Welcome to the meeting!

All lines have been muted on entry.

We will get started at 9:03am PST (12:03pm EST)

This meeting will be recorded

Please email/message Lauren Serrano if you have any difficulties joining the Webex Meeting.

WRUG
Virtual Conference

athenahealth

August 13, 2020

Introductions

WRUG Board

Michelle Grant
University of Colorado Medicine
WRUG President

Lisa Englund
Dignity Health Medical Foundation
Treasurer

Scott Wead
VCU Health
VP of Vendor Relations

Jennifer Morris
Optum
Secretary

Michelle Irwin
Dignity Health Medical Foundation
VP of Agenda Planning

Maggie Ilagan
Optum
VP of Web Development

athenahealth Representatives

Dave Haight
Vice President Advisory Services

Kate Stevens
Product Owner

Serene Munroe
Executive Director, Product Management

Lauren Serrano
User Group Program Manager

George Curlanis
Customer Success Manager

Agenda

Topic	Speaker/Facilitator	Duration
INTRODUCTION		
Welcome and Introduction	Michelle Grant Lauren Serrano	10 min
MAIN CONTENT		
athenahealth Roadmap and Business Update	Dave Haight Serene Munroe	20 min
Telehealth Panel Discussion	Moderator: Michelle Grant Panelists: • Stephanie Smith – University of Missouri Health • Pat Conover – Texas Tech University Health Science Center • Cristal Razo, Sherrie Lynn Dasalla – Sharp Rees-Stealy	40 min
Ask Anything	Facilitator: Michelle Grant	20 min
WRAP UP		
athenahealth Events	Lauren Serrano George Curlanis	15 min
User Group Events	Michelle Grant	5 min
Open Board Positions	Michelle Grant	5 min
Closing	Michelle Grant	5 min

Virtual Meeting Guidelines

- All participants will be muted on entry
- Please make sure you are using **either** your computer audio or phone audio to join (if you join with both, this will cause an echo)
- Turn your video on (if you're speaking)
- Unmute yourself to speak, otherwise stay on mute to reduce background noise
    - Hover over the tool bar at the bottom of the WebEx screen and click on the red microphone icon **OR** click on the red microphone to the right of your name on the participants panel
    - If using your phone for dial-in, ensure that is not muted (so that you are not double-muted)

MUTE
PHONE
ON/OFF TO SPEAK

CHAT FOR
DISCUSSION/QUESTIONS

KEEP CAMERA
OFF

LEAVE
MEETING

Giveaway Opportunity!

- We'll spin a PRIZE WHEEL 3 random times during this session

- If you registered to attend before EOD on Wednesday, you were included!

- You must be present during the session to win!

- After today's session, we will reach out for your contact information and mail the giveaway to you
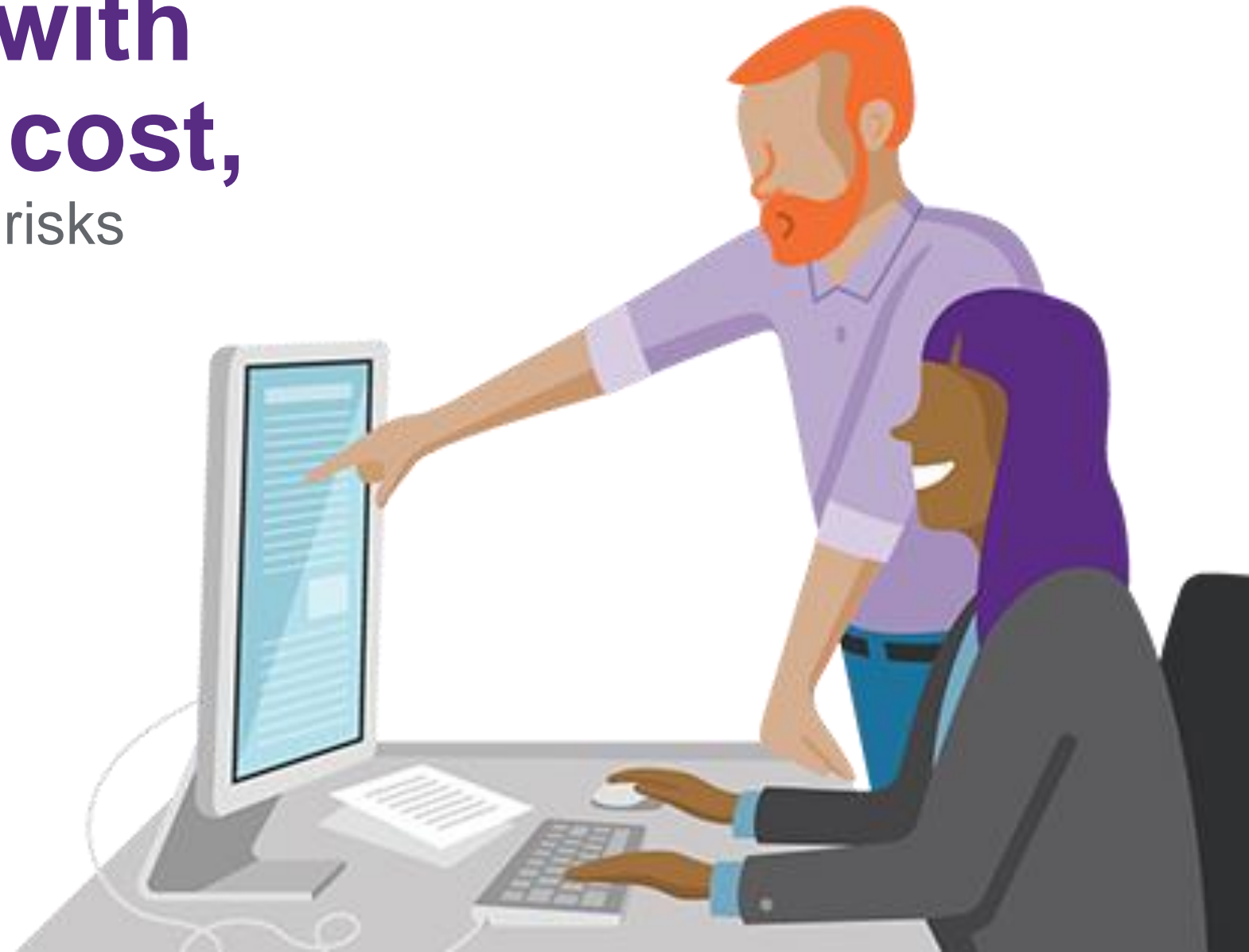
Social distancing
Giveaway

