athenahealth | thrive

2026 Session Catalog

Welcome to Thrive!

At Thrive Summit, we bring connections to life, sharing performance best practices, industry insights, and intelligent solutions to eliminate complexity.

We look forward to innovating together. Thriving together.

Because together, we're creating a healthier future for us all. Explore over 100+ breakout sessions designed to arm you with knowledge and strategies to simplify the practice of care.

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athena User Groups

Engage with your fellow athenaOne, athenaIDX and athenaPractice & Flow users.

Session Description	Session Details
WRUG User Group Join us for an engaging and interactive WRUG session focused on collaboration, innovation, and driving success together. This is your opportunity to connect with fellow clients, share experiences, and exchange best practices. Whether you're looking for new ideas, practical tips, or answers to your toughest questions, WRUG is the place to be. And don't miss our popular "Ask Anything!" segment—an open forum where you can engage directly with athena and peers, gain fresh perspectives, and get answers in real time.	**Monday November 2** **8:00 – 9:30AM** USG-001
Connectivity User Group Let's talk about all things Connectivity. We will be continuing our discussion on the APIs that are being released and how our customers are utilizing them to make their respective businesses run more efficiently. There will be an open forum to brainstorm ideas on how to deploy your initiatives and how to make this group better.	**Monday November 2** **12:30 – 1:30PM** USG-002
athenaKids (Pediatrics) User Group We're excited to meet athenaKids User Group members in person this year! We hope to spend our time together networking with peers, colleagues and your athena Customer Success team as well as having some interactive discussions on Peds specific milestones on the 2026 roadmap, progress updates on trending topics and help prep you all for the amazing content Thrive will provide.	**Monday November 2** **8:30 – 10:00AM** USG-003
Multi-Specialty User Group Come collaborate with a diverse group of interdisciplinary thought leaders, share best practices, and learn about the latest product features and enhancements. We hope you'll leave feeling inspired, informed, and ready to make an even greater impact on the patients and communities you serve.	**Monday November 2** **8:30 – 10:00AM** USG-004

athena User Groups

Engage with your fellow athenaOne, athenaIDX and athenaPractice & Flow users.

Session Description	Session Details
Pain Management User Group Kick off your boots and stay awhile. We are thrilled to be back in Nashville for our 2026 in person user group meeting. Whether you are a new pain practice just getting your feet wet in the network, or an experienced group seeking workflow recommendations or networking opportunities, this event is for you. Come ready to share and collaborate!	**Monday November 2** **8:30 – 10:00AM** USG-005
Platform Services User Group Join us for an engaging session with the Platform Services & Solutions leaders at our Platform Services Customer User Group! We're excited to collaborate with forward-thinking Platform customers to explore upcoming features, discover new ways to enhance the value of Platform Services for your organization, and dive into our API capabilities and roadmap.	**Monday November 2** **1:30 – 2:30PM** USG-006
athenaHeart (Cardiology) User Group Join us for an engaging opportunity to connect with fellow cardiology clients, athenaHeart leaders, and your Customer Success team. This session is designed for those passionate about learning, sharing best practices, and discussing topics relevant to cardiology practice workflows, healthcare access, and the 2026 roadmap milestones. Don't miss this chance to network, collaborate, and prepare for the exciting content Thrive has in store!	**Monday November 2** **9:00 – 10:00AM** USG-007
athenaOne Dental (FQHC) User Group Whether you're preparing for your migration or simply want to learn more about Enhanced athenaOne Dental, this session is designed for you. Hear directly from organizations that are already live on Enhanced athenaOne Dental, gain valuable insights into the migration journey from Original Dental to Enhanced Dental, and help shape the future by influencing upcoming product enhancements and priorities. We look forward to having your voice at the table.	**Monday November 2** **9:00 – 10:00AM** USG-008

athena User Groups

Engage with your fellow athenaOne, athenaIDX and athenaPractice & Flow users.

Session Description	Session Details
athenaOne Mobile User Group Join us to go beyond the athenaOne Mobile roadmap and help shape it. Connect with peers who are putting the athenaOne mobile app to work in their own practices and hear directly from the athenahealth team on what's coming next for iOS and Android, athenaText, and Ambient Notes. It's also an open forum to help shape where the app goes from here.	**Monday November 2** **9:00 – 10:00AM** USG-009
Data & Reporting User Group Join us to discuss how your organization utilizes Dashboards and reporting within athenaOne and discuss Data View capabilities and topics that matter most to you!	**Monday November 2** **9:00 – 10:00AM** USG-010
EDI Talks User Group This gathering will bring our valued customers and product teams together in the spirit of collaboration and partnership. During our time together, we'll share an inside look at the athenaEDI product roadmap, highlight exciting new features coming to the platform, and walk through how they will support your organization's success in addition to our proven workflow solutions. We'll also make space for open peer-to-peer discussions and direct feedback to our product and services teams — because you play a vital role in shaping what we build and how we support your revenue cycle outcomes.	**Monday November 2** **10:00 – 11:30AM** USG-011
NHUG & PAUG User Group Join us for updates from PAUG and NHUG and for networking on current topics for best-in-class knowledge sharing. athenaIDX Product Mgmt. will provide highlights of recently released exciting features in v8.0. The primary focus will be on topics of interest to AVM, EVM, EWS, HPA and/or CBO customers, but all athenaIDX customers are welcome	**Monday November 2** **2:00 – 3:00PM** USG-012

athena User Groups

Engage with your fellow athenaOne, athenaIDX and athenaPractice & Flow users.

Session Description	Session Details
Anesthesia User Group The athenaIDX Anesthesia User Group will be meeting in person again this year at Thrive! We invite you to reconnect with fellow members, foster these connections, discuss topics of interest to all, and spark innovation! Primary focus will be on Anesthesia related topics, but all athenaIDX customers are welcome. Please join us!	**Monday November 2** **2:00 – 3:00PM** USG-013
Women's Health User Group We're excited to meet in person again for our Women's Health User Group! Join fellow providers and practice leaders across the Women's Health community to network, collaborate, and engage in meaningful discussions on the topics that matter most to your practice. We'll also carve out time to share updates on our Women's Health roadmap and strategic investments, and we look forward to hearing your feedback, perspectives, and ideas as we continue to shape the future of Women's Health together.	**Monday November 2** **10:30 – 12:30PM** USG-014
Behavioral Health User Group Join us for a collaborative discussion centered around Behavioral Health best practices, workflows, product roadmap, and other upcoming athenaOne for Behavioral Health developments. We look forward to seeing you all and hearing your feedback!	**Monday November 2** **10:30 – 12:30PM** USG-015
Orthopedics User Group We are excited to be able to meet in person again this year!! Come learn and take advantage of this great opportunity to meet and network with other Ortho practices.	**Monday November 2** **10:30 – 12:30PM** USG-016

athena User Groups

Engage with your fellow athenaOne, athenaIDX and athenaPractice & Flow users.

Session Description	Session Details
Primary Care User Group Join the Primary Care User Group for an engaging session that brings together healthcare leaders and peers to discuss topics impacting primary care today. Hear perspectives from athenahealth and fellow customers, exchange ideas, and connect with others across the primary care community.	**Monday November 2** **10:30 – 12:30PM** USG-017
Patient Engagement User Group Hear a fireside chat with practices adopting athena's new digital patient engagement tools, including lessons on staff training and patient expectation setting. We'll also review updated Insights Dashboard reporting for digital engagement and discuss strategies for performance improvement.	**Monday November 2** **10:30 – 12:00PM** USG-018
LGBTQIA+ Care User Group This user group is designed for customers who provide care for members of the LGBTQIA+ community and those exploring ways to promote inclusivity within their practice. Join us for open collaboration as we discuss topics relevant to LGBTQIA+ healthcare, share tips and tricks and best practices for improving practice workflows, and advocate for improved healthcare access and services for the LGBTQIA+ community.	**Monday November 2** **10:30 – 11:30AM** USG-019
Care Management User Group Join us for this in-person instance of the Care Management User Group (CMUG) session at Thrive 2026! The focus of the meeting is to connect you to other customers to exchange strategies and learnings, but we also plan to discuss insights and best practices. See you there!	**Monday November 2** **10:30 – 12:00PM** USG-020

athena User Groups

Engage with your fellow athenaOne, athenaIDX and athenaPractice & Flow users.

Session Description	Session Details
athenaIDX Customer Advisory Board Join us for an energizing and interactive Customer Advisory Board session where you'll collaborate directly with athenahealth product leaders and developers to influence the future of athenaIDX. This is more than a discussion—it's an opportunity to share your experiences, exchange ideas with industry peers, and help shape the innovations that solve tomorrow's healthcare challenges. Together, we'll explore emerging topics like payer accountability, operational resiliency, cybersecurity, automation, and other key industry trends while providing direct feedback on upcoming product investments.	**Monday November 2** **12:30 – 1:30PM** USG-021
Informatics User Group Join fellow Informatics users and athenahealth experts at Thrive 2026 for an interactive session focused on transforming data into actionable insights. Connect with peers, learn from customer-led success stories, explore reporting and analytics best practices, and discover innovative ways organizations are leveraging Informatics to improve performance and decision-making. Whether you're interested in dashboards, advanced reporting, operational analytics, or emerging trends, this meeting provides a valuable opportunity to collaborate, share ideas, and help shape the future of the Informatics community.	**Monday November 2** **9:00 – 10:00AM** USG-022
athenaPractice and athenaFlow Thought Leadership Day A session on the issues defining ambulatory practice in 2026: AI adoption, staffing and burnout, mid-level expansion, prior authorization, and the consolidation pressure independent practices are facing. Industry voices, peer panels, and athena leadership in conversation with you.	**Monday November 2** **12:30 – 4:30PM** USG-023

athena User Groups

Engage with your fellow athenaOne, athenaIDX and athenaPractice & Flow users.

Session Description	Session Details
BAR/TES & ETM User Group The athenaIDX BAR/TES–ETM User Group is thrilled to reconnect with you at Thrive 2026 in Nashville, Tennessee. This year's gathering builds on our expanded community, bringing together an even broader range of Revenue Cycle experts ready to share insights, challenges, and forward-thinking strategies. Join your colleagues from across the industry for dynamic discussions, collaborative problem-solving, and fresh perspectives that elevate your organization's performance. athenaIDX Product Management will lead a focused review of the 8.0 and 8.1 New Features, showcasing enhancements designed to elevate performance, streamline workflows, and inspire innovative solutioning across your operations.	**Monday November 2** **3:30 – 5:00PM** USG-024
FQHC User Group This interactive session will offer an opportunity to connect with fellow FQHCs, hear how other health centers are using athenaOne to support key initiatives, and engage directly with athena team members. Join us for updates, discussion, peer learning, and a collaborative exchange of questions, feedback, and ideas.	**Monday November 2** **1:30 – 3:30PM** USG-025
Ambulatory Surgery Center (ASC) User Group Connect with fellow ASC customers to share ideas, discuss challenges, and exchange best practices. Hear the latest updates from athenahealth, engage with cross-functional ASC subject matter experts, and participate in open Q&A discussions. We'll share where we are today, provide visibility into upcoming roadmap initiatives, and discuss what's ahead for ASC solutions. This is a great opportunity to learn from both athenahealth teams and your peers across the ASC community.	**Monday November 2** **1:30 – 3:30PM** USG-026
Urgent Care User Group The Urgent Care User Group is excited for an in person meeting to discuss the top drivers impacting urgent care. As you know, our partnership goal is to drive More Revenue, Faster Revenue, with Less Work. Please join us and fellow colleagues for an in depth discussion to unpack opportunities related to people, process, and configuration.	**Monday November 2** **1:30 – 3:30PM** USG-027

athena User Groups

Engage with your fellow athenaOne, athenaIDX and athenaPractice & Flow users.

