to integrate and rethink technology capabilities
- **Patients Slow To Pay**
  - Collectives of patient obligation review a flood of claims and require transparency tools

**Clinical data sharing and reporting capabilities to manage risk.**

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- The rankings and data provided herein are based solely on actual claims activity captured in the athenaNet system from a limited set of physicians and payers.
- Rankings and data presented should not be relied upon or assumed to be representative of future experience, or of the experience of physician practices that do not participate in our services.

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