

## We will no longer support athenaPractice v22 and athenaFlow v22 starting November 1, 2025

We provide support services for the most recent athenaPractice and athenaFlow software versions plus one prior version. In conjunction with the recent release of v24, we're announcing the End of Life & End of Support effective November 1, 2025, for the following products:

- athenaPractice v22.X, which includes all Service Packs and related products
- athenaFlow v22.X, which includes all Service Packs and related products

We recommend a timely upgrade to the most recent release (athenaPractice v24 and/or athenaFlow v24) to ensure your system is up to date with the latest security patches, technology improvements, and regulatory requirements.

This End of Life & Support announcement is intended to assist you in your planning efforts and help you increase provider efficiency, enhance care quality and strengthen the financial performance of your practice.

Beginning November 1, 2025, athenahealth will no longer provide support for all athenaPractice v22.X, athenaFlow v22.X and related product versions. This means that we will no longer provide:

- Software updates (security, enhancements, bug fixes)
- Online or phone support (will be limited to access to Success communities and Knowledge base) CCC Basic and Specialty forms update
- Access to Advanced Problem Search
- Monthly KB Releases Medication files and interaction checking
- Terminology updates
- Value set updates for quality reporting
- Annual ICD/CPT/HCPCs Problem code and Charge code updates
- Updates & Support to EDI plugins

Here is a summary of athenaPractice, athenaFlow and related products, including benefits of upgrading to the latest versions.

| Product        | Versions no longer supported | Recommended version | Benefits of upgrading to recommended version  |
|----------------|------------------------------|---------------------|---|
| athenaPractice | ≤ 22                         | ≥ v24               | <ul style="list-style-type: none"> <li>• Latest Security and platform updates 2015</li> <li>• Cures Update Edition (certified)</li> </ul> |
| athenaFlow     | ≤ 22                         | ≥ v24               | <ul style="list-style-type: none"> <li>• Latest Security and platform updates 2015</li> <li>• Cures Update Edition (certified)</li> </ul> |

We continue to invest in improvements and new features for athenaPractice and athenaFlow. To discuss your upgrade path further, please contact your Customer Success Manager or your VAR representative.

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