athenahealth Roadmap and Business Update

Our mission is to help you

Collect more, faster, with less work, at a lower cost,

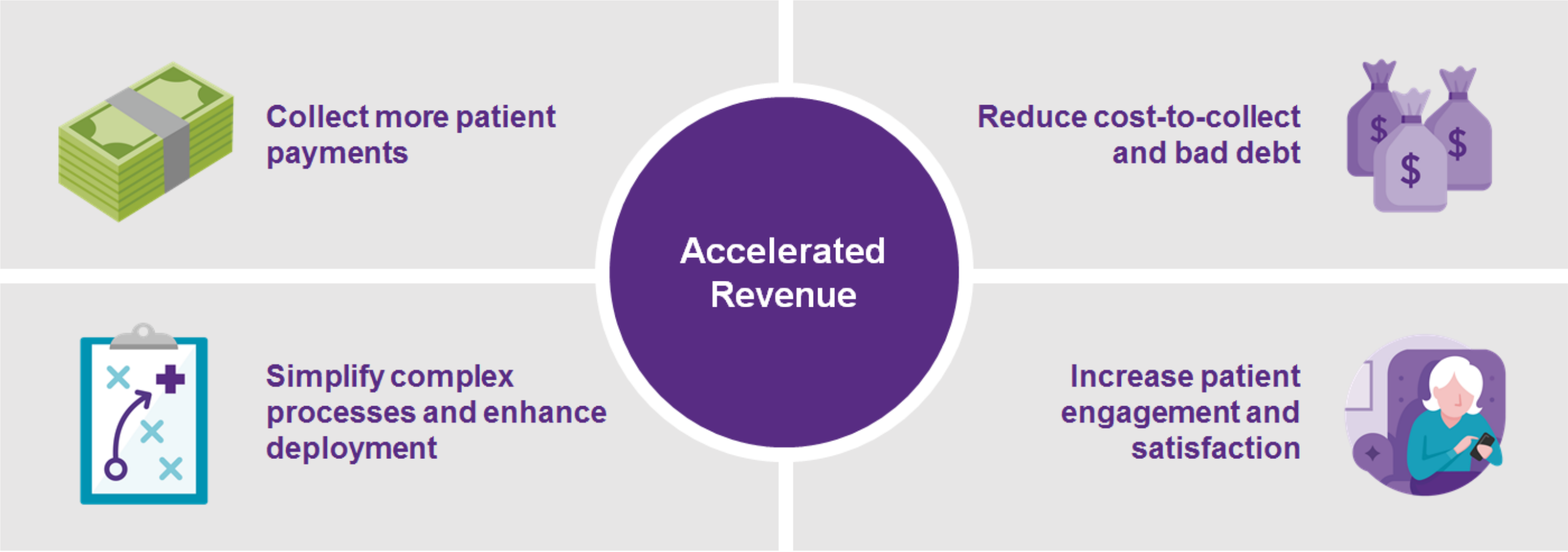and manage payment and contracting risks associated with new payment models.

