

CCM Success Powered by ChronicCareIQ and athenahealth

A CSM Resource on ChronicCareIQ
and athenahealth



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UNDERSTANDING THE PROBLEM

THE SOLUTION IN ACTION

TURNING INSIGHT INTO ACTION

UNLOCKING VALUE FOR ATHENAHEALTH PRACTICES

As a customer success manager, your goals are clear: keep athenahealth practices satisfied, help them grow, and strengthen long-term relationships. ChronicCareIQ is designed to make those goals easier to achieve. By giving providers real-time visibility into patients between visits, capturing reimbursement for work they already do, and improving patient outcomes, CCIQ helps you deliver measurable value that practices recognize immediately.

Support athenahealth's High NPS Scores

Drive New Revenue from Existing Accounts

Foster Enduring and Value-Driven Customer Relationships



“WE MAKE COMPLEX PATIENTS EASIER TO CARE FOR — AND THAT’S WHY ATHENA PRACTICES USING CHRONICCAREIQ AVERAGE OVER \$13,000 IN ADDITIONAL REVENUE PER PROVIDER, PER MONTH.”



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THE CHALLENGE:

Invisible Patients

Chronic disease is the single largest driver of healthcare costs, yet most practices lack the tools to effectively manage patients outside of scheduled appointments. Providers only see patients a handful of times each year, while the majority of health events — and costs — occur between visits. This gap leaves patients invisible, staff overburdened, and practices missing opportunities to capture reimbursement for work they are already doing.

Chronic Patients Are Invisible

We Fix That



WITHOUT VISIBILITY BETWEEN VISITS, PRACTICES FACE:

RISING COMPLEXITY

LIMITED TOUCHPOINTS

HIGH-COST UTILIZATION

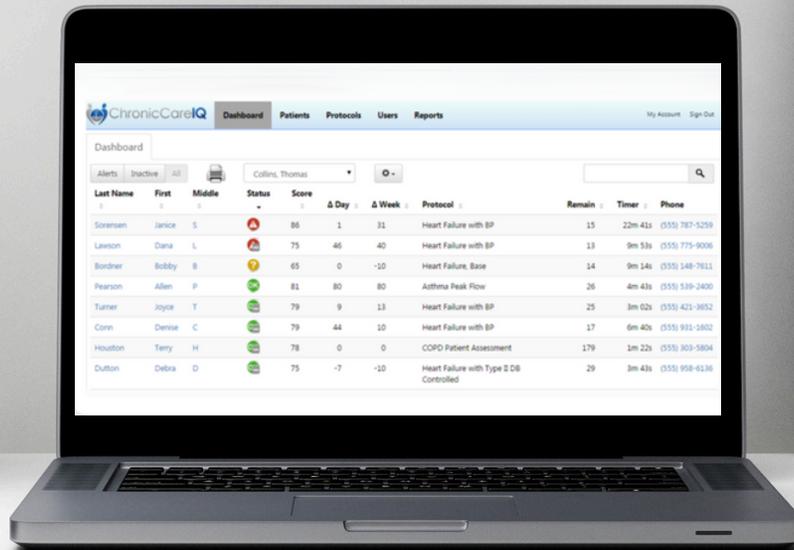
UNRECOGNIZED STAFF EFFORT

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THE SOLUTION:

ChronicCareIQ + athenahealth

REAL-TIME PATIENT VISIBILITY

Practices can detect changes early and intervene before escalation.

CONSISTENT ENGAGEMENT

85–93% of patients respond weekly and stay engaged long term.

SEAMLESS INTEGRATION

Providers use single sign-on with automated data and claims capture.

REVENUE CAPTURE

athenahealth practices using ChronicCareIQ generate on average an additional \$13,206 per provider in net-new, monthly revenue.

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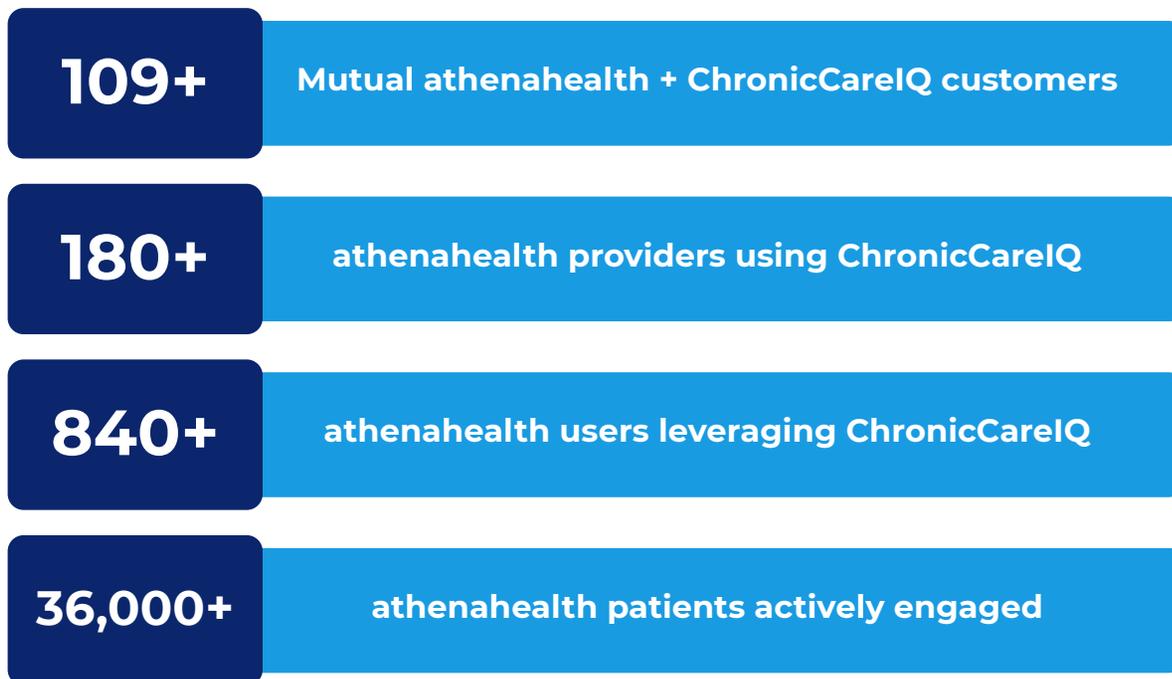