Session Description	Session Details
Physical Therapy User Group The Physical Therapy User Group supports PT, OT, and other rehab professionals providing episodic care. This group reviews best practices, connects clients with athena product teams, and partners clients together to facilitate learning from each other in order to maximize efficiency and performance. Please join us at Thrive to engage, collaborate, and learn IN PERSON! We value your voice and your participation makes our group stronger.	**Monday November 2** **8:30 – 10:00AM** USG-028
Value Based Care (VBC) & Quality User Group Come join an interactive Quality Management User Group session at Thrive 2026! Exchange strategies and learnings with fellow customers and hear insights from athenahealth team members. We look forward to seeing you there.	**Monday November 2** **1:30 – 3:00PM** USG-029
Training User Group Join the athenahealth Training team and connect with fellow Training Leads for an interactive session focused on learning, collaboration, and innovation. We'll share the latest updates to our training and coaching offerings, highlight enhancements to the Training Assignment Tool, and explore strategies that are helping organizations drive successful training adoption. We encourage active participation, so come ready to share your best practices and experiences. Together, we'll collaborate to identify opportunities for enhancing our training programs. Your insights are invaluable in shaping the future of our training efforts!	**Monday November 2** **1:30 – 3:00PM** USG-030

athena User Groups

Engage with your fellow athenaOne, athenaIDX and athenaPractice & Flow users.

Session Description	Session Details
Neurology & Pulmonology/Sleep Medicine User Group This interactive user group session brings together sleep medicine, pulmonology, neurology, and neurosurgery professionals for a unique opportunity to learn from peers across specialties. Through a series of dynamic, user-led presentations, attendees will hear practical strategies and real-world success stories focused on topics such as AI-powered workflows, patient communication, referral management, check-in optimization, and other strategies. Each presentation includes time for discussion and audience Q&A, creating opportunities for shared learning and idea exchange. An athenahealth representative will also share tips for navigating Thrive and connecting with valuable on-site resources. Whether you're looking for new ideas, proven workflows, or meaningful connections, this session is designed to deliver actionable insights you can take back to your organization.	**Monday November 2** **10:30 – 11:30AM** USG-031
athenaAmbient and AI-native encounter User Group Connect with fellow clinicians and staff already using athenaAmbient and the AI-Native Encounter to trade real-world tips, prompts, and workflow tricks—plus get a first look at what's coming next from the product team. Bring your best Sage prompt to share and leave with new ideas (and new peer connections) you can put to use right away.	**Monday November 2** **1:30 – 2:30PM** USG-032
Ophthalmology and Retina User Group Join the athenahealth Customer Success team for an engaging Ophthalmology user group session at Thrive. This collaborative session is an opportunity to connect with peers, share challenges and successes, and hear directly from the CSM team on topics that matter most to Ophthalmology practices. Come ready to exchange ideas, strengthen your network, and gain practical insights that can help your team make the most of athenahealth.	**Monday November 2** **1:30 – 2:30PM** USG-033

athenaOne Workshops

Build your athenaOne knowledge in athenaUniversity workshops.

Session Description	Session Details
Getting Comfortable with Schedule Template Building With this workshop, you'll gain hands-on experience creating & editing templates in a secure training environment. Offering more dynamic examples than its preceding classroom, you'll practice problem solving for complex scheduling scenarios like creating & merging future templates for a brief change in a resource's schedule, creating availability for alternating days, and creating specific 1-day templates.	**Monday November 2** 8:30 – 10:30AM 11:00 – 1:00PM 2:00 – 4:00PM Intermediate WKS-001
How to Approach & Resolve Enrollment Tasks This workshop brings together the information learned in the previous enrollment courses and the opportunity to practice completing different types of enrollment work. We will review how to approach and resolve enrollment tasks and how to troubleshoot difficult requests assigned to your practice. Closing out the session is a review of enrollment-related claim holds that you may encounter during your day-to-day work.	**Monday November 2** 8:30 – 10:30AM 11:00 – 1:00PM 2:00 – 4:00PM Beginner WKS-002
The Art of Task Routing This class provides an overview of effective task routing and how it supports efficient workflow management. Participants will learn how tasks are routed, why task routing is an important part of the process, and the key configuration details that influence routing behavior. The session is designed to help customers better understand task flow, improve routing accuracy, and apply best practices for configuring routing to support their team's needs.	**Monday November 2** 8:30 – 10:30AM 11:00 – 1:00PM 2:00 – 4:00PM Intermediate WKS-003
Get Comfortable with the Clinical Inbox for Physicians and Clinicians In this training, you'll walk through your daily workflows and navigation to resolve role based clinical tasks alongside an instructor in an athenaOne training environment. You'll practice how to tackle urgent inbox tasks, patient cases, orders, prescriptions, and lab/imaging results.	**Monday November 2** 8:30 – 10:30AM 11:00 – 1:00PM 2:00 – 4:00PM Beginner WKS-004

athenaOne Workshops

Build your athenaOne knowledge in athenaUniversity workshops.

Session Description	Session Details
Digital Forms in Action, Designing Digital Forms This class covers how to build digital paper forms that support efficient, consistent data collection. Participants will learn the key steps for designing and configuring forms that translate paper-based workflows into a digital format. The session focuses on practical setup guidance, form structure, and best practices for creating forms that are easy to use and aligned to workflow needs.	**Monday November 2** 8:30 – 10:30AM 1:00 – 3:00PM Intermediate WKS-005
Managing MIPS: How to meet requirements and drive performance in athenaOne In this class, we'll explore best practices for managing the MIPS Quality program, including enrollment decisions, leveraging athena resources to meet requirements, and driving performance improvement. We'll also highlight key priorities by quarter and demonstrate how to use athenaOne tools and resources to support success throughout the year.	**Monday November 2** 8:30 – 10:30AM 11:00 – 1:00PM 2:00 – 4:00PM Intermediate WKS-006

athenaOne Billing Training

Learn all you need to know about Post-Live billing **live** and **in-person** with this **brand new, full day** training! (additional cost required).

Session Description

athenaOne Billing Training: A day in the life post live

This full-day, hands-on training provides a practical, end-to-end view of a typical day post live for the revenue cycle staff at your practice. Participants will connect key revenue cycle workflows, and work through realistic examples in their own individual athenaOne training environment.

Participants will learn how to:
- Navigate core dashboards and worklists & prioritize daily billing activities
- Manage denials & claim resubmissions & process adjustments, credits, & refunds
- Address fully worked receivables
- Understand support expectations and use the Best Practice Calendar

The practice environment is designed for training & will not match your organization's specific athenaOne tablespace.

This course is a strong fit if you:
- Are a member of the billing or revenue cycle staff or a practice manager
- Have foundational billing knowledge and want hands-on experience
- Have completed *only* one or two of the courses under Course Equivalencies (listed below).

Complete the following courses before the training to gain helpful foundational knowledge:
- BILL 100: Introduction to Claim Management
- INAR 100: Introduction to Remittance Tracking
- DENY 100: Introduction to Denial Management
- RERC 100: Introduction to Remittance Records
- FINR 101: Introduction to Financial Reconciliation

This training covers the following athenaUniversity course material & if previously completed, this course will not be beneficial due to content overlap:
- BILL 200: Claim Management
- BILL 300: Workshop: Tools for Completing Claim Work
- BILL 310: Workshop: Navigating Claim Adjustments and Transfers
- DENY 300: Workshop: Completing Denied Claim Work
- RERC 200: Using the Manage Remittance Dashboard
- RERC 300: Workshop: Completing Remittance Record Work

This course will require an additional $399 registration fee.
Participants must bring a computer to the session to participate.
Individual credentials and access instructions will be provided at the time of the training.

Session Details

Monday November 2
9:00 – 4:00PM

Training

Intermediate

TRG-001

athenaOne Training Sessions

Build your skills with hands-on training designed to maximize your efficiency and mastery of athenaOne.

Session Description	Session Details
Clinical Inbox Optimization: Reducing Provider Burden Through Smarter Workflows This session provides a comprehensive overview of clinical inbox management workflows designed to improve provider efficiency, reduce administrative burden, and support timely patient care coordination within athenahealth. Participants will learn best practices for organizing, routing, and managing clinical communication and task-based workflows across the care team while ensuring appropriate ownership and accountability.	**Tuesday November 3** **10:45 – 11:30AM** Clinical Efficiency Intermediate TRG-002
Advanced Clinical Workflow Design: From Templates to HTML This advanced course explores clinical configuration topics including structured templates, and HTML. Participants will learn how these tools support efficient setup, improve consistency across clinical workflows, and enable more effective configuration decisions. The session is designed for learners who want a deeper understanding of advanced configuration concepts and practical application in clinical settings.	**Tuesday November 3** **3:00 – 3:45PM** Clinical Efficiency Intermediate TRG-003
Eyes on the Encounter: Setting Up Encounter Oversight in athenaOne Encounter Oversight is a powerful but often under-configured feature in athenaOne — and for residency programs and supervising providers, it is non-negotiable. This advanced session covers how to configure Encounter Oversight Setup, map Oversight Providers, and build Encounter Oversight Checklists to ensure supervising providers can efficiently review, co-sign, and manage resident or mid-level encounters with full compliance and accountability.	**Tuesday November 3** **11:45 – 12:30PM** Clinical Efficiency Advanced TRG-004
Reduce Ramp Time with Workflow-Aligned, Role-Based Training This session focuses on understanding how athenahealth leverages in-app interventions to deliver real-time training that reinforces user behavior at the moment of need. It also explores how scaled training offerings—such as eLearning and classroom experiences—complement and deepen that understanding, empowering practice users to assign training more effectively and with greater impact.	**Tuesday November 3** **3:00 – 3:45PM** Clinical Efficiency Intermediate TRG-005

athenaOne Training Sessions

Build your skills with hands-on training designed to maximize your efficiency and mastery of athenaOne.