100K

Providers using athenahealth Revenue Cycle Solutions to manage operations

+$300B

Revenues collected using athenahealth Revenue Cycle solutions

We know collecting payments is difficult, time consuming, and expensive

Collect more patient payments

Reduce cost-to-collect and bad debt

Accelerated Revenue

Simplify complex processes and enhance deployment

Increase patient engagement and satisfaction

End-to-end solution to supercharge your revenue cycle

Low-touch billing workflow across your enterprise

Integrated **payer data**

Insight into **revenue performance**
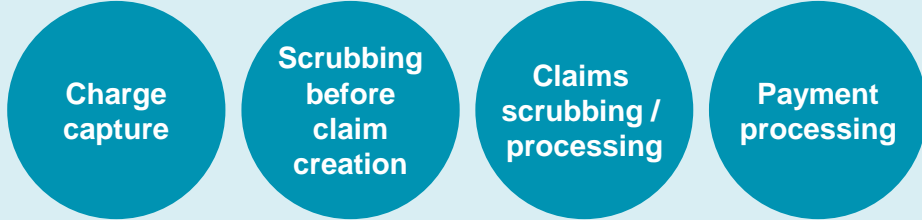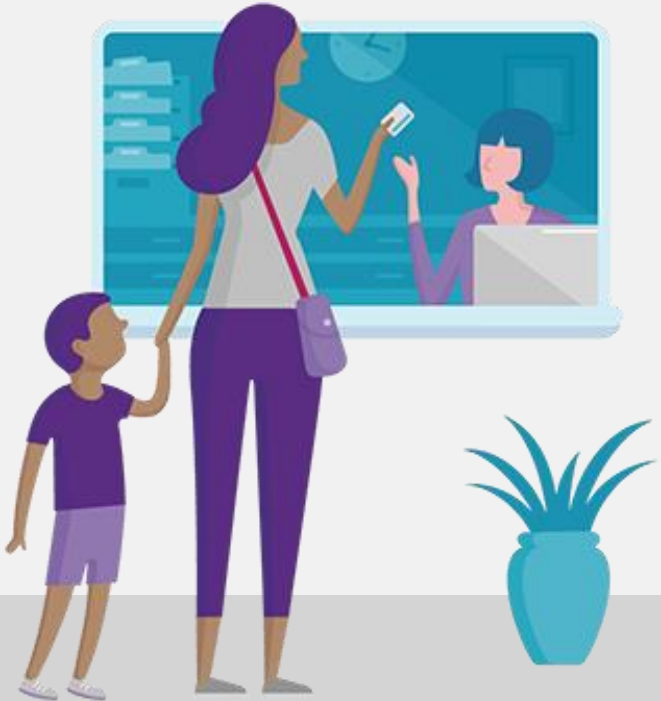
Revenue cycle **optimization**
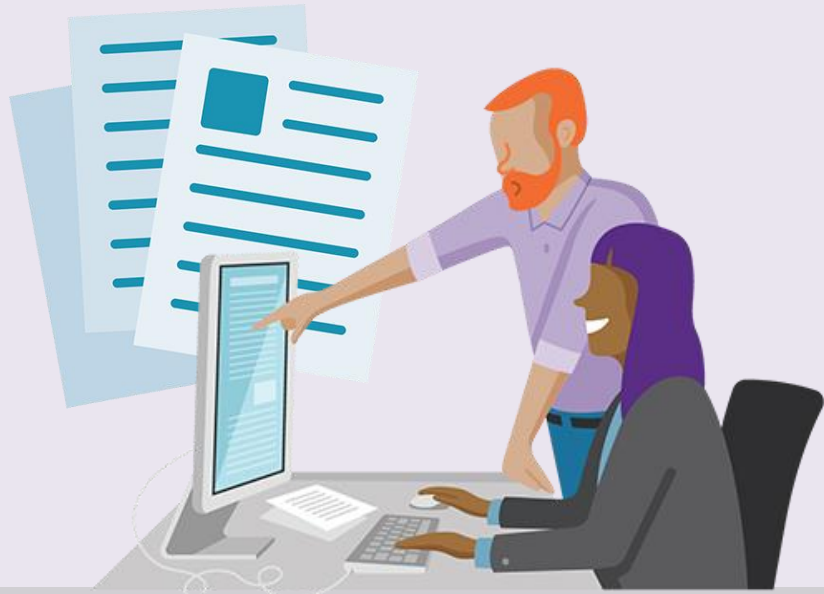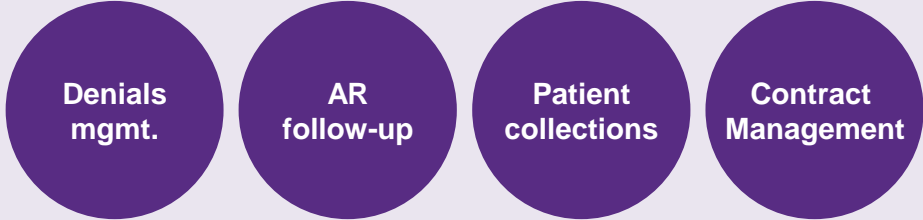
Alternative payment model adjudication

Best practice **workflow expertise**

Robust RCM from the point of schedule to posting the final payment

Patient Access
"Front-end" revenue cycle

- Patient payment estimation
- Scheduling
- Pre-arrival & eligibility
- Registration & arrival

- Charge capture
- Scrubbing before claim creation
- Claims scrubbing / processing
- Payment processing

Patient Financials
"Back-end" revenue cycle

- Denials mgmt.
- AR follow-up
- Patient collections
- Contract Management

Trusted partner and recognized industry leader

Enterprise

Memorial Sloan-Kettering Cancer Center

Virginia Mason

SHARP

St. Jude Children's Research Hospital

VCU Make it real.

Ambulatory

Northwell Health

CCHC Coastal Carolina Health Care, P.A.
Advanced Medicine. Trusted Care.

SOUTHWEST DIAGNOSTIC IMAGING CENTER

MIT

BPO/MSO

OPTUM

US ANESTHESIA PARTNERS

Envision HEALTHCARE

TEAMHealth

Baystate Health

Summit Healthcare

athenaIDX Roadmap Highlights

athenaIDX Roadmap

2H 2020

- Automation – Beta Sites
- aIDX 7.2 Beta
    - Enhanced Interoperability
        - Dictionary Service
        - FRM Enrollment & Claims
    - EDM Enhancements
    - HPA Enhancements
- Gamify for aIDX GA
- Client Metrics for HPA/CBO
- AUC (FRM/TES/BAR & HPA)

2021 Plan

- Automation GA & Launch
- aIDX – 7.2 LA/GA
- aIDX – 7.3 Release Work
    - UX uplift
    - Data Access
    - RegQA Dashboard
    - Authorization Management
- Propensity to Pay

2021/2 Scoping

- aIDX – 7.3 GA
- aIDX Future Release
    - IRIS – API Manager Container
    - Reg Workflow Redesign
    - Interoperability (FHIR/Web)
    - Self-Scheduling Integration
- Automated Appeals
- Attachment Services

Newly Available Highlights

Connectivity – a better way to seamlessly exchange information

SOAP and RESTful APIs

Enable tight integration and easy access with athenaIDX data & workflows – XML, JSON
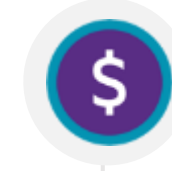
Partner-friendly web services

Provide seamless access and filing of critical data using healthcare data exchange standards

Better tools for workflow support and management

Transaction monitoring tools with problem alerts and sophisticated workflows for edits

Standard web services

Simplified ability to connect and maintain workflows to pull data from and file back into athenaIDX

Connectivity API Summary

Version 6.2

EHR Connectivity
TES Charges, Clinical Requests,
Health Alerts

Version 7.0

Registration/Patient
Scheduling
Billing (credit card payments)
Referrals

Version 7.1

Visit Services
BAR Charges and Payments
Patient, Appointment & Referral
Outbound Events

