

# STATE OF THE PAYER

PayerView Report Studies Payer Performance Amidst a Year of Turbulence



## TOP 10 PERFORMERS REFLECT CHANGING PAYER LANDSCAPE



Blues dominate the top ten



Small commercial payers continue to lead and improve



Only one major commercial payer in the top ten



Provider-sponsored health plans perform as well as some top commercials



- 1 HealthPartners
- 2 Group Health Cooperative
- 3 Humana
- 4 BCBS - WA Regence
- 5 Maryland Physicians Care MCO
- 6 BCBS - MA
- 7 BCBS - LA
- 8 BCBS - PA Capital Blue Cross
- 9 BCBS - NC
- 10 BCBS - NC Blue Medicare

Annual rankings show top performers across financial, administrative, and transactional measures



Adherence to Regulation



Simplified Claims Processing

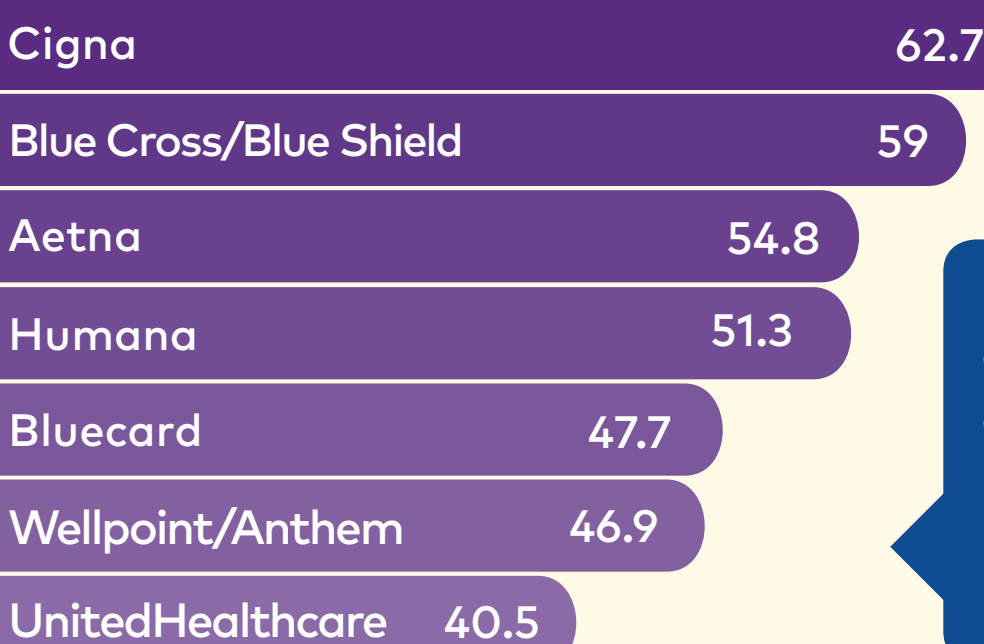


Transaction Accuracy, Efficiency and Clarity

## NEW RELATIONSHIP REVEALED BETWEEN PAYER PERFORMANCE AND PROVIDER TRUST

The most efficient payers are quick to reimburse and inspire greater trust in providers\*

\* ReviveHealth's 9th Annual National Payor Survey and Trust Index<sup>SM</sup>



Composite Trust Index Score by Payer

Like athenahealth, ReviveHealth's 9th Annual National Payor Survey and Trust Index<sup>SM</sup> found:



Cigna, BCBS and Aetna are top performers



UnitedHealthcare continues to decline

Despite strong operational performance overall, provider trust in payers remains very low, revealing significant perception gap

## AGAINST EXPECTATIONS, ACA DID NOT DISRUPT PERFORMANCE

Expanding

Not Expanding

7% vs 6%  
Non-HIX vs HIX  
Denial Rate

78% vs 87%  
Non-HIX vs HIX  
Benefit Reliability



Expansion states improved most in overall score and benefit reliability

Blues and commercial payers offering health plans in the exchanges (HIX) performed better than non-HIX carriers.



## ICD-10 IS MAKE-OR-BREAK OPPORTUNITY FOR PAYERS TO BUILD TRUST

While 90% of PayerView payers say they are testing for ICD-10, quality and consistency of testing varies

93%  
Volume of Payers in Outreach

90%  
Payers Will Be Testing for ICD-10

84%  
Provided an ICD-10 Testing Contact

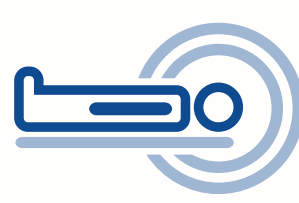
## GREATEST RISKS TO PROVIDERS INCLUDE:



Development and communication of contingency plans



Gaps in testing coverage



Communication about testing

## WHAT DOES THE DATA MEAN FOR YOU?

Findings from the athenahealth PayerView<sup>®</sup> study are used to help providers prepare for the impact of ICD-10, value-based care arrangements, and other changes to come.

To explore payer performance nationally and in your region, visit:

[ATHENAHEALTH.COM/PAYERVIEW](http://ATHENAHEALTH.COM/PAYERVIEW)