Session Description	Session Details
Clear the Balance: Reducing Patient A/R at Your Practice This session will help practices strengthen their patient accounts receivable strategy by focusing on proactive balance resolution and the use of available athenaOne tools. Participants will explore automation options that can streamline patient A/R workflows, including the use of unapplied credit and card on file capabilities to accelerate payment collection and reduce manual follow-up. The session will also review key reports that support early identification, prioritization, and resolution of patient balances, helping teams move from reactive collections to a more efficient and consistent approach.	**Tuesday November 3** **10:45 – 11:30AM** Financial Performance Intermediate TRG-006
Advanced Denials Management - Build a closed-loop system This session explores how to move beyond reactive denial cleanup and build a sustainable, closed-loop denials management process for athenaOne. Participants will learn how to design practical work queues that support efficient triage and accountability, and create feedback loops between front-end, clinical and revenue cycle teams. The focus is on preventing denials upstream, improving cross functional communication, and using denial insights to drive lasting workflow improvements rather than simply resolving individual claims.	**Wednesday November 4** **10:45 – 11:30AM** Financial Performance Advanced TRG-007
Closing the Year Strong: Operational and Financial Readiness for Medical Practices The end of the year is one of the most critical planning periods for medical practices. From updating fee schedules and payer contracts to preparing for deductible resets, coding changes, and staffing plans, the decisions made in the fourth quarter can significantly impact financial performance and patient experience in the new year.	**Tuesday November 3** **4:00 – 4:45PM** Financial Performance Intermediate TRG-008

athenaOne Training Sessions

Build your skills with hands-on training designed to maximize your efficiency and mastery of athenaOne.

Session Description

Session Details

Partnering with athenaOne Medical Coding: Resolving Unmet Criteria & Practice Queries

Learn how to effectively partner with athenaOne Medical Coding by ensuring all required documentation and workflows are complete and coding-ready. You'll gain insight into unmet criteria and how to review and resolve practice queries, with practical examples such as updating fee schedules, adding imaging details, and clarifying patient history. This session is designed to help billing staff confidently complete follow-up work so visits can be coded accurately, efficiently, and compliantly.

Wednesday November 4
11:45 – 12:30PM

Financial Performance

Beginner

TRG-009

Find Lost Visits and Revenue with Schedule Insights

Lost visits represent missed access and revenue opportunities. In this session, practice leaders will use the improved Schedule Insights experience in athenaOne to establish a performance baseline and identify what may be driving down Rate of Completed Appointments. We'll connect key dashboard measures, including Patients Seen per Provider per Day, Appointment Scheduling Efficiency Score, availability, cancellations, no-shows, and reschedules, to interventional slot metrics like frozen time, forced slots, and generic slot rate. Attendees will leave with a practical approach for finding problem areas and selecting patient-facing levers, including targeted outreach, Patient Self-Scheduling, and athenaOne's new Proactive Waitlist.

Tuesday November 3
11:45 – 12:30PM

Patient Engagement

Intermediate

TRG-010

Scaling Patient Outreach with Confidence

Learn how athenaCommunicator and GroupCall features work together to help practices optimize, scale, and monitor patient outreach with confidence. This session will review best practices for patient contact information, consent, and automated messaging preferences, then highlight how different GroupCall campaign types support different outreach goals. Attendees will walk through a custom automated GroupCall campaign example for patients with Bad Address or Invalid Address holds and learn how Patient Communication Activity reporting can help practices measure message delivery, confirm intended reach, identify contact data issues, and optimize outreach over time.

Wednesday November 4
11:45 – 12:30PM

Patient Engagement

Intermediate

TRG-011

athenaOne Breakouts

Financial Performance

Session Description

Session Details

How Huntsville Rebuilt Revenue Cycle Performance

Discover how Huntsville Health System partnered with athenahealth Advisory Services and athenaOne experts from Caduceus Health to ease operational strain, address staff turnover challenges, and strengthen revenue cycle performance. Through targeted support in A/R management, claims resolution, denial management, and foundational billing operations, the team created immediate relief for staff while building a more scalable approach to revenue cycle optimization. Aaron Richards, Executive Director of Revenue Cycle, will share how the partnership helped drive meaningful financial gains, improve operational efficiency, and establish a stronger foundation for future growth.

Tuesday November 3
4:00 – 4:45PM

Customer-led

Best Practices, Use Case

Beginner

RCM-001

Revenue Wins Hidden in Your Data

Join leaders from Millennium Physicians Group as they share practical strategies for using athenaOne tools, reporting, and automation to improve collection performance. Learn how their team leverages mismatch reporting, claim hold automation, payer downcoding analysis, and month-end reporting packages to identify opportunities and drive results. This session focuses on real-world tactics that financial leaders can apply within their own organizations to strengthen revenue cycle performance, improve visibility, and increase collection yield.

Tuesday November 3
3:00 – 3:45PM

Customer-led Panel

Intermediate

RCM-002

Unlocking Hidden Revenue at the Front Door of Care

This session will focus on capturing the oftentimes forgotten revenue that can be generated or lost at the front desk. We will focus on real client examples of how revenue is able to be increased at the front desk, with examples including ensuring every patient call is answered or responded to, using athenaCommunicator to send out call/text/email campaigns to patient populations who the practice could benefit from scheduling or rescheduling appointments with, and many more real world examples. Caduceus staff will discuss these practices and be able to answer questions about the hidden revenue of the phones and front desk.

Wednesday November 4
10:45 – 11:30AM

Customer-led Best Practices, Use Case

Beginner

RCM-003

athenaOne Breakouts

Financial Performance

Session Description

Session Details

Make Insurance & Cost Transparency Easier for Everyone

Front office teams play a critical role in both patient satisfaction and financial performance. Join us to explore recent enhancements and future investments in insurance detection, specialty insurance support, and patient cost estimation. Learn how these tools can help staff verify coverage more effectively, improve estimate accuracy, reduce downstream billing issues, and create a more transparent financial experience for patients. Attendees will leave with practical insights into how front-office workflows can drive stronger revenue cycle outcomes.

Tuesday November 3
10:45 – 11:30AM

Roadmap

Intermediate

RCM-004

Master Month-End with Financial Control Center

Confident financial reporting starts with accurate reconciliation. Join athenahealth experts to learn how financial data is categorized within the Financial Control Center and how to effectively reconcile transactions throughout the month-end process. We'll break down key reports, explain important reporting categories, and walk through best practices for ensuring every dollar is accounted for. Attendees will leave with greater confidence in completing month-end activities and maintaining financial accuracy across their organization.

Wednesday November 4
10:45 – 11:30AM

Best Practices

Beginner

RCM-005

Make Every Payer Connection Count

Electronic payer connections can eliminate unnecessary manual work and help practices operate more efficiently. This session explores athenahealth's roadmap for electronic transactions such as ERA and EFT, along with strategies to increase automation through payer and clearinghouse partnerships. You'll also learn how payer portals can reduce reliance on phone calls, faxes, and paper processes while improving staff productivity. Walk away with insight into how athenahealth is strengthening payer connectivity and clear actions your organization can take to maximize them in revenue cycle operations.

Tuesday November 3
4:00 – 4:45PM

Roadmap, Best Practices

Intermediate

RCM-006

The Future of Billing Workflows and Rules

The billing experience is evolving rapidly as athenahealth invests in greater automation, transparency, and performance. Join product leaders for a deep dive into the strategic vision behind billing workflows, rules development and management, and the role artificial intelligence is playing in each. Get an early look at upcoming capabilities designed to streamline billing, increase rules transparency, and support stronger financial outcomes for practices of all sizes.

Tuesday November 3
3:00 – 3:45PM

Roadmap

Intermediate

RCM-007

athenaOne Breakouts

Financial Performance

Session Description

Session Details

The Future of athenaCollector

Get an inside look at the strategic direction of athenaOne Practice and Revenue Cycle Management and the investments shaping its future. Product leaders will share upcoming innovations designed to help practices improve financial performance, streamline operations, and adapt to an evolving healthcare landscape. Learn how planned enhancements align with broader athenahealth strategy, what they mean for your organization, and where to focus as you prepare for the next generation of revenue cycle management. Bring your questions and gain direct insight into the roadmap from the team building it.

Tuesday November 3
10:45 – 11:30AM

Roadmap

All

RCM-008

Customer Wins with Express Coding and Express Authorizations

Hear directly from customers who are using Express Coding and Express Authorizations to simplify complex administrative workflows. This session explores real-world experiences, lessons learned, and measurable benefits achieved through adoption of these solutions. Learn how organizations are improving coding efficiency, reducing authorization-related delays, and creating smoother handoffs between clinical and revenue cycle teams. Attendees will gain practical insights they can use to evaluate these solutions and maximize value within their own organizations.

Tuesday November 3
4:00 – 4:45PM

Customer-led Panel, Use Case

Intermediate

RCM-009

Working in the Express Lane: New Coding and Auth Accelerators

See how athenahealth's newest solutions are helping practices simplify complex workflows and reduce administrative burden. This session introduces Express Coding and Express Authorizations, highlighting how these technology-driven tools support faster coding workflows, streamlined authorization processes, and improved operational efficiency. Learn where these solutions fit within your organization, the benefits they can deliver, and how they are designed to help teams spend less time on manual tasks and more time focused on higher-value work.

Tuesday November 3
10:45 – 11:30AM

Best Practices, Use Case

Intermediate

RCM-010

The Future of the Front Office

The front desk is where operational efficiency and patient experience intersect. Explore upcoming enhancements to athenaOne front-office workflows designed to reduce administrative burden, streamline patient intake, and improve day-to-day efficiency. Product leaders will share both near-term updates and longer-term investments that support smoother operations, registration, and patient access processes. Learn how these innovations can help your staff work more effectively while creating a better experience for patients and supporting stronger financial performance.

Tuesday November 3
3:00 – 3:45PM

Roadmap

All

RCM-011

athenaOne Breakouts

Financial Performance

Session Description

Session Details

AI-Powered Revenue Cycle

Artificial intelligence is rapidly transforming how healthcare organizations manage revenue cycle operations. Join us to explore current AI-powered capabilities and future innovations designed to improve financial performance, reduce manual effort, and accelerate decision making. Learn how emerging technologies are helping practices identify opportunities, automate routine work, and create more predictable financial outcomes. This session provides a practical look at where AI is delivering value today and what financial leaders should expect in the months ahead.

Wednesday November 4
10:45 – 11:30AM

Best Practices,
Roadmap

Intermediate

RCM-012

Direct Pay without the Complexity

With this practical playbook for employer and self-pay models for specialty care, attendees can identify the critical governance and workflow decisions required to support these models alongside traditional insurance billing in athenaOne. Learn key considerations for pricing, charge capture, invoicing, payment posting, reconciliation, and operational governance. Presenters will also discuss meaningful performance metrics that can help organizations measure success, reduce exceptions, and improve financial outcomes after implementation.