Version 7.2

FRM Claims & Enrollment
Visit AR Services
Dictionary Maintenance
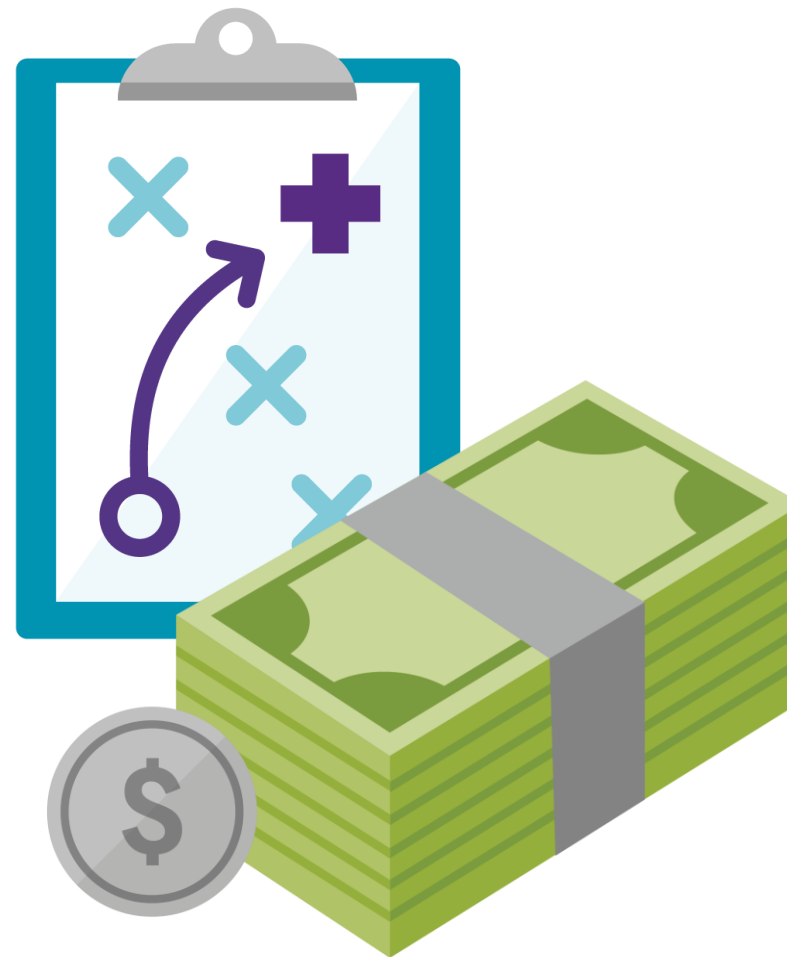Appointment & Referral
Requests

RPA: Exploring workflows with proven value

✓ **Claim Status Inquiry**

✓ **Manual Eligibility Checks**

✓ **Prior Authorizations**

- does one exist?
- is one needed?
- has one been approved?

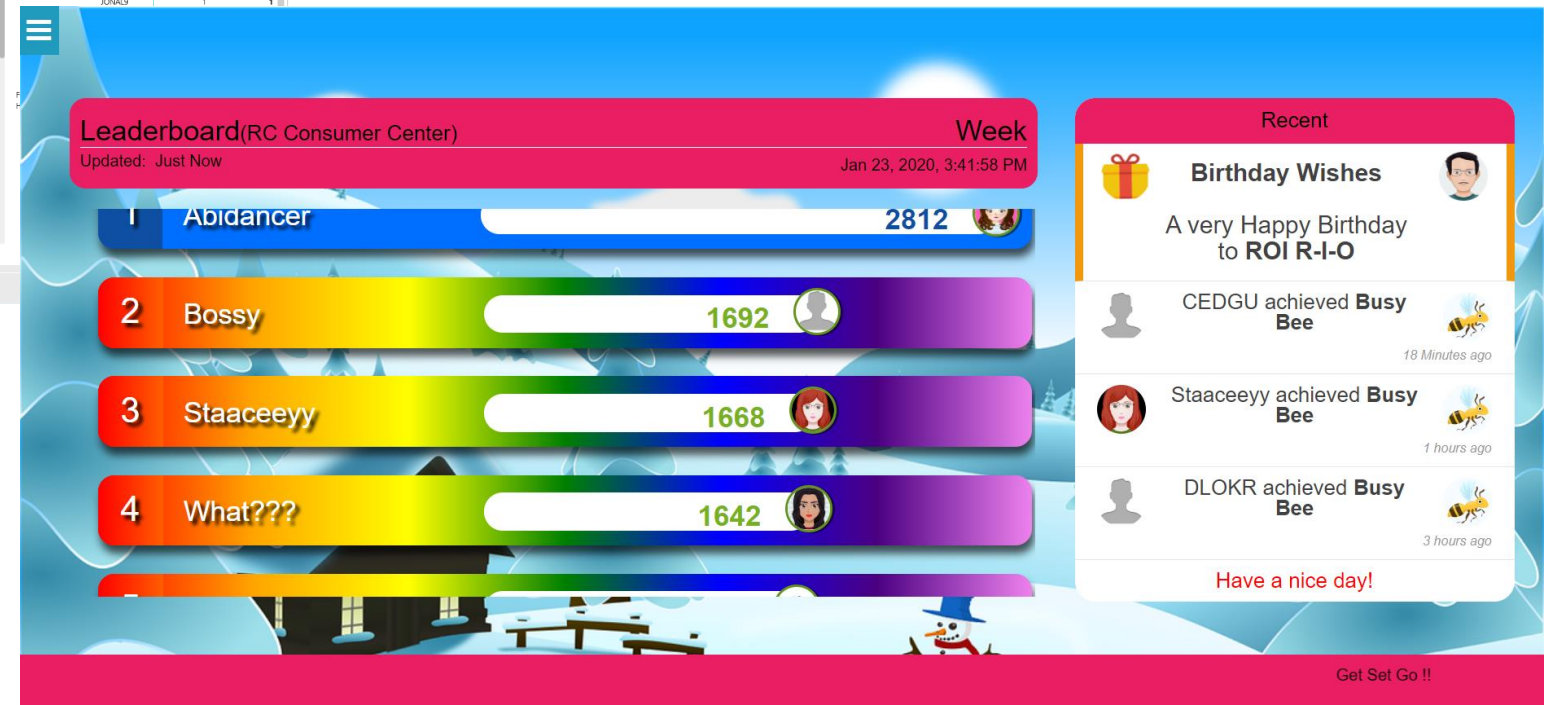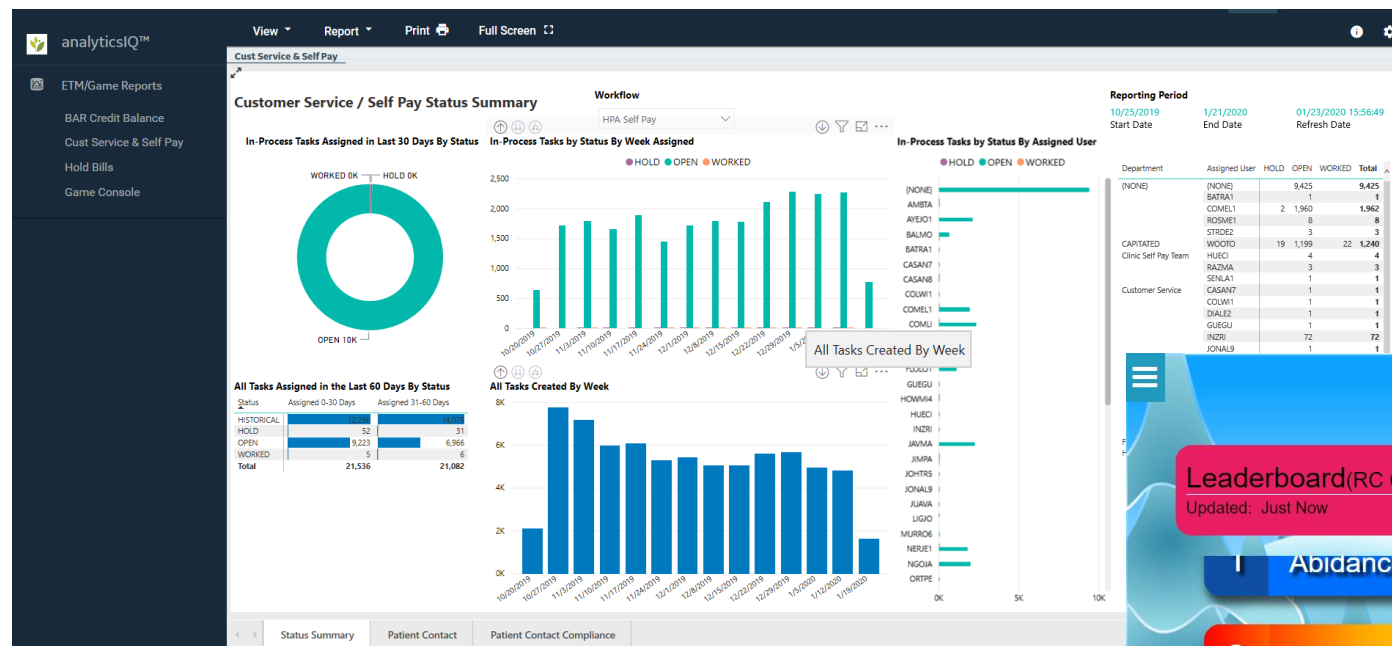✓ **Claim Authorization Request**

