

# make missed collections a thing of the past

Collect more from health plans and  
patients in less time and with less work.

## The service

A complete revenue cycle and practice management solution that enables practices to improve collections and get paid faster with less work.

### For your patients:

- Learn from 160,000 providers nationwide
- Coaching and training you can rely on after go-live
- Our aligned incentives model means we're invested in your success

### For your staff:

- We identify work that we can eliminate or automate, saving your practice time
- Our expert teams address claim appeals and denials
- We process all outbound claims and inbound remittances for you

### Results:

- **94%** of claims favorably adjudicated the first time
- **44 days** in accounts receivable
- **73%** of co-pays collected at the patient's time of service

## Network insights help you collect every cent you're eligible to receive

athenaCollector helps you maximize revenue by learning from the experiences of more than 160,000 providers on our network. Our proprietary Billing Rules Engine is continuously updated with our latest research on payer requirements, and automatically uses that knowledge to proactively reduce denials and get claims paid faster. In fact, 32 percent of all rules were created or updated within the last year. As a result, 94 percent of claims are favorably adjudicated the first time. And our easy-to-use reporting tools gives you real-time visibility into your performance and your peers' performance.

## Do less work with our partnership

Eligibility checking, denial management, remittance processing—let us worry about that. We take on administrative work on behalf of our clients, so they can achieve their goals and grow without adding more staff. Based on data from across our network, we're continuously working to identify low-value tasks that take up your practice's limited time, and either take it on ourselves or automate it. As a result, larger organizations on our network see a 40 percent reduction in operating costs.

## Stay ahead of industry change

Between the rise of high-deductible health plans and increasingly consumer-like behavior from patients, collecting payment directly from patients has never been more challenging or more important. Our experts constantly research industry and regulatory changes, including changes to incentive payment programs that might impact your bottom line like MACRA. And because all our clients are on the same instance of our cloud, updates can be pushed out to everyone overnight, ensuring you're always ready for whatever the future of healthcare has in store.

## 3 Ways We Wick Away Work

### 1 Catching missing modifiers to prevent denials.

Certain payers require modifiers for mid-level providers. We automatically detect and add the right modifiers for you, so that your staff doesn't have to manually add them in after a claim has already been denied.

### 2 Proactively searching for insurance coverage.

We go beyond traditional eligibility checking by searching for Medicare and Medicaid coverage when a patient doesn't present insurance at their appointment. By taking this extra step, we have converted \$12M per month from self-pay charges to insured charges across our network.

### 3 Preventing denials for age mismatch.

A rule prevents practices from submitting claims when there is a mismatch between a patient's age and a well-visit CPT code. We automatically correct this, so you don't have to.

#### At a Glance

**11**  
physicians

**7**  
mid-level providers

**6**  
physical therapists

**33**  
administrative staff

**2**  
locations

#### SUCCESS STORY:

### Watauga Orthopaedics

#### Issues

- 3 full-time employees needed to confirm insurance eligibility
- 1 dedicated employee struggled to keep track of changing payer rules
- Revenue cycle management software couldn't keep up with practice growth

#### Results

- Eliminated 6 full-time employees
- Decreased denial rate from 11% to 4%
- Solution easily supports addition of new physicians

**“athenahealth is an excellent business partner. They keep you focused on the core business of medicine. With athenahealth, we were able to triple the size of our practice without adding administrative staff.”**

–Kim Wishon, CEO, Watauga Orthopaedics

Find out more. Call 412.424.2260 or visit us online at [vowhs.com](http://vowhs.com)