Tuesday November 3
11:45 – 12:30PM

Customer-led,
Best Practices,
Use Case

Advanced

RCM-013

Revenue Cycle Tips You'll Use

The front desk is where operational efficiency and patient experience intersect. Explore upcoming enhancements to athenaOne front-office workflows designed to reduce administrative burden, streamline patient intake, and improve day-to-day efficiency. Product leaders will share both near-term updates and longer-term investments that support smoother operations, registration, and patient access processes. Learn how these innovations can help your staff work more effectively while creating a better experience for patients and supporting stronger financial performance.

Wednesday November 4
11:45 – 12:30PM

Best Practices

Intermediate

RCM-014

athenaOne Breakouts

Financial Performance

Session Description

Session Details

Transparency in Revenue Cycle

In this session, product leaders will share recent and upcoming enhancements that create greater practice visibility and control in how athenahealth performs back-end revenue cycle tasks on your behalf. Understand new configurations for denials and posting scenarios and explore performance dashboards that illustrate denial trends at a glance or at the claim level. Attendees will leave with clear best practices for new configurations and a view into what's next on the roadmap.

Tuesday November 3
11:45 – 12:30PM

Best Practices,
Roadmap

Advanced

RCM-015

Less Work, Better Revenue

We're doubling down on our commitment to cut the core RCM work we send clients. Learn how athenahealth is approaching work reduction through product innovation, expanded service capabilities, and AI-driven process improvements. This session will explore how we measure success, where we're investing next, and how emerging capabilities are designed to reduce work passed back to practice teams. You'll also get an early look at the Customer Command Center and its role in proactive monitoring, anomaly detection, and operational support.

Tuesday November 3
11:45 – 12:30PM

Roadmap

All

RCM-016

What's New for Community Health Centers

Community Health Centers face unique operational, financial, and patient access challenges. This session explores current capabilities and future investments designed specifically to support CHCs using athenaOne. Learn how upcoming enhancements aim to streamline workflows, strengthen patient engagement, and improve organizational efficiency. Product leaders will share the roadmap, discuss evolving customer needs, and provide insight into how athenahealth is helping Community Health Centers succeed in an increasingly complex healthcare environment.

Tuesday November 3
11:45 – 12:30PM

Best Practices

Intermediate

RCM-017

athenaOne Breakouts

Financial Performance

Session Description

Session Details

The Future of Dental in athenaOne

This introductory session provides an overview of athenaOne Dental and its role within Federally Qualified Health Centers. Learn about core capabilities, integrated workflows, and the vision for bringing medical and dental operations closer together. Whether you're evaluating athenaOne Dental for the first time or looking to understand how the solution continues to evolve, this session offers a practical look at opportunities to improve coordination, efficiency, and patient care.

Wednesday November 4
11:45 – 12:30PM

Best Practices

Beginner

RCM-018

Four Pillars of Success for a Small Group DPO Practice

Direct Pay Organization (DPO) practices face unique challenges that traditional healthcare organizations often do not encounter. Success requires more than a strong EHR—it demands a connected strategy that aligns marketing, patient experience, business operations, and clinical care. This session will share practical lessons learned from building and scaling a successful direct-pay practice, including common pitfalls, operational best practices, and how connected technology systems can help practices streamline workflows, improve patient engagement, generate actionable business insights, and drive sustainable growth. Attendees will leave with a framework for evaluating and strengthening the four critical pillars that support a thriving DPO practice.

Tuesday November 3
3:00 – 3:45PM

Customer-led,
Best Practices

Beginner

ADV-001

2027 Maternity Coding Readiness

Join ACOG, AMA, and athenahealth experts for an interactive discussion on the latest developments, payer readiness, workflow implications, and strategies to successfully prepare for the transition away from global maternity billing. From guidance to execution, connect with providers and practice leaders to share insights, discuss challenges, and prepare for the transition together.

Tuesday November 3
10:45 – 11:30AM

Customer-led,
Panel

Advanced

ADV-002

athenaOne Breakouts

Value-Based Care

Session Description

Session Details

Harnessing Patient Data For Better Outcomes in Value-Based Care

As the healthcare industry accelerates its shift toward Value-Based Care, organizations are sitting on unprecedented volumes of patient data—but many struggle to turn that data into actionable insights that drive both business growth and better patient outcomes.

In this session, attendees will hear a real-world client success story that demonstrates how one healthcare organization leveraged its vast patient data ecosystem to scale its Value-Based Care strategy, enhance care delivery, and improve financial performance. Through strategic data integration, advanced analytics, and clinician-aligned workflows, the organization moved beyond retrospective reporting to proactive, patient-centered decision-making.

This session will walk through the journey—from data challenges and organizational barriers to measurable improvements in patient outcomes, cost management, and growth—offering practical lessons that healthcare leaders can apply to their own Value-Based Care initiatives.

Wednesday November 4
11:45 – 12:30PM

Customer-led,
Best Practices,
Use Case

Intermediate

VBC-001

Data Explorer for VBC Analytics

Learn about the exciting functionality now available in alpha & beta in the new Data Explorer tool! The Patients & Populations view helps clients identify, understand, and manage patient populations. The Program Performance view allows you to analyze your organization's quality performance in a single location with new features & functionality such as AI-based report building, date range filtering, dynamic navigation from reports to patient charts, and more. We'll also cover our approach to "chatting with data", where you can interact with your data and see useful insights and visualizations.

Tuesday November 3
3:00 – 3:45PM

Use Case,
Best Practices,
Roadmap

Beginner

VBC-002

Practical Strategies to Improve Quality Performance

Improving quality performance requires more than understanding quality measures. This session will share practical strategies and real-world examples that help practices and health systems leverage athenaOne to capture and document care, reduce missed opportunities for quality credit, and achieve stronger quality performance in value-based care.

Tuesday November 3
4:00 – 4:45PM

Customer-led,
Best Practices,
Use Case

Intermediate

VBC-003

athenaOne Breakouts

Value-Based Care

Session Description

Session Details

Putting Payer Insights to Work at the Point of Care

Hear from a payer and a provider as they highlight some of the most common friction points when it comes to data connection. Learn about what has changed for the better, where we are going and why. Take away some key learnings to help feel confident in your everyday workflows.

Wednesday November 4
10:45 – 11:30AM

Customer-led,
Best Practices,
Panel

Beginner

VBC-004

Turn Guidance into Action with Clinical Recommendations

Turn clinical guidance into action across your organization. This session explores the future of Clinical Recommendations, including the new care gaps tab, authoring and configuration tools, point-of-care alerts, action-oriented worklists, and reporting capabilities that help teams improve adherence and measure outcomes.

Wednesday November 4
11:45 – 12:30PM

Best Practices,
Use Case,
Roadmap

Intermediate

VBC-005

What's New and What's Next for Care Management

In this session, you'll get an inside look at recent and upcoming enhancements in athenaOne's care management tools. The athena Product team will walk through recent releases, current alpha and beta tests, and plans for new functionality in 2027 that are being designed to help you scale programs, engage patients more effectively, and deliver better outcomes.

Tuesday November 3
3:00 – 3:45PM

Best Practices,
Roadmap,

Intermediate

VBC-006

How to Thrive as an Independent Practice in Value-Based Care

Thriving as an independent practice requires more than clinical excellence—it requires intentional workflows, empowered teams, and a sustainable operating model. Learn how one organization aligned staff strengths, streamlined transitions of care, and built preventive care programs that improved outcomes while supporting long-term financial success.

Tuesday November 3
11:45 – 12:30PM

Customer-led,
Best Practices,
Working Session

Beginner

VBC-007

athenaOne Breakouts

Value-Based Care

Session Description

Session Details

See the Whole VBC Picture with Population Intelligence

Population Intelligence is athenahealth's new solution to bring more VBC data into athenaOne so your organization has access to comprehensive patient charts, enterprise care management workflows, and VBC analytics that give insight into quality, risk, and cost so you can better manage your at-risk populations. This session is targeted toward anyone who has external data files such as adjudicated payer claims, contract attribution/eligibility, or QRDA-I's for quality reporting and wants to learn more about how to get that data into athenaOne patient charts and analytics workflows.

Tuesday November 3
10:45 – 11:30AM

Use Case

Advanced

VBC-008

Build your own Custom Health Assessments

Custom health assessments are a new, powerful way to deliver efficient, high-quality patient care while meeting the unique goals of your organizations. In this session, we'll showcase existing capabilities, share real-world use cases, and explore how assessments can evolve into more dynamic, automated tools. Attendees will participate in a hands-on experience to design and refine health assessments around meaningful clinical and operational signals — and we'll explore how AI can further improve the assessment creation and completion workflows.

Tuesday November 3
10:45 – 11:30AM

Working Session

Intermediate

VBC-009

Managing Patient Risk From Diagnosis Gaps to Stratifying Populations

In this session we'll cover best practices for utilizing patient risk adjustment workflows and monitoring performance in athenaOne, including diagnosis gaps from prior athenaOne claims, AI suggestions, and athenaPayer partners. We'll also dive into upcoming enhancements around social drivers of health, risk contract attribution tracking, and risk stratification for patient populations in athenaOne.

Wednesday November 4
10:45 – 11:30AM

Customer-led,
Best Practices,
Roadmap,
Use Case

Intermediate

VBC-010

Accelerating Care Gap Closure through AI-Enabled Patient Outreach

Learn about the next generation of patient outreach tools being developed by athenahealth, which will build upon Automated Wellness Outreach and GroupCall campaigns to allow practices to initiate agentic AI outreach to patients regarding their open care gaps.

Tuesday November 3
4:00 – 4:45PM

Roadmap, Use Case

Intermediate

VBC-011

athenaOne Breakouts

Value-Based Care

Session Description

Session Details

Learn What's Next in Value-Based Care with athenaOne

Join this session for a high-level look at the new functionality coming soon to athenaOne to support your participation in Value-Based Care contracts and programs. We'll cover enhancements to point of care tools, like clinical decision support and patient risk adjustment, as well as population level experiences such as the Data Explorer. This session will also cover how athena will help bring more data into the EHR through our athenaPayer partnerships and our new product solution, Population Intelligence. Finally, we'll touch on what you can expect from athena to support you in emerging VBC programs.

Tuesday November 3
11:45 – 12:30PM

Roadmap

Intermediate

VBC-012

Transdisciplinary Care Innovation with athenaOne: AI-Enabled Engagement and Value-Based Outcomes

Using the StressLess-VA initiative as a case study, this session explores how transdisciplinary teams can improve patient engagement, care coordination, and outcomes in value-based healthcare. Participants will learn how collaboration across clinical care, behavioral health, social work, technology, data science, and community engagement can address social drivers of health and strengthen chronic care management. The session also examines how a shared five-stage clinical process and athenaOne's AI and analytics capabilities can support cohesive workflows and timely, patient-centered decisions.