- submitting request for an authorization with Clinical Documentation

✓ **Denial Research**

- repetitive tasks done during denials research

athenahealthGamify

Can having fun lead to better financial outcomes? The game that changes everything

- **Productivity &Quality**
- **11% improvement** in overall productivity
- **+ 125 tasks worked** per user per month (avg)
- Task lag **reduced by 10%**
- Reduced staff turnover from 6% to 1.8%
- **Improved all productivity metrics** with fewer staff
- **Quality & Accuracy** was maintained, or improved
- 100% real-time visibility into employee and team performance

Telehealth Panel Discussion

WRUG Panelists

Stephanie Smith, CPC, CPMA
Director, Health Information Management,
University of Missouri Health

Pat Conover, EdD, MBA, CHCIO
Managing Director
Texas Tech University Health Sciences Center

Sherrie Lynn Dasalla, MPH, RN
Patient Access Manager
Sharp-Rees Stealy

Cristal Razo
Manager, Ambulatory EHR
Sharp Rees-Stealy

- Introduce your organization

- What Telehealth vendor are you using and how has the relationship been with that vendor?

- What are some challenges you are facing?

- What did you operationalize during COVID-19 that you didn't anticipate to do so quickly?

- What are some best practices your organization developed regarding telehealth?

- What are your next steps for implementing telehealth into your organization?

Stephanie Smith, CPC, CPMA

Director, Health Information Management

University Physicians

University of Missouri Health

smithstephanie@health.Missouri.edu

(573) 884-2303

University Physicians
University of Missouri Health

What Telehealth vendor are you using and how has the relationship been with that vendor?

ZOOM for Healthcare

MU Health Care already has this platform in place and it is familiar to our staff. While CMS will allow the use of other non-public facing platforms, ZOOM will allow video and/or audio connections without exposing the provider's personal phone number, e-mail or other information.

Waiting room, Zoombombing

What did you operationalize during COVID-19 that you didn't anticipate to do so quickly?

Standing up an effective and efficient virtual care environment

Creation of telehealth visit type

Education on work flow for front line and back end staff

Centralized communication for employees

Virtual Town Hall

COVID-19 Information board

PHE Timeline event document

University Physicians
University of Missouri School of Medicine
Affiliated with University of Missouri Health Care

What are some best practices your organization developed regarding telehealth?

Virtual Care team

Telehealth visit type

What are your next steps for implementing telehealth into your organization?

Virtual Care Outreach

Founded in 1969, the TTUHSC School of Medicine has continually worked to address the shortage of physicians in West Texas.

We're dedicated to advancing the health of people in West Texas and beyond. We are able to reach out across Texas through our regional locations in Lubbock, Amarillo, Abilene, Dallas, Midland and Odessa and provide hands-on education coupled with innovative research opportunities.

