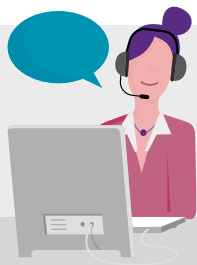


staying afloat isn't the same thing as soaring

Aim for more than a support hotline.
The right partner can help you achieve your full potential.



Customer success managers help you get the most value out of your services after implementation. They are accountable for delivering real results from the moment you are up and running on our services. That includes:

- Serving as the single point of contact for assistance and coaching
- Monitoring issue resolution on your behalf, including identifying and addressing root causes
- Proactively connecting your providers and staff alike to athenahealth coaching resources
- Providing support and advocacy long after your go-live date

Defining and achieving success in healthcare is no simple feat. But because athenahealth earns revenue by driving better financial and clinical performance for organizations like yours, we only succeed when you succeed. That's why we're uniquely positioned to deliver value. Our customer success model goes beyond troubleshooting one-off issues by partnering with your organization to help you get the most out of your services and find success on your own terms.

Personalized support

No two provider organizations are exactly alike. That's why each athenahealth client has a dedicated customer success manager responsible for your success after implementation. That starts with becoming familiar with your unique needs and goals to make sure our services have a direct and positive impact on your business. The customer success manager tracks any issues you report to make sure they are resolved, keeps you informed about industry change, and serves as your first point of contact for questions about performance improvement, reporting, and more.

Tried-and-true insights

Over 160,000 providers across the country rely on athenahealth services to deliver care and grow their practice. We use the insights generated from their billing and clinical activity to help you achieve your goals. That includes setting benchmarks that help you understand how your practice is performing and updating our services to meet ever-changing payer requirements. Your customer success manager will also recommend service configurations and workflows based on athenaNet data and highlight opportunities to make high-impact improvements.

Performance monitoring and coaching

Our services give you unparalleled visibility into your performance, informing and enhancing your decision-making. In addition, our teams continuously track your performance and proactively identify opportunities for improvement, helping you tackle issues before they can impact your business. When appropriate, your customer success manager can also connect you to athenahealth coaching resources for both individuals and your organization as a whole. And our on-demand classes are always available to your entire staff.

Success at every stage

Our customer success model starts from the moment you sign with athenahealth. You're immediately assigned a customer success manager who oversees your onboarding process. Then, once you're up and running on athenaNet, they help your organization get the most out of your new services, with a focus on improving performance, connecting you to coaching and training resources, and providing knowledgeable support.

1 Onboarding

During onboarding, your customer success manager serves as your point of contact for all your implementation-related questions or issues, including coaching, training, enrollment, interface engineering, and more. And whereas support for software-based services may not be available after your go-live date, you will continue to receive support from our teams for the entire time you are an athenahealth client.

2 Go-live

On-site or virtual team members will be available on your go-live date to answer questions and help your providers and staff navigate athenaNet workflows. Afterwards, athenahealth teams monitor your performance, track any functional issues that arise, work with you to improve clinical and revenue cycle configurations, and hold weekly status calls to check in on your performance.

3 Maximizing value

Once you are up and running on your new services, your customer success manager steps in to help your organization develop expertise and make sure you're seeing the results you want.

Performance improvement

We track how your organization is performing relative to your peers and network benchmarks and surface issues before they impact your business.

- Real-time tracking of key performance metrics
- Workflow optimization
- 1:1 virtual consulting services for providers

Coaching

When appropriate, we connect providers and staff to on-demand coaching and training resources.

- Proactive coaching
- Virtual classrooms
- Role-specific training for administrative staff and providers

Support and advocacy

We help you prepare for industry change and ensure your experience and feedback inform future product development.

- Round-the-clock support from teams that know our services inside and out
- Quality program tracking
- Post-live consultation services

Find out more. Call 412.424.2260 or visit us online at vowhs.com