Tuesday November 3
3:00 – 3:45PM

Customer-Led,
Panel

Advanced

ADV-004

Partner Showcase: From Insight to Action: Embedding Value-Based Care Into the Clinical Workflow

Success in value-based care depends not only on having the right insights, but also on delivering those insights within the workflows providers already use. This session will explore how embedded technology and care team support can help practices translate value-based care strategies into day-to-day clinical action. Using Vytalize's integration of Vytal Insights and Vytal Care within athenaOne as a real-world example of the Vytalize and athenahealth partnership, attendees will see how practices can identify care gaps, surface AI-powered clinical guidance at the point of care, and coordinate additional patient support without adding separate systems or disrupting existing workflows. Vytalize will share performance data comparing providers with varying levels of engagement, highlighting differences in follow-up rates and quality measures. HealthFirst Family Care Center, an athenahealth customer working with Vytalize, will also share practical lessons from its experience improving care transitions, workflow efficiency, and chronic disease management. Attendees will leave with a clearer understanding of how integrated technology, actionable data, and coordinated care teams can support stronger performance in value-based care.

Tuesday November 3
11:45– 12:30PM

PART-003

athenaOne Breakouts

Clinical Efficiency

Session Description

Session Details

Join Fellow Physicians & Learn How to Chart Smarter

Learn directly from experienced customer physicians who have developed practical ways to work faster, reduce clicks, and get more value from athenaOne. In this interactive session, you'll learn the workflows, shortcuts, and habits that help save time, improve efficiency, and reduce administrative burden every day.
Attendees will leave with real-world tips they can apply immediately, along with the opportunity to ask questions and learn from peers who use the platform in busy clinical environments.

Wednesday November 4
11:45 – 12:30PM

Customer-led,
Best Practices

Intermediate

CLIN-001

Getting Up to Speed: New, AI-driven Clinical Tools that Improve Provider Efficiency

Discover how tools like Timeline, Care Events, Problem Hub, Chart Assistant with Sage and other emerging capabilities can help streamline clinical workflows and improve efficiency. You'll also get an early look at select beta features and have the opportunity to share feedback on what matters most in your day-to-day practice.

Tuesday November 3
10:45 – 11:30AM

Working Session
Roadmap

Beginner

CLIN-002

Enhance Your Documentation with athenaAmbient & AI-native encounter

What if your EHR could listen, prep your encounter and document for every visit - so you could focus entirely on your patients? See how athenaOne's AI-native encounter with a fully integrated athenaAmbient experience is helping clinicians reclaim time and reduce after-hours work.

Tuesday November 3
11:45 – 12:30PM

Use Case,
Roadmap

Beginner

CLIN-003

Data Privacy Roadmap & Build-Your-Own Privacy Toolkit

Data privacy is becoming an increasingly critical part of day-to-day operations—not just a compliance requirement. Come get an overview of current data privacy capabilities and explore how organizations can begin to use these tools in their workflows to support real-world use cases.

Tuesday November 3
3:00 – 3:45PM

Roadmap,
Best Practice,
Use Case

Intermediate

CLIN-004

athenaOne Breakouts

Clinical Efficiency

Session Description

Session Details

Smarter Ordering Starts Here

Discover how tools like Timeline, Care Events, Problem Dashboard, Chart Assistant with Sage and other emerging capabilities can help streamline clinical workflows and improve efficiency. You'll also get an early look at select beta features and have the opportunity to share feedback on what matters most in your day-to-day practice.

Tuesday November 3
10:45 – 11:30AM

Roadmap

Intermediate

CLIN-005

Learn What's Next for Clinical Inbox

Come see exciting new clinical inbox accelerators and learn about our new AI-driven inbox experience that will transform task efficiency

Wednesday November 4
10:45 – 11:30AM

Roadmap

Intermediate

CLIN-006

The Future of athenaClinicals

In this roadmap session, get an inside look at how athenaOne is using AI to make clinical documentation faster and workflows smarter. From ambient note-taking to AI agents, intelligent task routing, and automated administrative work, this session explores how we're helping clinicians reclaim time, reduce burnout and improve efficiency—without compromising quality.

Tuesday November 3
3:00 – 3:45PM

Roadmap, Best Practice, Use Case

All

CLIN-007

From Document Overload to Clinical Insights: How AI is Transforming Document Management

Discover how athenahealth is reducing administrative burden and unlocking clinical insights with AI-powered document processing, de-duplication, labeling, and data extraction.

Tuesday November 3
4:00 – 4:45PM

Roadmap

Intermediate

CLIN-008

athenaOne Breakouts

Clinical Efficiency

Session Description

Session Format

See Clinical AI in Action

Come see exciting new AI features demonstrated live and learn ways you can start using these features in your clinical workflows today! Co-presented by athena-employed clinicians and athena clinician users

Tuesday November 3
4:00 – 4:45PM

Roadmap,
Best Practices

Intermediate

CLIN-009

How athena Governs AI Features

Learn how athenahealth evaluates clinical AI features through the Clinical AI Feature Evaluation (CAFÉ) process—a standardized, quantitative framework for assessing the safety, quality, and performance of AI-powered clinical capabilities. This session will provide an overview of the CAFÉ process, explain how it fits within athenahealth's broader AI governance framework, and preview the next phase of CAFÉ as we continue to evolve our approach to evaluating and monitoring clinical AI.

Wednesday November 4
10:45 – 11:30AM

Roadmap

Intermediate

CLIN-010

athenaOne Breakouts

Patient Engagement

Session Description

Session Details

Free Up Your Front Desk with Patient Conversations: Text

Most people live on their phones, yet practices still reach patients mainly through phone calls, voicemail, and phone tag. To close that gap, athenahealth is building Patient Conversations—a platform to help you better connect with your patients.

It works on two fronts: 1) enables two-way texting, secure chat, and (coming soon) voice calls; and 2) delivers an AI assistant that provides first-line support when patients reach out.

Join us to explore common communication challenges, see current and future capabilities in a live demo, review the roadmap and pricing, and learn best practices for driving adoption.

Tuesday November 3
10:45 – 11:30AM

Roadmap,
Demo

Intermediate

PEX-001

A Real-World Playbook for Replacing Legacy Phone Systems with AI

Every practice manages a phone system patients hate—IVR trees, endless hold music, callers giving up. Replacing it always felt too risky or expensive. This session shows how two healthcare organizations finally did it using AI-powered voice workflows to improve the patient calling experience, ease call-center pressure, and scale access.

Rather than presenting AI as a full phone system replacement, this session will focus on the operational decision-making, stakeholder alignment, workflow design, implementation lessons, and measurable outcomes needed to make AI voice automation successful in a healthcare setting.

Wednesday November 4
11:45 – 12:30PM

Customer-led,
Tips & Tricks

Intermediate

PEX-002

Enhanced Patient Self Scheduling and Scheduling Rules

Patients deserve a booking experience that feels simple — no matter how complex your practice's needs are behind it. See how AI-powered Patient Self-Scheduling, backed by Scheduling Rules, automatically matches patients to the most appropriate appointment, slot, and provider.

Wednesday November 4
10:45 – 11:30AM

Tips & Tricks

Advanced

PEX-003

athenaOne Breakouts

Patient Engagement

Session Description

Session Details

Meet Your Patient's AI Assistant

Patients have questions. Now your portal has answers. See how the new virtual assistant guides patients to the information they need, explains their health data in plain language, and reduces the "can you just look this up for me?" messages to your team.

Tuesday November 3
4:00 – 4:45PM

Roadmap
Demo

Intermediate

PEX-004

One Patient Experience: From Portal Burden to Practice Backbone

Whether your patients use a browser or their phone, they should get the same great experience. Walk through everything that's now consistent across the web portal and athenaPatient app — then hear from a fellow practice on how to turn that unified experience into your operational backbone: fewer phone calls, healthier provider boundaries, and a leaner, more sustainable practice.

Tuesday November 3
3:00 – 3:45PM

Customer-led,
Tips & Tricks

Intermediate

PEX-005

Maximize Self Check-In

You've made the move to Self Check-In. Now let's make it sing. This advanced session goes beyond the basics — covering configuration strategies, workflow optimization, and real-world tips from practices that have turned check-in into a competitive advantage.

Tuesday November 3
4:00 – 4:45PM

Tips & Tricks

Advanced

PEX-006

Boost Patient Digital Engagement Using 3 Levers

You can't improve what you can't measure — and now you can measure it. Learn how to read your Patient Digital Engagement Index score, understand what's driving it, and take action — activating accurate patient contact data, configuring the right workflows, and equipping your staff with athenahealth's ready-made patient collateral to promote your digital tools at every visit. Featuring client practitioners who have used this framework to drive real results.

Tuesday November 3
4:00 – 4:45PM

Customer-led,
Tips & Tricks

Intermediate

PEX-007

athenaOne Breakouts

Patient Engagement

Session Description

Session Details

Reach the Right Patient with the Right Campaign

Discover how to turn open care gaps into completed appointments with automated patient campaigns. In this session, you'll learn how to build targeted outreach that connects the right patients to the right care at the right time—without adding to your team's workload. See how intelligent campaigns can improve Quality Program performance, increase schedule density, reduce manual staff effort, and help your organization deliver better outcomes at scale. Walk away with practical strategies you can start using immediately.

Wednesday November 4
10:45 – 11:30AM

Tips & Tricks

Advanced

PEX-008

Advance Your Patient Payment Strategy with athenaOne

Getting paid shouldn't feel like chasing. Discover how top-performing practices are making time-of-service payment the default — not the follow-up — using advanced card-on-file, prepayment, and collection workflows in athenaOne. Featuring a client practitioner who transformed how her front desk handles patient payment conversations, reduced A/R, and made collections a front-of-visit win rather than a back-office battle.

Tuesday November 3
11:45 – 12:30PM

Customer-led,
Tips & Tricks

Advanced

PEX-009

Optimize Your Calendar with Appointment Schedule and Waitlists

A full schedule is the foundation of a healthy practice. This session covers both sides of that equation — how to build and manage a high-performance Appointment Calendar at any scale, and how automated waitlist scheduling fills cancellations before they become revenue gaps. Whether you're optimizing a multi-provider enterprise calendar or trying to stop losing slots to last-minute no-shows, this session gives you the tools and strategies to keep your schedule working as hard as you do.

Tuesday November 3
10:45 – 11:30AM

Tips & Tricks,
Product Launch,
Demo

Advanced

PEX-010

athenaOne Breakouts

Patient Engagement

Session Description

Session Details

Partner Showcase: From Reputation to Revenue: Turning Patient Feedback into Measurable Growth

Patient feedback is no longer just a satisfaction metric—it's a growth strategy. AI-powered discovery tools, reputation signals, and patient sentiment are reshaping how prospective patients evaluate and choose providers. This session shows how practices are transforming patient experience data into measurable outcomes that strengthen online visibility, improve trust signals, and drive acquisition and revenue. Learn strategies for leveraging patient feedback to enhance operational performance and convert prospective patients into scheduled visits.