40 years Celebration – a picture speaks a
thousand word–

https://www.ttuhsc.edu/medicine/document
s/historical-display-40yrs.pdf

Deliver Care to Remote/Rural and Community Health

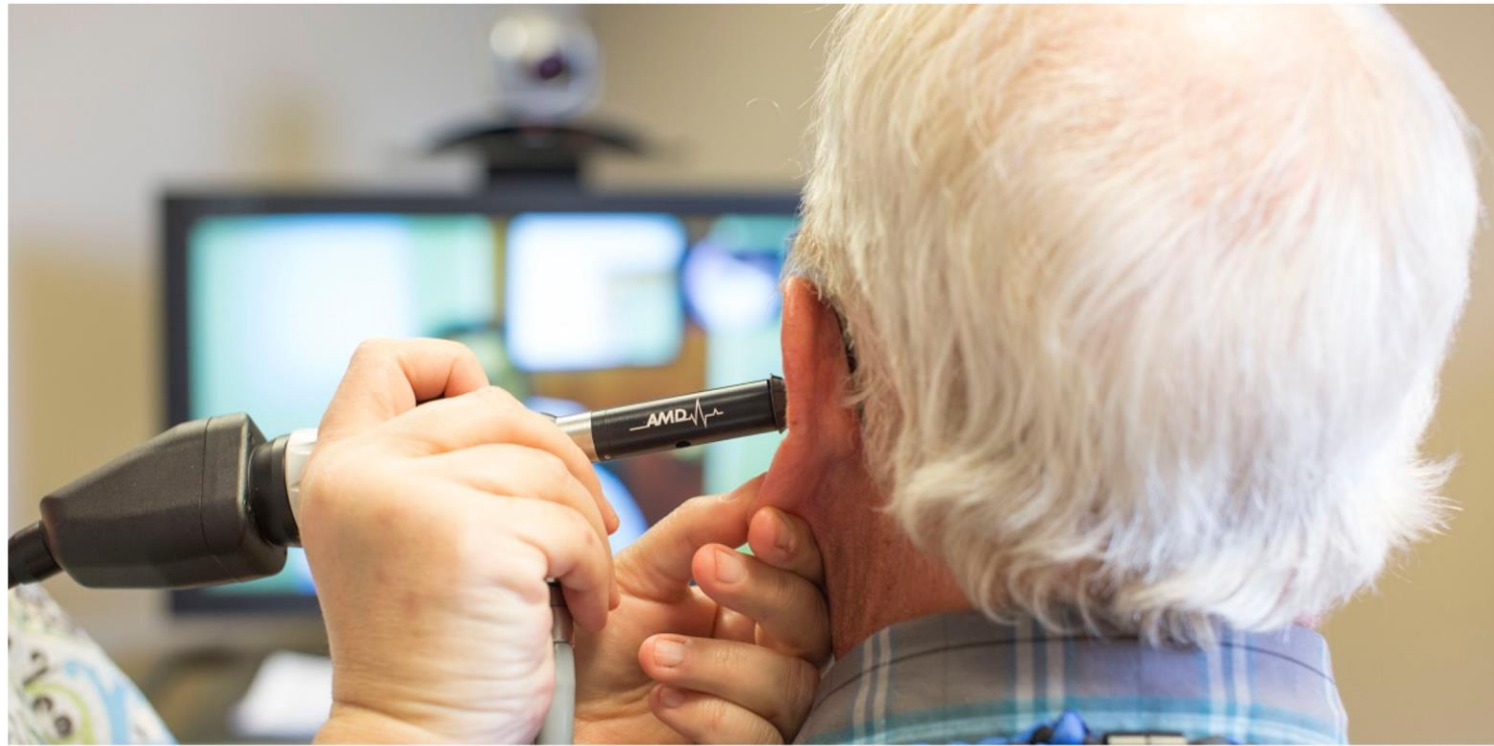- Locations with specialized equipment
- Correctional Health

