

# VillageMD, powered by athenahealth, drives better patient outcomes at a lower cost of care

**1** A better provider experience: proven workflows customized for value-based care

**2** A better patient experience: tools that drive patient engagement and satisfaction

**3** A better practice experience: Intuitive primary care workflows on desktop and mobile



## athenahealth

- Recommendations for practice improvement
- Quality reporting inside practice workflows
- Onboarding process for new practices
- Customer Success Manager dedicated to your business
- Revenue cycle management
- Simplified claim submission and follow-up
- Payment posting
- Patient statements
- Patient communication support



## VillageMD

- High-touch onboarding support from technology expert in EMR implementation
- Embedded population health and care management model to drive value-based contract performance
- Payer contracting team to negotiate best in market contracts for primary care
- Condition specific workflows for Diabetes, COPD and CHF that have demonstrated utilization 20 to 40% below national avg.
- Opportunity to leverage revenue cycle partners to provide full suite revenue cycle services



## Your Practice

- Focus on patient care
- Appointment scheduling
- Check in process
- Check out process
- Claim creation and submission
- Denial and complex claim management
- A/R management

## SNAPSHOT: Village Medical

**25** locations  
**170** clinicians  
**400,000+** patient visits/year

### Statistics:

- 98% of claims are favorably adjudicated the first time
- Average 29 days in accounts receivable
- Achieved efficient documentation time; 84% of clinicians close encounters on the same day
- Able to use campaigns to close care gaps; generate quality reports monthly

*"athena allows us to deliver a 360-degree view of the patient, not just at the point that a patient is seen by a physician, but to all other members of our care team."*

— Clive Fields,  
Co-Founder and Chief Medical Officer



 athenahealth + VillageMD  
by the numbers...

**4%** no-show  
rate

**85%** collection  
rate

**75%** patient portal  
adoption rate

\*Based on athenaNet data from 5/2019 – 4/2020