Tuesday November 3
3:00 – 3:45PM

Customer Panel,
Partner-led
Executive Moderators

Beginner

PEX-011

The Future of Patient Engagement

One stage. The full picture. Get a front-row seat to the complete patient engagement roadmap — from what shipped this summer to what's coming this fall to what's on the horizon beyond. Covering Self Check-In, Patient Conversations, Portal & App, Payments, Scheduling, and more, this is the session that helps you plan smarter, prioritize faster, and get the most out of everything athenahealth has to offer.

Tuesday November 3
11:45 – 12:30PM

Roadmap

Beginner

PEX-012

Partner Showcase: How Collaborative Health Partners Put AI Calls to Work

Implementing AI is only the beginning. Learn how Collaborative Health Partners used athena Patient Cases and Parlance to transform AI-Powered patient calls into structured, trackable workflows across a multi-site organization. Discover practical lessons in routing, staff readiness, change management and workflow design that helped reduce manual work, protect clinical time and ensure every patient interaction reached the right team.

Tuesday November 3
11:45 – 12:30PM

Customer-led,
Partner-led
Best Practices

Intermediate

PART-001

athenaOne Breakouts

Open Ecosystem

Session Description

Session Details

Improving Care Coordination through Interoperable Referrals

Two high-volume, multi-site practices — a pediatrics and neurology practice — are transforming referral coordination from opposite ends of the referral lifecycle. In this session, we'll explore how each modernized their referral process by leveraging athenahealth's interoperability capabilities, including closed-loop referrals via 360X, to reduce fax dependency, streamline staff workflows, and improve visibility into the referral lifecycle. Attendees will gain practical insights into strategies for engaging with key referral partners, managing referral volume, reducing manual effort, and improving patient access and experience through incremental adoption of electronic referral processes.

Tuesday November 3
11:45 – 12:30PM

Customer-led,
Use Case

Intermediate

ECO-001

Using athenaConnect to Reduce Operational Risk

The discussion would focus on the critical role interfaces play in clinic and healthcare operations, how monitoring message flow provides essential operational insight, and the value of proactive identification of workflow disruptions.

Key details to cover could include: Different message types (e.g., ADT, ORU, ORM). Understanding message segments to resolve common errors. Leveraging AthenaConnect as a central interface database for context and resolution.

Tuesday November 3
10:45 – 11:30AM

Customer-led,
Best Practices

Beginner

ECO-002

Modernizing Data Imports to Scale Growth

As healthcare organizations grow through acquisition, expansion, and consolidation, importing data becomes a critical part of bringing newly acquired practices onto a shared operational and clinical foundation. This session will focus on best practices for managing data imports in high-growth environments, where teams need to onboard new providers, migrate historical data, and maintain continuity without disrupting day-to-day operations. Attendees will learn practical strategies for planning imports, preparing source data, reducing risk, and coordinating across stakeholders so practices can transition more smoothly and begin realizing value faster.

Wednesday November 4
10:45 – 11:30AM

Best Practice,
Working Session

Intermediate

ECO-003

athenaOne Breakouts

Open Ecosystem

Session Description

Session Details

Building Better AI Agents with athenaOne APIs

As AI adoption accelerates, athenaOne customers are looking for new ways to build intelligent workflows that help their teams work more efficiently and deliver better experiences. This best-practices session will focus on how builders can amplify AI agents that leverage athenaOne APIs in secure, scalable, and practical ways. Attendees will explore new tools and services that strengthen AI development, best practices for ensuring secure data access and responsible use of athenaOne data, and the considerations that help AI-driven solutions deliver meaningful value in real-world settings across an external builder ecosystem.

Tuesday November 3
3:00 – 3:45PM

Best Practice

Intermediate

ECO-004

Discover Your Next Integration in athena's Marketplace

athena Marketplace has been rebuilt based on customer feedback to make it easier for athenaOne practices to discover, evaluate, and adopt the products and services that best fit their needs. In this session, attendees will get a guided walkthrough of the new marketplace experience, including expanded support for both products and services, richer visibility into app usage information, and improved search capabilities with results tailored to their practice. We'll show how these enhancements help customers move from "browsing" to confident decision-making faster, so they can identify the right solutions to improve efficiency, solve operational challenges, and get more value from the athenahealth ecosystem.

Wednesday November 4
11:45 – 12:30PM

Best Practice

Beginner

ECO-005

Managing External Connections with the athenaConnect Hub

athenaConnect Hub gives your practice a single access point to data, interfaces, and connections with external health systems, health information networks, pharmacies, diagnostic labs, and other partners, making it easier to coordinate care and access the information your teams need to support patients more effectively.

In this session, we'll share how athenaConnect Hub is evolving to help practices better manage the connections they depend on every day, while providing best practices to make it easier to support connections that expand access and information exchange, improve coordination, and reduce operational friction. We'll highlight capabilities like the interface message queue manager, which allows practices to find and fix data issues, a new AI-enabled chatbot for understanding connections, and a project area to track status of new interfaces and connections under development.

Attendees will leave with a clear view of how athenaConnect Hub can help practices understand and manage interfaces and connections specific to their practice and across the health network.

Tuesday November 3
4:00 – 4:45PM

Best Practice,
Roadmap

Intermediate

ECO-006

athenaOne Breakouts

Open Ecosystem

Session Description

Session Details

Turn Insights into Action with the Insights Dashboard

This session will provide an overview of the redesigned Insights Dashboard and how it can be used to track and improve practice performance. It will highlight recent metrics and features released, as well as give users the ability to dive deeper on specific performance topics.

Tuesday November 3
3:00 – 3:45PM

Best Practice

Beginner

ECO-007

Data & Ecosystem Platform Roadmap

Get a first look at the future of athenahealth's data and ecosystem platform. This session will walk through our platform portfolio, investment rationale, and upcoming roadmap features—all designed to drive more value for platform users.

Tuesday November 3
10:45 – 11:30AM

Roadmap

All

ECO-008

Smarter Workflows, Stronger Outcomes with athenaOne Interoperability

Your patients are getting care everywhere, and the information that follows them matters. In this session, we'll show you how athenaOne is closing the gap between the data that exists and the knowledge clinicians need in the moment. From AI-powered summaries that surface critical outside information before a patient walks in the door, to referral workflows that keep care teams aligned across the ecosystem, to the connections and tools that give your organization visibility and control, you'll see how smarter, more connected experiences translate into better care, less administrative burden, and stronger outcomes. Come ready to learn, ask questions, and walk away with practical ways to get more from every patient interaction.

Wednesday November 4
10:45 – 11:30AM

Best Practices

All

ECO-009

What an 11-Provider Practice can teach us about AI Adoption

The hardest part of AI adoption isn't the technology—it's integrating it into workflows that took years to perfect. Learn how one physician-owner approached AI adoption while preserving the athenaOne configuration that powers patient access, scheduling, and operational efficiency every day.

Tuesday November 3
11:45 – 12:30PM

Customer-led,
Use Case

Intermediate

ECO-010

athenaOne Breakouts

Open Ecosystem

Session Description

Session Details

Unlocking Advanced Practice Insights with Data View

Join us for an interactive session focused on the future of Data View. Get a preview of upcoming enhancements, roadmap priorities, and new capabilities designed to support operational and financial decision-making. Then, move beyond the roadmap and connect with peers in facilitated breakout discussions to share how your organizations are using Data View today, exchange best practices, discuss common challenges, and explore opportunities to drive greater value from your data.

Tuesday November 3
4:00 – 4:45PM

Best Practice,
Working Session

Intermediate

ECO-011

Access as a Growth Strategy: How One Practice Scaled by Putting Patients in Control

Discover how Innovative Care transformed patient access into a scalable growth strategy. Learn how real-time provider availability, self-scheduling, and a patient-first access model reduced scheduling friction, improved operational efficiency, and supported consistent growth from one to ten clinics. Hear the measurable results and practical strategies that can help healthcare organizations enhance patient experience while driving operational and financial performance.

Tuesday November 3
3:00 – 3:45PM

Customer-led,
Best Practice

Intermediate

ECO-012

How Catalyst Health Group Unlocked athenahealth's APIs to Power AI-Driven Care

Discover how Catalyst Health Group leveraged athenahealth's API-first architecture—featuring 800+ endpoints and a marketplace of 500+ vetted solutions—to move beyond point solutions and build a fully integrated, physician-facing care platform. Learn how full API adoption unified patient history, automated documentation and coding, streamlined problem lists, and closed care gaps within a single workflow. Explore a real-world blueprint for using athenahealth's open platform to enable scalable panel management and rapid patient onboarding for value-based and direct primary care models.

Tuesday November 3
4:00 – 4:45PM

Customer-led,
Use Case

Advanced

ADV-003

athenaOne Breakouts

Collaboration with athenahealth

Session Description

Session Details

Maximize your first year and Learn from athenaOne Super Users

This session may be best suited for new practices, new users, those who train others or clients who are looking to discover efficiencies, acquire tips, tricks, maximize accelerators, share knowledge and potentially get quick answers on the spot from an experienced Athena Super Duper User. Based on questions our practice has been asked over the years, the Agenda will include 1) Suggestions for First Year Workflows 2) Navigating the shortest course possible in finding solutions 3) Accelerators, Tips, Strategies and Telehealth. To include some Breakout time for on the spot quick answers from one another – bring your own tips and tricks to share!

Wednesday November 4
10:45 – 11:30AM

Customer-led,
Best Practices,
Working Session

Beginner

CS-001

Start Strong with Better Enrollment

A strong enrollment foundation can accelerate adoption and reduce operational delays. Learn how to navigate the enrollment landscape, identify common bottlenecks, and implement proven strategies that help your organization scale enrollment work more efficiently and effectively.

Wednesday November 4
11:45 – 12:30PM

Customer-led,
Panel

Intermediate

CS-002

Help Shape What's Next with athena's Success Community

Ready to make your voice count? Join us for a dynamic session on how the Success Community helps you connect with peers, discover helpful resources, and turn great ideas into real impact.

We'll showcase the tools and features that make the community valuable, including search, User Groups, and Ideas, while sharing practical tips to help you get more out of the experience. You'll also hear how customer input fuels meaningful product change through Ideas, alphas, and betas — including a real example of how one customer challenge led to a custom alpha built to meet a specific need.

This session is all about speaking up, getting involved, and seeing what's possible when customers and athenahealth work together to shape the future. Come ready to share, learn, and be inspired by the power of your voice.

Tuesday November 3
10:45 – 11:30AM

Customer-led,
Best Practices

Beginner

CS-003

athenaOne Breakouts

Collaboration with athenahealth

Session Description

Session Details

Put Health data in Your Patient's Hands

Before GPS you unfolded a paper map. Before streaming you waited for the traffic report. Today one device centralizes your entire world without you thinking twice. So why are patients still calling the doctor's office to get their own lab results? This session explores how FHIR paired with intentional portal adoption strategy can give patients that same seamless experience with their health data — covering the patient-facing power of FHIR through Apple Health and CommonHealth, the provider-facing clinical tools it unlocks, the real-world enterprise barriers that are quietly breaking the patient connection experience, and how athenaConnect gives us the visibility to manage it all.

