

STATE OF THE PAYER

PayerView Report Studies Payer Performance Amidst a Year of Turbulence



TOP 10 PERFORMERS REFLECT CHANGING PAYER LANDSCAPE



Blues dominate the top ten



Small commercial payers continue to lead and improve



Only one major commercial payer in the top ten



Provider-sponsored health plans perform as well as some top commercials



- 1 HealthPartners
- 2 Group Health Cooperative
- 3 Humana
- 4 BCBS – WA Regence
- 5 Maryland Physicians Care MCO
- 6 BCBS – MA
- 7 BCBS – LA
- 8 BCBS – PA Capital Blue Cross
- 9 BCBS – NC
- 10 BCBS – NC Blue Medicare

Annual rankings show top performers across financial, administrative, and transactional measures



Adherence to Regulation



Simplified Claims Processing

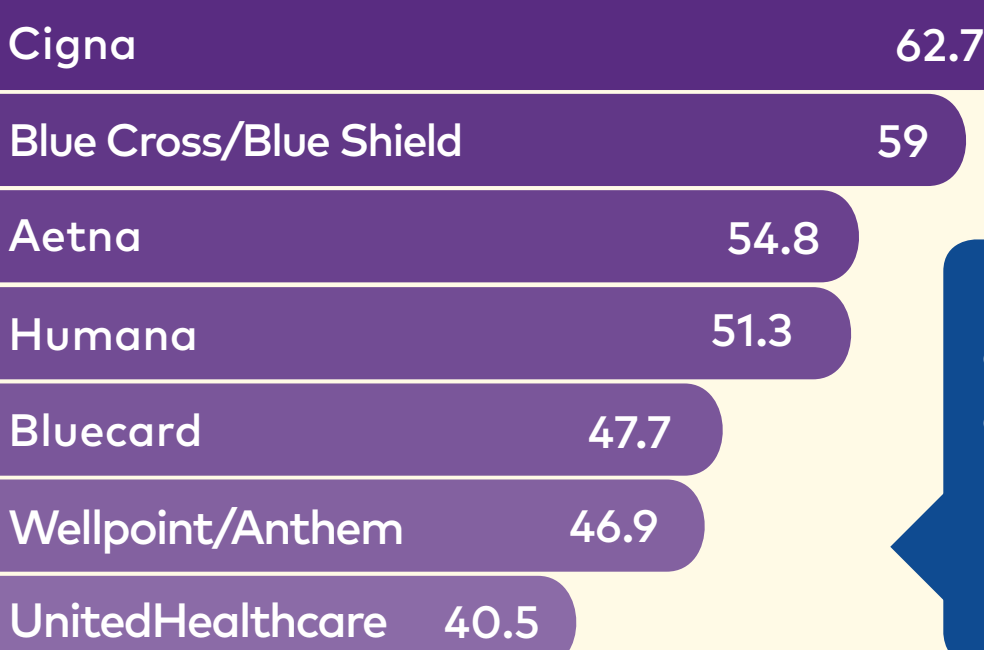


Transaction Accuracy, Efficiency and Clarity

NEW RELATIONSHIP REVEALED BETWEEN PAYER PERFORMANCE AND PROVIDER TRUST

The most efficient payers are quick to reimburse and inspire greater trust in providers*

* ReviveHealth's 9th Annual National Payor Survey and Trust IndexSM



Composite Trust Index Score by Payer

Like athenahealth, ReviveHealth's 9th Annual National Payor Survey and Trust IndexSM found:



Cigna, BCBS and Aetna are top performers



UnitedHealthcare continues to decline

Despite strong operational performance overall, provider trust in payers remains very low, revealing significant perception gap

AGAINST EXPECTATIONS, ACA DID NOT DISRUPT PERFORMANCE

Expanding

Not Expanding

7% vs 6%
Non-HIX vs HIX
Denial Rate

78% vs 87%
Non-HIX vs HIX
Benefit Reliability



Expansion states improved most in overall score and benefit reliability

Blues and commercial payers offering health plans in the exchanges (HIX) performed better than non-HIX carriers.



ICD-10 IS MAKE-OR-BREAK OPPORTUNITY FOR PAYERS TO BUILD TRUST

While 90% of PayerView payers say they are testing for ICD-10, quality and consistency of testing varies

93%
Volume of Payers in Outreach

90%
Payers Will Be Testing for ICD-10

84%
Provided an ICD-10 Testing Contact

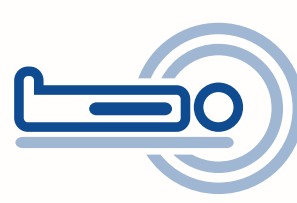
GREATEST RISKS TO PROVIDERS INCLUDE:



Development and communication of contingency plans



Gaps in testing coverage



Communication about testing

WHAT DOES THE DATA MEAN FOR YOU?

Findings from the athenahealth PayerView[®] study are used to help providers prepare for the impact of ICD-10, value-based care arrangements, and other changes to come.

To explore payer performance nationally and in your region, visit:

ATHENAHEALTH.COM/PAYERVIEW

