

athenahealth Authorization Management Services

We seamlessly manage your authorizations so you can focus on patient care.

Take the frustration out of authorizations

Authorizations are required for many aspects of patient care, including imaging services, procedures, surgeries, therapy services, and specialist consults. But payer requirements vary greatly and change often, making it time-consuming to keep up. In fact, medical practices spend an average of about 20 hours per week per physician obtaining authorizations.¹ At athenahealth, we have the scale to do this work faster and more efficiently to consistently drive better results for your practice, so you're free to focus on patient care.

Focus on patient care, not paperwork

Because we're the only major vendor that provides integrated authorization management services, we can automatically begin processing pre-certifications and referrals as soon as a provider orders a medical service or a specialist consult in athenaClinicals.² We check the order against the payer requirements in our Rules Engine, a collection of 40 million rules that's constantly updated, to immediately determine if an authorization is required. If so, our specially trained nurses, radiology technicians, and physical therapists will communicate directly with payers to submit clinical documentation and follow up on authorization status to ensure that patients can get the care they need. Once we obtain an authorization, we put it on file in athenaCollector and add it to the patient's list of active authorizations. We streamline the process of pre-certification and referrals so your patients get the care they need, and you're not stuck doing paperwork.

Get paid more, faster

Missing authorizations are one of the top drivers of denials and outstanding patient balances. The combined impact of our expert service teams and network intelligence ensures that patients receive timely care and that you get paid fully.

Proven Authorization Management Performance

<60

mins time to initiation for urgent authorizations

1.3 million

authorizations processed to date

<24

hours time to initiation for all authorizations

Zero

clicks required to start authorization or provide clinical documentation

To be eligible for Authorization Management services, clients must have both athenaClinicals and athenaCollector. The cost of service is a percentage of collections based on each client's organizational profile.

athenaCollector®

Our network-enabled revenue cycle management service that enables clients to secure full payment faster, reduce administrative drag and cost, and stay current on industry change.

athenaClinicals®

Our network-enabled EHR service organizes the moment of care to help providers maximize their clinical productivity. We also execute administrative and quality program services for providers, including tracking all orders to close the loop on care.

¹ Casalino, et al., "What does it cost physician practices to interact with health insurance plans?" (July/August, 2009), Health Affairs.

If Henry Schein customers purchase service or product from promotional services or products organizations, Henry Schein will earn a fee from such organization. This is an athenahealth offer. No value is being offered or provided by HSM.



Talk to your Henry Schein Representative or visit us online at athenahealth.com/henry-schein-authorization