ATHENAHEALTH PRACTICES ARE OUR TOP-PERFORMING COHORT NATIONWIDE — CONSISTENTLY GENERATING MORE REVENUE, BETTER OUTCOMES, AND STRONGER ENGAGEMENT THAN ANY OTHER EHR GROUP.



ESTABLISHED WITHIN ATHENAHEALTH

CHRONICCAREIQ IS ALREADY DEEPLY EMBEDDED ACROSS THE ATHENAHEALTH NETWORK



*As of September 2025: www.chroniccareiq.com/athena

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BENEFITS FOR PRACTICES

SIMPLIFIES CARE MANAGEMENT

ChronicCareIQ reduces inbound calls, automates monitoring, and flags patients who need attention.

STRENGTHENS FINANCIAL PERFORMANCE

Practices generate on average an additional \$13,206 per provider in net-new, monthly revenue.

IMPROVES STAFF SATISFACTION

Team members feel valued because they're able to engage the patients when they really need it.

INCREASES REFERRALS

Patients share their positive experiences, bringing new patients into the practice.

AUDIT-READY

Every patient interaction and phone call is automatically logged and fully compliant.

“

CCIQ is a great platform for CCM, it helps automate reporting, time logs, and more. It has made the launch and maintenance of our CCM program a smooth process. I would recommend using CCIQ for CCM.

4.8 ★ **23 Reviews**

Marketplace |  athenahealth

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It is very easy to set up and use. I feel better knowing my doctor is monitoring me more than just on my visit to the office. I also like that I can leave messages for prescription refills or anything else I need on the weekends.

4.8 ★ **284 Reviews**



Google Play

BENEFITS FOR PATIENTS

FEWER HEALTH CRISES

Enrolled patients experience a 29.4% reduction in hospitalizations, keeping them healthier at home.

GREATER PEACE OF MIND

Patients feel more secure and connected with their care team between visits.

EASY COMMUNICATION

Patients can engage through simple channels like text, email, app, or phone.

STRONGER ENGAGEMENT

Many patients describe it as like having a “digital nurse in their pocket.”

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PROVEN RESULTS

FROM ATHENAHEALTH CUSTOMERS USING CHRONICCAREIQ

\$13,206

In net-new, monthly revenue per provider on average

29.4%

Reduction in all-cause hospitalizations

87%

Patient engagement sustained over one year

\$103+

Average reimbursement per patient per month

Doctors are not going to be able to live without ChronicCareIQ. The convenience and regular contact with patients is the big key going forward.

Dr. Gary P. Jones, Louisiana Cardiovascular & Thoracic Institute

I've really been pleased with our patient retention rate with ChronicCareIQ. Patients are very thankful for it and want to continue using it.

Dr. Brian Flowers, Birmingham Heart Clinic

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**Customer
Testimonials**

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HOW A CSM CAN SPOT OPPORTUNITIES

LARGE MEDICARE POPULATIONS

Practices with a high percentage of Medicare patients are ideal since more than 70% of this population has two or more chronic conditions.

OVERWORKED STAFF

Many practices struggle with uncompensated phone calls, medication refills, and care coordination that CCIQ can automatically capture and reimburse.

LOW PATIENT ENGAGEMENT

Practices often worry about patients falling through the cracks between visits, which CCIQ addresses with weekly check-ins and real-time visibility.

COMPLEX PATIENT POPULATIONS

Chronic and fragile patients demand significant time and attention between visits. These activities are now reimbursed and ChronicCareIQ automates this work.

HIGH-IMPACT SPECIALTIES

Internal medicine, family practice, cardiology, pulmonology, nephrology, neurology, behavioral health, and chronic pain all benefit greatly from CCIQ.

STARTING POINT FOR VALUE-BASED CARE

Groups looking to transition toward value-based care can use CCIQ as a proven glide-path to reduce costs and improve outcomes.

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ChronicCareIQ makes complex patients easier to care for, creates recurring revenue from work already being done, and strengthens the doctor-patient relationship — all within the athenahealth workflow.



[WATCH NOW](#)