Tuesday November 3
4:00 – 4:45PM

Customer-led,
Best Practices,
Use Case

Beginner

CS-004

Building for Excellence at Barrow

Discover how Barrow leaders balance innovation with the speed, precision, and reliability clinicians demand. Hear what worked, what they would do differently, and the practical lessons they learned building workflows and technology designed to perform when every second matters.

Wednesday November 4
10:45 – 11:30AM

Customer-led,
Panel

Intermediate

CS-005

Scaling Enterprise Growth with athenaOne

As healthcare organizations grow through acquisition and expansion, the challenge is not simply onboarding new practices quickly. The challenge is doing so in a way that preserves clinical quality, operational stability, and provider experience.

This session will explore what is possible when athena is used as an enterprise anchor to support repeatable, high-velocity integration. Mosaic and MPG will share how a disciplined enterprise approach to platform standardization, training, and continuous improvement can help organizations accelerate onboarding, reduce disruption, and create a more scalable model for growth.

Rather than focusing on one-off go-lives, this discussion will highlight how an enterprise platform strategy can support consistency, speed, and long-term operational value across a rapidly expanding organization.

Tuesday November 3
10:45 – 11:30AM

Customer-led,
Panel

Advanced

CS-006

athenaOne Breakouts

Collaboration with athenahealth

Session Description

Session Details

Atria's Innovation Through Partnership

Discover how Atria partnered with athenahealth Advisory Services and Integration Services to improve the member experience, optimize operations, and challenge traditional approaches to care delivery. Through a candid discussion of their past, present, and future journey, attendees will learn how strategic partnerships and connected technologies helped drive meaningful organizational results.

Tuesday November 3
3:00 – 3:45PM

Customer-led,
Panel,
Use Case

Intermediate

CS-007

Build Better Connections with APIs

Learn how our API and integration solutions are transforming healthcare for clients of all sizes, specialties, and profiles. Through compelling use cases and success stories, you'll see first-hand how partnering with Platform and Integration Services delivers tangible value—driving innovation, offering strategic guidance, and enabling full-spectrum interoperability. Whether you're looking to enhance your existing systems or explore new opportunities, this session will demonstrate how our collaborative approach can help you achieve your goals and improve patient care.

Tuesday November 3
11:45 – 12:30PM

Best Practice,
Use Case

Intermediate

CS-008

Turn Data into Action with Data View

Learn how customers have leveraged athena Advisory Services experts, Platform Services and product capabilities to elevate their organization. Discover how they used best practices and use cases to use data and integrations, how they leveraged the products, and how we worked with the experts to solve them. Incorporate big problem statements and go through each use case with the audience.

Wednesday November 4
11:45 – 12:30PM

Best Practice,
Use Case

Intermediate

CS-009

Prepare for What's Next in Healthcare Policy

Join athenahealth's Government & Regulatory Affairs team for an engaging conversation on this year's most impactful health policy developments. We'll look at trends, what is actually happening on the ground in DC, and what you can anticipate for 2026 and beyond to best prepare your practice.

Tuesday November 3
11:45 – 12:30PM

Best Practices,
Panel

Intermediate

CS-010

athenaOne Breakouts

Collaboration with athenahealth

Session Description

Session Details

From Washington to Your Workflow

Ever wonder how a new CMS regulation becomes the workflows and reporting tools you use every day? Go behind the scenes to see how healthcare policy evolves from federal rulemaking to practical functionality within athenaOne. Learn how Government Affairs and Quality teams interpret new requirements, advocate on behalf of customers, and translate regulations into workflows, reporting, and guidance that help practices stay compliant and succeed.

Tuesday November 3
10:45 – 11:30AM

Best Practices,
Use Case,
Roadmap

Beginner

CS-011

Customer Care, Reimagined

Learn how athenahealth Customer Care is evolving through AI expansion, process improvement, and a focus on delivering a more connected, proactive support experience. We'll highlight how we're streamlining support journeys and making it easier for customers to get help, manage issues, and resolve questions through expanded self-service and AI-enabled tools.

Tuesday November 3
11:45 – 12:30PM

Training,
Best Practices

Intermediate

CS-012

athenaIDX and athenaEDI Breakouts

athenaIDX

Session Description	Session Details
athenaIDX – Patient First, Payment Ready – Transforming Eligibility to Drive Accuracy Eligibility is the foundation of accurate billing—and getting it right at the front door is critical to reducing denials, rework, and revenue leakage. This session explores how leading health systems are modernizing eligibility verification to strengthen revenue cycle performance while improving the patient experience.	**Tuesday November 3** **11:00 – 12:00PM** Customer-led, Best Practices Intermediate IDX-001
athenaIDX – AI Document Transformation – From Intelligent Capture to Automation Explore how organizations are transforming document-intensive operations through an integrated approach to capture, forms, and AI-powered intelligent document processing. In collaboration with Hyland—and featuring real-world insights from live customers—this session highlights how modern platforms enable faster intake, reduced manual effort, and scalable automation across critical workflows. Learn how to move beyond legacy capture toward a unified strategy that uses intelligent document processing to drive efficiency, accuracy, and business agility.	**Tuesday November 3** **11:00 – 12:00PM** Customer-led, Use Case Intermediate IDX-002
athenaIDX – Gold Standard Workflows, The Optimized Journey See what athenaIDX can look like when configured around best practice workflows. This session will demonstrate an end-to-end patient and revenue cycle journey using athenaIDX's recommended workflows, automation features, and integrated capabilities. Attendees will gain a practical view of how standardized processes can reduce manual effort, improve consistency, and help organizations get more value from the solution.	**Tuesday November 3** **1:00 – 1:45PM** Demo Intermediate IDX-003

athenaIDX and athenaEDI Breakouts

athenaIDX

Session Description

Session Details

athenaIDX – Proactive RCM Performance by Leveraging Quality Assessments

Healthcare organizations increasingly rely on patient data from external sources they don't control, creating challenges with accuracy, consistency, and compliance at intake. These issues can lead to denials, missed charges, delays, and costly rework across the revenue cycle.

Join athenahealth and US Oncology to learn how athenaIDX Quality Assessments help organizations improve data integrity through continuous monitoring, automated QA, and analytics. US Oncology will share their experience leveraging QA to identify root causes, reinforce best practices, improve accountability, and proactively address data quality issues before they impact financial performance.

Tuesday November 3
03:00 – 04:00PM

Customer-led,
Use Case

Beginner

IDX-004

athenaIDX – Smarter and Fewer Corrections with Advanced RCM Automation & Intelligence

Charge corrections don't have to slow down your revenue cycle—and increasingly, they don't have to happen at all. Explore how enhanced editing, streamlined workflows, and file-based corrections reduce rework and improve productivity. Learn when a simple edit can replace a full correction to unlock greater efficiency.
Then see how embedded intelligence in athenaIDX automates updates, triggers downstream workflows, and supports secure integrations that reduce denials and accelerate collections.

Join product leaders from athenahealth and Envision, along with your peers, for an interactive discussion on today's biggest RCM challenges, future AI-driven innovations, and practical opportunities to improve ROI while helping shape what comes next.

Tuesday November 3
03:00 – 04:00PM

Customer-led,
Best Practices

Advanced

IDX-005

athenaIDX and athenaEDI Breakouts

athenaIDX

Session Description	Session Details
athenaIDX – Precision In, Performance Out, Census and AI Coding High-quality data is the foundation of a high-performing revenue cycle—and when paired with autonomous coding, it becomes a powerful engine for speed, accuracy, and scale. Join Rochelle Korum and Charles Bearham of Envision alongside athenahealth Advisory Services to learn how Envision has transformed data capture across multiple care settings, expanding from Anesthesia to Emergency Medicine using Census. Hear practical lessons on achieving clean, compliant, and complete documentation in complex clinical environments. See how trusted Census data powers Autonomous Coding, athenahealth's latest innovation with Sutherland Global, accelerating claim submission, improving coding accuracy, reducing denials, and driving scalable efficiency. We'll also highlight the latest Census enhancements, including Analytics and the 8.1 roadmap, demonstrating how data integrity and intelligent automation work together to deliver measurable revenue cycle performance improvements.	**Tuesday November 3** **4:15 – 5:15PM** Customer-led, Use Case Beginner IDX-006
athenaIDX – Integrity in Action with Automation – Bad Addresses & Accelerated Workflow Inaccurate patient addresses and other patient statement suppression reasons drive missed patient payments and require manual touches which can become time-consuming and inconsistent. In this session, learn how Huntsville Hospital is partnering with Advisory Services to leverage custom automation and statement suppression report data from the Print & Mail vendor to reduce manual touches, make the process more consistent and improve downstream statement production. By combining automation with targeted data remediation, organizations can ensure statements reach the right patients the first time, improve patient satisfaction, reduce rework, and maximize patient revenue capture.	**Tuesday November 3** **4:15 – 5:15PM** Customer-led, Use Case Beginner IDX-007
athenaIDX – IDX & EDI Insight – Automating Claim Status for Measurable Impact This presentation introduces Advanced Claim Status, a solution jointly delivered by athenaEDI and Advisory Services to automate and enhance claim status inquiry, follow-up, and resolution within existing Enterprise Task Management (ETM) workflows.	**Wednesday November 4** **10:45 – 11:45AM** Customer-led, Use Case Intermediate IDX-008

athenaIDX and athenaEDI Breakouts

athenaIDX

Session Description

Session Details

athenaIDX – Efficiency Gains – USC's v8.0 Success and What's Next in Automation

Discover how the University of Southern California (USC) achieved measurable efficiency gains through their upgrade to athenaIDX v8.0. This session will highlight how new v8.0 functionality streamlined workflows, reduced manual effort, and enabled teams to operate more strategically. Learn what it takes to evaluate automated testing solutions—from tools and prerequisites to script maintenance and environment readiness—and how these elements shape a sustainable automation strategy.

Finally, get a first look at new "set--it--and--forget--it" capabilities for automating selective method wipe--and--recreate processes, designed to reduce manual refresh burdens and keep test environments current. Together, USC's upgrade journey and athenaIDX expert insights will provide a clear view of how organizations can achieve meaningful efficiency gains today while preparing for the automation capabilities customers have long been asking for.

Wednesday November 4
10:45 – 11:45AM

Customer-led,
Best Practices

Intermediate

IDX-009

athenaIDX – Designing the Modern Patient Engagement – Experiencing with AI Integrated Workflows

Every healthcare organization engages patients differently. No matter your care model or EMR, patients expect convenient, personalized digital experiences that meet them where they are.

Join Qure4u and Revere Health to discover how Qure4u's flexible, AI-powered patient engagement platform connects with patients across the care journey while integrating seamlessly with athenaIDX and other EMRs. You'll get a first look at Qure4u's new AI-powered Patient Agent and hear directly from Revere Health about their implementation experience, key lessons learned, and the impact on both patient engagement and operational performance.

