

Application: 7297

ModMed's Excellent Technology Team

Page: General Information
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
Name of Organization/Company ModMed
Mobile Phone Number +1 678-761-5118
Additional Contacts I would also like to have others receive emails about the disposition of our entries.
Page: Entry Information
Entry Title ModMed's Excellent Technology Team
Category P08. Technology Team of the Year - Healthcare Technology
Technology Team Submission Format Written Answers

a. Briefly describe the nominated technology team: its history and past performance (up to 200 words). Required

ModMed® is transforming healthcare by placing doctors and patients at the center of care through an intelligent, specialty-specific cloud platform. We work with industry leaders to streamline integration and leverage clinical data from patient interactions to build solutions that save time and improve outcomes.

ModMed's all-in-one solution provides medical practices with clinical, financial, and operational software that enables them to grow and scale. Our differentiator is an integrated product suite, bridging the gap between front and back offices, providing everything needed to run a medical practice via a SaaS-based offering:

OFFICE & ADMINISTRATIVE—Practice management (PM) is easy-to-use for administrative tasks; practices receive electronic eligibility and claims submission.

CLINICAL DOCUMENTATION—ModMed's mobile electronic health record (EHR), EMA®, comes with system-generated notes based on documentation, built-in suggested coding and more.

PATIENT ENGAGEMENT—Practices facilitate an interactive patient experience with tools to streamline intake, offering patients access to information online, methods of communication and the opportunity to solicit feedback.

PAYMENT PROCESSING—ModMed Pay syncs with PM to alleviate administrative work and offers several payment methods, including contactless payment, and can facilitate payment plans.

DATA AND ANALYTICS—Leveraging data from EMA and PM, analytics solutions unlock insights from a practice's data to provide administrative, provider, and financial analytics reports.

b. Outline the technology team's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words). Required

As the healthcare industry shifts toward AI-powered practices, ModMed's technology team has made significant strides in delivering AI-enabled tools across its platform, building on the company's dedication to providing innovative solutions to specialty-specific practices. From patient engagement to revenue cycle management, the core of each solution is commitment to responsible, specialty-specific AI that improves patient outcomes, reduces healthcare's administrative burden and saves providers time. The team's accomplishments to further this position:

ModMed Scribe: An AI-powered ambient listening tool integrated into EMA. It suggests structured visit note content based on patient-provider conversations, reducing administrative burden and streamlining clinical documentation. In March 2025, ModMed unveiled its dermatology-specific ModMed Scribe at the American Academy of Dermatology Meeting.

AI-Driven Patient Communication: Designed to categorize inbound patient messages and direct them to the correct team inbox, this improves response times and enhances the patient experience.

Claims Denial Assessment: Uses AI to flag claims likely to be denied before submission, easing pressure on staff and improving revenue cycle efficiency.

AI-Enhanced Faxing: AI-powered suggestions for inbound fax categories and relevant patient and provider names, converting unstructured text from the fax into structured data that flows into fields within the EHR to help reduce manual work and improve workflows.

These innovations exemplify how ModMed's team is building an AI-powered practice experience that starts before a patient walks in the door, all the way through to the billing department. Through real-world AI applications, medical practices can adapt to the changing healthcare landscape while driving clinical, operational, and financial success.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's past performance (up to 250 words). Required

These achievements have cemented ModMed as a healthcare technology industry leader, receiving the following industry rankings and awards:

#1 in 2025 for integrated physician practice management, revenue cycle management, and electronic health record solution by Black Book – for the sixth consecutive year

Top physician practice and ambulatory solution EHR in 2024 by Black Book for each of ModMed’s 11 specialty-specific solutions, including the newly launched OBGYN specialty solution

Top Healthcare Software Product in G2’s 2025 Best Software Awards, reflecting strong customer satisfaction and industry impact

Assistant Secretary for Technology Policy/Office of the National Coordinator for Health Information Technology (ASTP) certification for ModMed Scribe, reinforcing ModMed as a pioneer in safe and ethical AI deployment

Winning these awards was a significant milestone for the team, as they harnessed their previous achievements in architectural modularization, cost efficiency, and increased engineering capacity to transform their technology platform further by:

Building a multi-specialty platform on a continuously evolving, modular cloud-native architecture

Launching a data lakehouse approach to manage specialty-specific, de-identified structured data sampled from over 500 million patient encounters, continuously expanding to train ModMed AI models

Developing a Healthcare AI Layer with tools like GenAI, classification, natural language understanding, and predictive analytics to enable AI-augmented features such as ambient listening, claims denial assessment, and smart routing of faxing and patient communications

These advancements have propelled the platform's evolution, enabling the delivery of the AI-powered practice experience from pre-appointment through billing and revenue cycle management.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

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Supporting Document

No File Uploaded

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