Urgent Care – Student Health

- Amwell

Follow up Visits– Surgery Department in Lubbock

- Zoom

https://www.ttuhsc.edu/telemedicine/

Who does what, when, AND HOW

Delivery of Care to Patients via Telemedicine

- Vendors
  - *Amwell*
  - *Zoom*
  - *Doxy.me*
  - *Qliqsoft*

Provider Training to provide Care via Telemedicine

Patient steps to use Telemedicine

Communicate, communicate, communicate

Sharp Healthcare

San Diego's Health Care Leader

Not-for-Profit Serving 3.2 Million San Diego County Residents

- Largest private employer in San Diego
- Largest health care system in San Diego
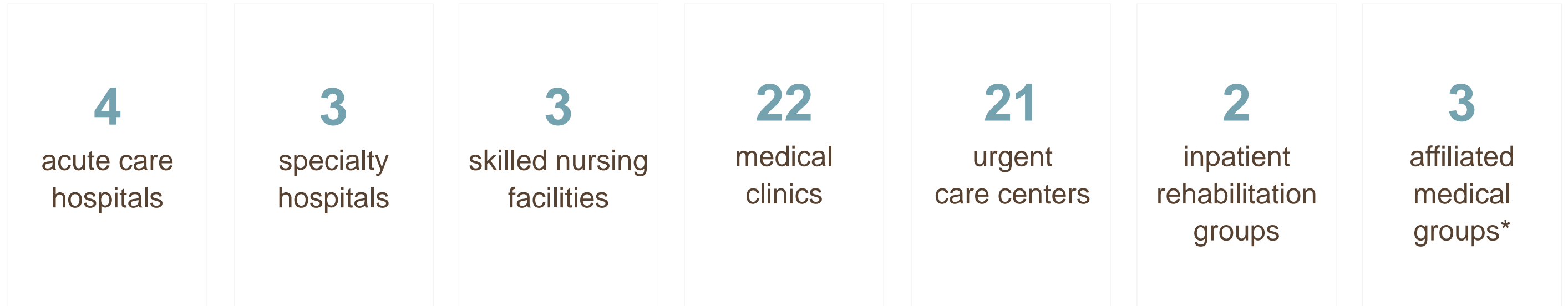
18,000+
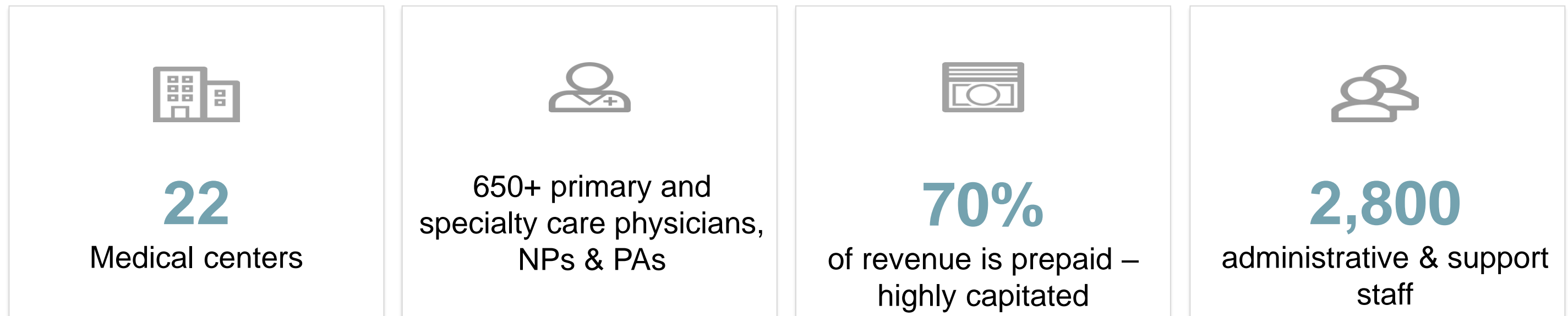employees

2,900+
affiliated physicians

1,800+
volunteers

Comprehensive Programs and Services

4	**3**	**3**	**22**	**21**	**2**	**3**
acute care hospitals	specialty hospitals	skilled nursing facilities	medical clinics	urgent care centers	inpatient rehabilitation groups	affiliated medical groups*

Sharp Rees-Stealy

22
Medical centers

650+ primary and specialty care physicians, NPs & PAs

70%
of revenue is prepaid – highly capitated

2,800
administrative & support staff

SHARP

What Telehealth vendor are you using and how has the relationship been with that vendor?

InTouch Health (aka TruClinic)

During COVID-19 needed to lean on other vendors:

- Doxy.me
- Mend
- Facetime
- Zoom

What did you operationalize during COVID-19 that you didn't anticipate to do so quickly?

Full deployment of Telemedicine to specialties

- Training (~350) IM/FM (~160)

OnDemand Telemedicine

- Triage Calls
- Scheduled Telemedicine Visits
- Urgent Care Virtual Waiting Room

Schedule Management

- Specialty deployment
  - Visit type management
  - How to incorporate into current schedules
  - How to incorporate into future schedules

Billing

- Challenges in billing requirements by payers
  - Workflows for coding and compliance / providers
  - Training & communication for end users

What are your next steps for implementing telehealth into your organization??

Expansion of Peer to Peer Consults (starting with Derm)

Transformation
- Derm Virtual Flow workflows
  - DocuSign for referral process
- Primary Care Virtual Flow workflows

Thank You

Ask Anything

Questions from WRUG Members:

Does anyone use the Web for Payment Posting? *from Mandy Kaur, Dignity*
- How was it transitioned?
- Any issues or pitfalls?
- For those still using CC, why did you choose not to convert?

Has anyone upgraded to CB 7.1? *from Jennifer Morris, Optum*
- What has your experience been?

Is anyone using the new UI? *from Michelle Grant, UPI Colorado*
- Are there any lessons learned?

Wrap Up

athenahealth Events

Healthcare's Next Act & Thrive Summit are two distinct events

Healthcare's Next Act
Sept 17-18, 2020

- 2-day virtual thought leadership event

thrive SUMMIT

April 7-9, 2021
Austin, TX

- User Group Meetups targeted for April 7

- WRUG & MCAG Board Members have joined a Thrive Content Committee to make the conference experience a meaningful one for our members

42

©athenahealth

Healthcare's Next Act:
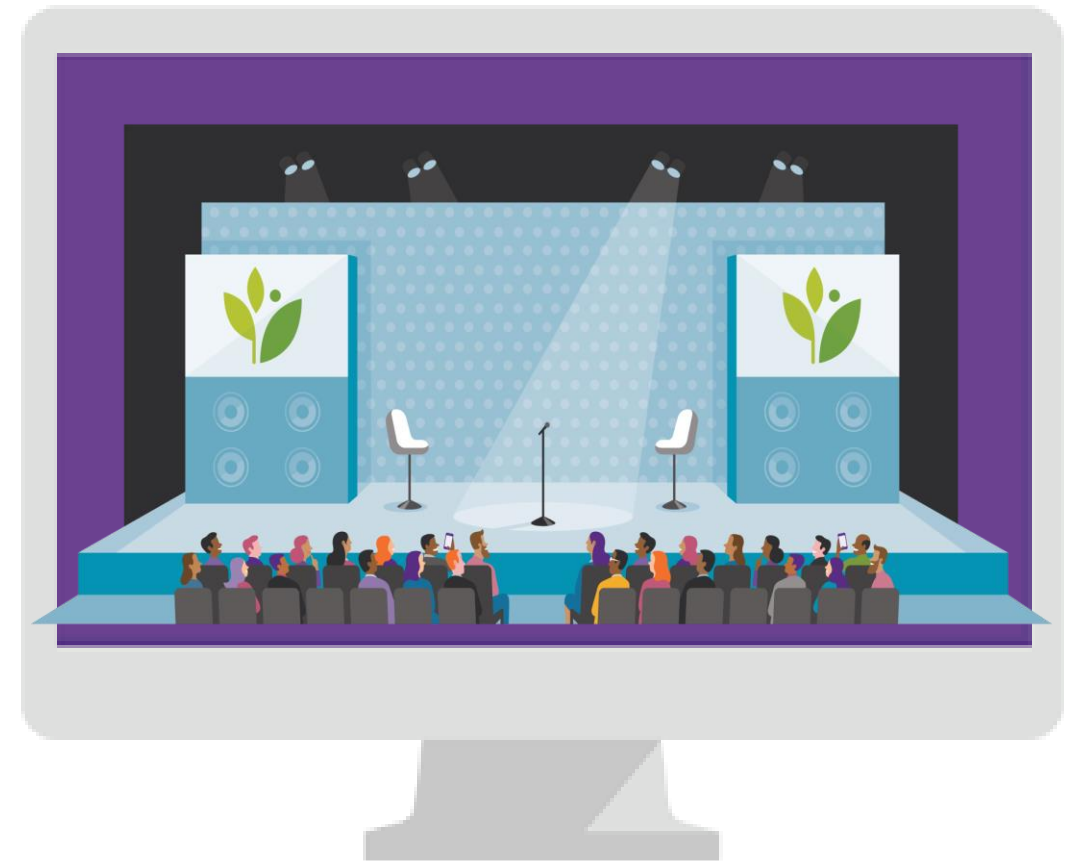# a defining moment for healthcare

