

Announcing end of life and support for athenaPractice and athenaFlow v23.x

With the release of athenaPractice v25 and athenaFlow v25, we're pleased to share that more than 180 customers have already adopted v25. The release is stable, performant, and includes enhanced functionality designed to improve efficiency, regulatory readiness, and system performance.

As part of our standard product lifecycle process, **athenahealth provides support for the most recent version and one prior version.** In alignment with this policy, **support for athenaPractice v23.X and athenaFlow v23.X (including all Service Packs and related products) will end on October 1, 2026.**

To avoid service disruption and ensure your system remains secure and compliant, we strongly encourage all customers to upgrade to v25.

What this means for you if you are on v23 or a prior version

Beginning **October 1, 2026**, athenahealth will no longer provide:

- Software updates (security patches, enhancements, bug fixes)
- Online or phone support (access limited to Success Community and Knowledge Base)
- CCC Basic and Specialty forms updates
- Access to Advanced Problem Search
- Monthly Knowledge Base releases
- Medication files and interaction checking
- Terminology updates
- Value set updates for quality reporting
- Annual ICD/CPT/HCPCS problem and charge code updates
- Updates and support for EDI plug-ins

Looking ahead

We remain committed to ongoing investment and enhancement in athenaPractice and athenaFlow to help you improve provider efficiency, enhance care quality, and strengthen financial performance.

For assistance in planning your upgrade path, please contact your Customer Success Manager.