Wednesday November 4
12:00 – 12:50PM

Customer-led,
Working Session,
Best Practice,
Use Case

Intermediate

IDX-010

athenaIDX and athenaEDI Breakouts

athenaIDX

Session Description

Session Details

athenaIDX – AI Powered Denials Management – From Insight to Action

AI is transforming denial prevention, helping healthcare organizations move from reactive management to proactive intervention. In this executive session, discover how DenialsIQ leverages advanced algorithms and payer intelligence to identify emerging denial trends and surface actionable insights, including real-world results and perspectives from US Oncology.

Next, explore how athenaIDX is bringing these insights directly into daily workflows through the integration of DenialsIQ, IDXChat, and the AI Rules Assistant, enabling teams to take faster, more informed action to prevent denials before they occur.

Finally, hear from SCP Health as they share their experience as an early adopter of the AI Rules Assistant, including lessons learned, efficiency gains, and considerations for successfully incorporating AI-driven rule recommendations into operational processes. Join the conversation to learn how AI-powered intelligence, workflow integration, and customer innovation are shaping the future of denial prevention.

Wednesday November 4
12:00 – 12:50PM

Customer-led,
Use Case

Intermediate

IDX-011

athenaIDX – Hidden In Plain Sight, Unlocking Revenue Cycle Wins

Healthcare organizations invest in athenaIDX upgrades every year, yet many built-in revenue cycle capabilities never get activated. As teams face mounting financial and staffing pressures, valuable functionality often goes overlooked—even when it can solve today's biggest challenges.

In this session, you'll see real-world examples and live demos of underutilized athenaIDX features that reduce denials, accelerate cash, improve efficiency, and deliver measurable ROI—without additional products or major projects. You'll leave with practical action items to identify and activate untapped capabilities when you return to your organization.

Wednesday November 4
1:10 – 2:00PM

Best Practice

Intermediate

IDX-012

athenaIDX and athenaEDI Breakouts

athenaIDX

Session Description

athenaIDX – Informatics to EDW, Using the Right Tools to Turn Data Into Insight

Enterprise Task Manager drives significant workflow volume, making visibility into productivity and performance essential. This session explores how leading organizations start with athenaIDX Informatics to unlock powerful operational insights—then extend those capabilities through an enterprise data warehouse (EDW) to support broader, strategic analytics.

Through real-world customer examples, learn how teams move from fragmented reporting to a connected analytics ecosystem—using the right tools at the right stage—to uncover productivity trends, analyze workload patterns, improve throughput, and enable smarter decision-making at scale. From operational visibility to enterprise-wide intelligence, this session demonstrates how turning data into action starts with Informatics and scales through EDW-driven strategy.

Session Details

Wednesday November 4
1:10 – 2:00PM

Customer-led,
Use Case

Intermediate

IDX-013

athenaIDX and athenaEDI Breakouts

athenaEDI

Session Description

Session Details

athenaEDI – Operational Excellence Through Performance and Optimization

As a high performing organization improvements are in the margin. Learn how American Oncology (AON) monitors EDI metrics to understand operational performance and a continual process improvement culture supports evaluation and optimization of IDX/EDI workflows, employee training, and other opportunities to positively impact financial performance and the patient experience.

Tuesday November 3
11:00 – 12:00PM

Customer-led,
Use Case,
Best Practice

Intermediate

EDI-001

athenaEDI – Claim Attachments are Changing – What You Need to Know to Prepare

Electronic claims attachment requirements are accelerating, but payer readiness is uneven, and many organizations still treat attachments as an exception workflow. This session focuses on practical readiness: what it means to already have the infrastructure in place, how to evaluate payer coverage, and where proactive attachments can reduce documentation-driven denials (especially in high-volume settings).

We will also be joined by Jopari, an industry leader and our partner in the attachment space who will share their insights during this exciting time as we move toward the industry adoption of CMS-0053. Finally, we will close the session with a look at how athenaEDI is planning for future functionality to support the expansion of Solicited claims attachments.

Tuesday November 3
03:00 – 04:00PM

Customer-led,
Best Practice

Intermediate

EDI-002

athenaEDI – Rapid Onboarding In athenaEDI to Support Customer Growth

Rapid growth doesn't have to create operational risk. This session breaks down how a 15-practice expansion was executed in just five weeks, with a focus on EDI configuration, payer readiness, and transition planning. Learn how to prioritize core workflows, keep revenue moving during go-live, and scale without overcomplicating the launch.

Tuesday November 3
4:15 – 5:15PM

Best Practice,
Use Case

Intermediate

EDI-003

athenaIDX and athenaEDI Breakouts

athenaEDI

Session Description

Session Details

athenaEDI – Smart Approach to Payment Automation – USAP's Journey with athenaEDI

Join USAP and athenaEDI as they share USAP's journey to athenaEDI Payment Automation. In this session, they will discuss the factors that led to the transition, the implementation experience, and the operational value of moving to a more integrated payment automation solution.

Wednesday November 4
10:45 – 11:45AM

Customer-led,
Best Practice,
Use Case

Beginner

EDI-004

athenaEDI – Remit Revolution – Streamlining Workflows and Posting

Join athenaEDI and Envision for an inside look at how we're transforming remittance management through Payment Reconciliation and an enhanced ETM remit workflow. This collaborative session will showcase how these innovations work together to simplify payment processing, reduce manual effort, and improve posting efficiency across the revenue cycle.

Attendees will learn how the new ETM remit workflow creates a more streamlined and intuitive experience for managing remits, while Payment Reconciliation helps accelerate payment posting activities. Through real-world examples and practical insights, we'll demonstrate how these enhancements can help organizations increase operational efficiency, improve accuracy, and free teams to focus on higher-value work.

Wednesday November 4
12:00 – 12:50PM

Customer-led,
Best Practice

Intermediate

EDI-005

athenaEDI – Appeals Jigsaw – How AI Is Helping to Solve the Appeals Puzzle

Explore athenaEDI's vision for a more automated appeals workflow with our MVP Solution slated for early 2027. See how AI can gather documentation and draft appeal content and automate the submission, while users retain control of review and approval, reducing manual effort from claim review through payer response. We'll also preview the 2027 extended roadmap toward broader appeals automation and connected workflows.

Wednesday November 4
1:10 – 2:00PM

Roadmap,
Best Practice

Beginner

EDI-006

athenaPractice and athenaFlow Breakouts

Learn how to improve clinical workflows and practice management for better patient care.

Session Description	Session Details
athenaPractice and athenaFlow – aPractice Keynote & Roadmap Join athenaPractice leadership as they open Thrive with a strategic look at the future of the platform. This keynote will explore the major trends influencing healthcare technology and how the v27, v28, and v29 roadmap aligns to meet the needs of practices today and tomorrow. From product innovation and workflow optimization to customer-focused enhancements and long-term strategic priorities, attendees will gain exclusive insight into what's ahead. Learn how upcoming releases are designed to help practices navigate change, improve operational performance, and position themselves for future success.	**Tuesday November 3** **10:45 – 11:30AM** Roadmap All FLOW-001
athenaPractice and athenaFlow – Upgrade Assurance, EDI Insights, and v27 Unwrapped: Updates You've Been Waiting For Get the most from your athenaPractice investment by exploring the value of Upgrade Assurance (UA), the new aP EDI Client Metrics Dashboard, and key enhancements in v27. Learn how UA helps customers stay ahead of upgrades, gain visibility into EDI performance and trends, and take advantage of requested charting and Practice Management improvements. Walk away with practical insights to maximize the value of the latest release.	**Tuesday November 3** **11:45 – 12:30PM** Panel All FLOW-002
athenaPractice and athenaFlow – athenaOne: The Whole Pie in One Platform Join us for a pizza lunch and connect with former athenaPractice and athenaFlow users who have transitioned to athenaOne. It's a great opportunity to hear firsthand about their experiences, ask questions, and exchange insights in an informal setting.	**Tuesday November 3** **3:00 – 3:45PM** Use Case All FLOW-003
athenaPractice and athenaFlow – Medication Management & EPCS: Beyond the Basics Co-led with DrFirst, this session goes beyond initial setup to focus on the real-world workflows that impact prescribing efficiency every day. Explore practical ways to optimize alert visibility, personalize prescribing favorites, leverage QuickText tools, and navigate common EPCS exceptions with greater confidence. Hear how organizations are streamlining medication management workflows, reducing provider frustration, and improving the prescribing experience. You'll also get a preview of upcoming enhancements and learn how to prepare your practice to take advantage of what's next.	**Tuesday November 3** **4:00 – 4:45PM** Best Practices All FLOW-004

athenaPractice and athenaFlow Breakouts

Learn how to improve clinical workflows and practice management for better patient care.

Session Description	Session Details
athenaPractice and athenaFlow – Practice Scenarios: Real Problems, Peer Solutions Put practical problem-solving into action in this interactive, peer-led session. Attendees will form small groups, name their practice, and work through three realistic scenarios involving patient financial conversations, operational challenges, and practical uses of AI. Explore how peers are approaching point-of-service collections, payment plans, and patient financial relationships while considering how AI can help turn reports into narratives, draft patient communications, surface operational insights, and streamline team workflows. The session will conclude with a room-wide discussion of the strategies, perspectives, and solutions that emerged. Less theory, no AI hype—bring your coffee, your experience, and your opinions.	**Wednesday November 4** **10:45 – 11:30AM** Working session All FLOW-005
athenaPractice and athenaFlow – Unlocking Hidden Content: Simple Chart, Patient Landing Page, and Quality Reporting Quality programs may change, but the need for accurate, timely, and complete reporting remains constant. In this practical session, discover how athenaPractice and athenaFlow can help your organization improve quality performance while simplifying day-to-day workflows. We'll explore Clinical Quality Reporting (CQR), MIPS, and the measures that matter most, along with proven strategies for monitoring performance, interpreting data, and supporting meaningful customer conversations. You'll also learn how to get more value from tools already available within the platform, including two often-underused features: Simple Chart and the Patient Landing Page. See how practices are configuring these capabilities to improve workflow efficiency, streamline access to key information, and support better outcomes. Through real-world examples, best practices, and expert tips, you'll gain practical guidance for reducing complexity, strengthening compliance, and maximizing quality performance. Walk away with actionable strategies you can apply immediately to support your organization, your customers, and their success.	**Wednesday November 4** **11:45 – 12:30PM** Best Practices All FLOW-006
athenaPractice and athenaFlow – Practice in Action: Peer Solutions for AI-Powered Strategies, Collections, and Operational Challenges Every practice faces challenges - explore how practices are improving patient financial conversations, collections, and payment plans while leveraging AI to work smarter. Learn practical ways to use athenaPractice and athenaFlow data for smarter reporting, streamlined communications, operational insights, and stronger financial outcomes. Through real-world examples and peer experiences, you'll leave with actionable ideas you can apply immediately.	**Tuesday November 3** **1:00 – 1:45PM** Panel, Use Cases All FLOW-007