

# PayerView 2016: Payer Report Card

5 Market Changes That Will Impact Performance and Invite Collaboration



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

New Payers Entered the Ring, Revealing Striking Shifts Among Traditional Top Performers

- 1 **Cigna**
- 2 **Capital Blue Cross Pennsylvania**
- 3 **Anthem Blue Cross and Blue Shield in Maine**
- 4 **Health New England**
- 5 **Medicare Part B Washington State**
- 6 **Blue Cross and Blue Shield of North Carolina Medicare**
- 7 **Blue Cross Blue Shield of Massachusetts**
- 8 **UniCare**
- 9 **Medicare Part B Indiana**
- 10 **CareFirst BlueCross Blue Shield Washington, DC**

### Who's Who?

#### 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

#### Blues

Refined, streamlined processes and best practices through collaboration within BCBS Association

Winning at Days in Accounts Receivable (DAR) and denial rate

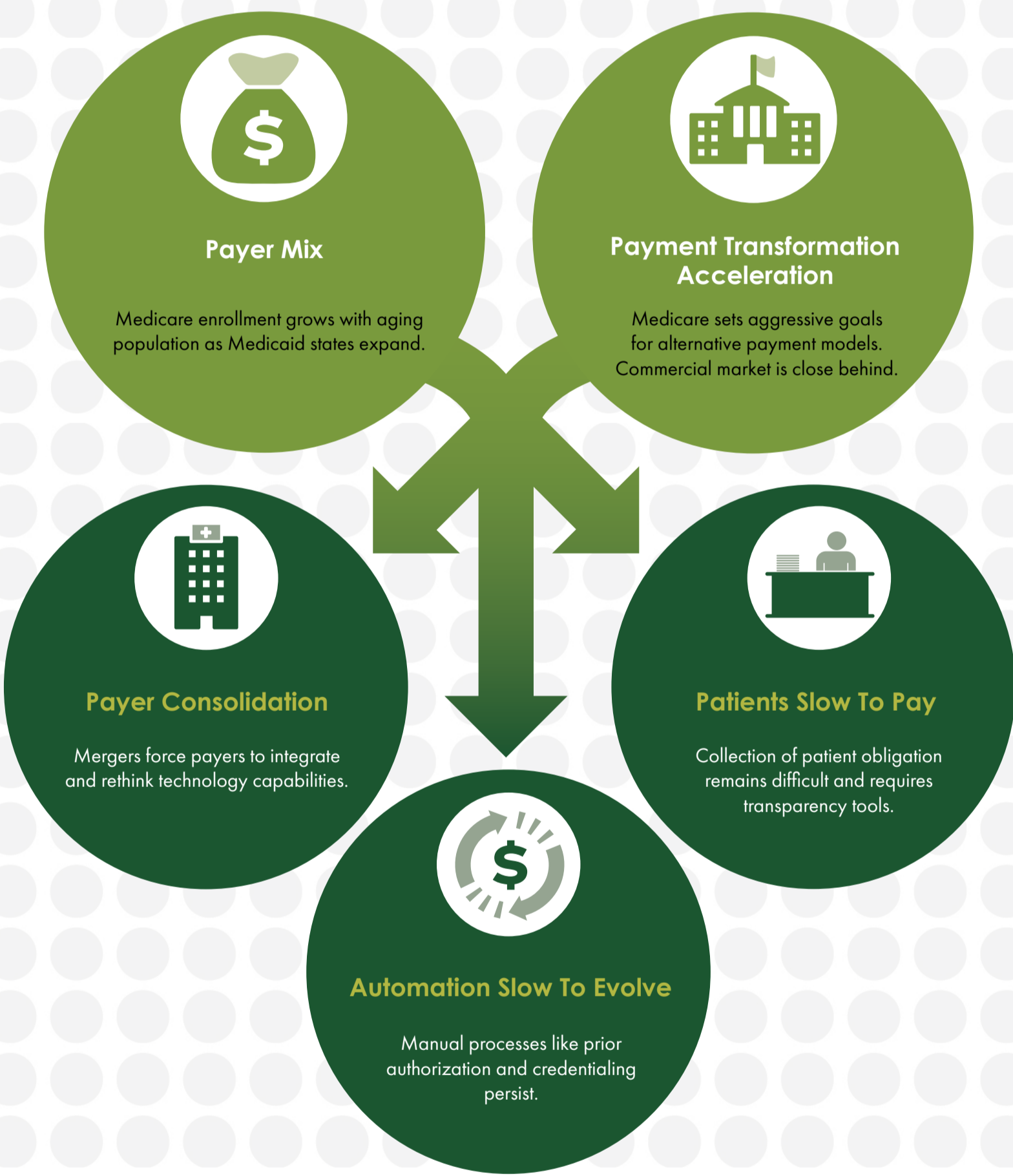
#### Medicare Part B Payers

Standardized claims adjudication systems and rules

Top of the class in first-pass resolve rate, benefit reliability and eligibility accuracy

## Market Dynamics at Work

5 Major Changes Impacting Payer Performance



## Collaboration is Key

Payers, Providers and Partners Must Work Together To:

- 1 **Automate manual workflows** to expedite processes, free up time for care delivery, and boost revenue.
- 2 **Embrace new tools and transactions** to provide robust patient benefit information in a more efficient way.
- 3 **Investigate and integrate new platforms and technologies.**
- 4 **Work with industry partners to develop effective administrative processes.**
- 5 **Plug into clinical data sharing and reporting capabilities** to manage risk.

PAYERVIEW® NOTICE OF DISCLAIMERS AND METHODOLOGY  
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. For full disclaimer and methodology, please go to [www.athenahealth.com/payerview](http://www.athenahealth.com/payerview)

To learn more about harnessing the power of athenahealth's network to drive insights and tackle the challenges of today's evolving health care marketplace:

Visit [athenahealth.com/payerview](http://athenahealth.com/payerview)