What
2-day virtual thought leadership event to envision the future of healthcare, showcase for product enhancements and learnings from the pandemic along with highlighting the power of a connected ecosystem.

When
September 17-18, 2020
12:00 p.m. ET on both days

Where
Virtually via our webcasting platform, ON24

Agenda

What does a thriving healthcare system look and act like? How is connectedness the future of healthcare? Hear from powerful speakers with unique data-driven insights.

Day 1 — Thursday, September 17

- Seizing an Opportunity: Insights for a Thriving Healthcare Ecosystem

- A Conversation with Dr. Patrice Harris About COVID-19 and Health Inequality

- Lessons from Our National Healthcare Network

- Panel: The Future of Virtual Care

- Panel: Thriving During COVID-19: Success Stories from the Field

Day 2 — Friday, September 18

- Fireside Chat: Forces of Innovation

- Panel: Customer Voices on Reducing Disparities in Healthcare

- Getting Back to Business and Thriving

- Care Management During a Crisis

- Panel: A Rapid Adoption Story: Telehealth

- Ensuring Financial Performance and Employee Productivity: Sharp's Model for Success

- Three Keys to Effective Patient Experiences: Access, Convenience, and Meaningful Engagement

- Tools for a Connected Ecosystem

Keynote Speaker: Patrice A. Harris, MD, MA
Immediate Past President, American Medical Association

Patrice A. Harris, MD, MA, a psychiatrist from Atlanta, was the 174th president of the American Medical Association, and the organization's first African-American woman to hold this position. Dr. Harris has a diverse experience as a private practicing physician, public health administration, patient advocate, and medical society lobbyist.

WRUG Events

- **Upcoming Events**
  - February 2021: Cancelled due to COVID-19 and travel restrictions
  - April 2021: Conjoined User Group Meeting at Thrive Summit
  - Will send out vote to meet IN PERSON for potential WRUG Fall 2021 Conference Event

- **MCAG Virtual Conference**
  - October 14 & 15: 8:00am-2:30pmPST
  - If interested, please contact Tim McCauley

# Open WRUG Board Positions

- **WRUG President**
  - Currently held by Michelle Grant
  - 2-year term
  - Key Roles & Responsibilities
    - Oversight of virtual & in-person event coordination, facilitates monthly board meetings, partners with athenahealth for collaboration and inclusion

- **VP of Vendor Relations**
  - Currently vacant (Scott Wead & VCU moving to new vendor)
  - 2-year term
  - Key Roles & Responsibilities: Gathering vendors for exhibiting at conferences and maintaining vendor relationship within the WRUG community

What's Next?

- Continue WRUG Virtual Meetings
  - Frequency?

- Topic ideas for future meetings
  - Best practices
  - Project your organization is undergoing
  - Collaboration with vendor

- What else?
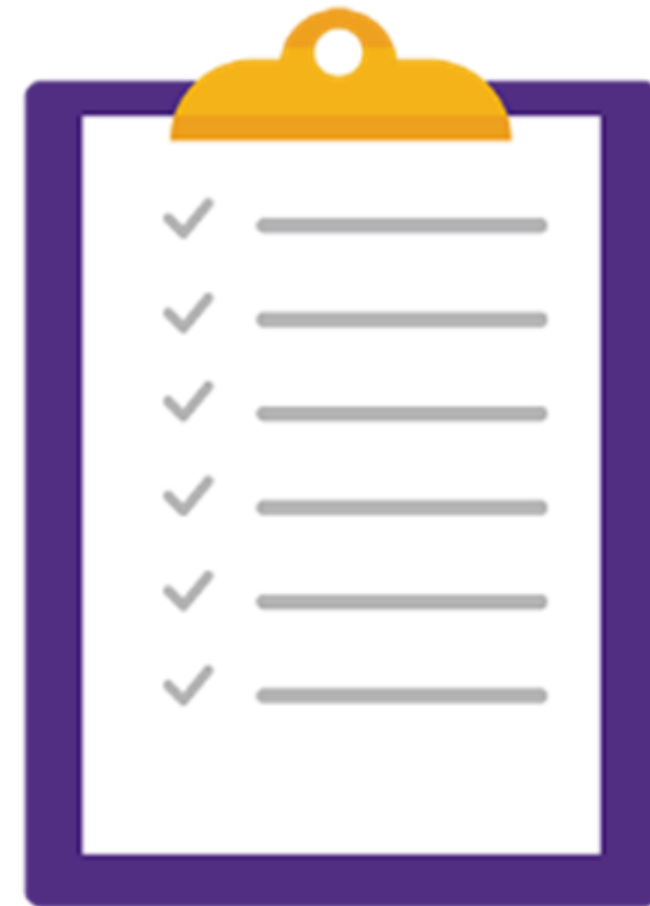
To our healthcare heroes, thank you.

athenahealth

Thank you for your time today!