



Medicare Advantage (PPO)



# Quick Start Reference Guide

Powerful. Accessible. Easy.

[atriohp.com](https://atriohp.com)

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# It's time to FLEX your Medicare

Congratulations! You're officially an ATRIO Medicare Advantage member, with access to the ultimate in Medicare Advantage freedom and flexibility. It's our goal to make your benefits powerful, accessible, and easy—keeping worry and confusion out of your way. This Quick Start Guide provides information on how to get the most out of your health plan benefits when your coverage begins.

## Questions?

ATRIO Customer Service is here to help! We can answer any questions you may have about coverage, plan benefits, prior authorizations, or access to care.



### Call

1-877-672-8620 (TTY 711)

Hours are from 8 a.m. to 8 p.m. local time, seven days a week from October 1 - March 31. From April 1 - September 30 hours are from 8 a.m. to 5 p.m. local time, Monday -Friday. Messages received on holidays and outside of our business hours will be returned within one business day.



### Website

[atriohp.com](http://atriohp.com)



### Email

[customerservice@atriohp.com](mailto:customerservice@atriohp.com)

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## What to expect next

Your well-being is our #1 priority. We want you to be ready to use your benefits as soon as your coverage begins. And we are here to help every step of the way.



### Welcome letter & member ID card

Welcome to the ATRIO family. Your application has been approved.



### YOU ARE HERE

#### Quick Start Reference Guide

Understanding what your plan has to offer and how to get started.



### Your plan coverage begins

Beginning your effective date of coverage (as indicated in your confirmation of enrollment letter you received), you may begin using your benefits described in this booklet and other plan documents.



### Welcome call from ATRIO representative

We are dedicated to making sure you understand your plan benefits and are ready to use them.

- Select a Primary Care Physician (PCP)
- Assign an authorized representative
- And more!

## What to expect next (cont.)



### New member education meetings

New to Medicare or have questions? Join us at a meeting in your area to learn more about how your benefits work. To find one near you, call Customer Service or visit us online at [atriohp.com](http://atriohp.com).



### Primary care physician phone call

Personal touches are something we value. You may receive a direct call from your doctor. If you do not receive a call, we encourage members to reach out and schedule your wellness appointment right away. Connecting with your doctor early is an important first step to managing your health care needs.



### Member newsletter

ATRIO is committed to keeping you healthy and informed. We send a member newsletter three times each year. Each edition includes informational articles on nutrition, fitness, prescription, recipes, and much more!

## How to get started today



### Hang on to your new member ID card

Once your coverage begins, you will need to show your new ID card each time you get care or fill a prescription.



### Go online to take advantage of your plan and manage your account at [atriohp.com](https://atriohp.com)

- View important plan documents and forms
- If you have prescription drug coverage, look up your drug list (formulary)
- Find a provider or pharmacy near you

We also have three (3) online member portal tools available for you.



#### Member Portal:

- View prior authorizations & medical claims
- View medical Explanation of Benefits (EOB)
- Request an ID card



#### Prescription Drug Portal:

*Prescription Drug Resources*

- View current prescription drugs and costs
- Refill a prescription
- View drug benefit accumulators



#### Premium Payment Portal:

*For members that pay a premium*

- Make a one-time premium payment
- Set up recurring monthly premium payments
- View premium statements online

You can register for all of these tools at [atriohp.com/member-portal](https://atriohp.com/member-portal). Verify your account information, and if you have any changes or any questions, or need assistance, please contact ATRIO Customer Service at **1-877-672-8620** (TTY 711), daily from 8 a.m. to 8 p.m.



## Managing your Healthcare

These programs below are part of your health plan coverage to keep you healthy and informed. If you have questions about any of these programs, call ATRIO Customer Service at **1-877-672-8620** (TTY 711), daily from 8 a.m. to 8 p.m.

### Healthy Rewards Program

ATRIO launched a Healthy Rewards program in October 2022, and for all of 2023.

Throughout the year, when you make smart, preventive healthcare choices, our Healthy Rewards program offers you prepaid reward gift cards and other incentives. This may include going for an annual wellness visit, retinal eye exam, mammogram, colorectal screening, or other screenings. Watch your mail for specific details and remember to talk to your physician about any health related questions and preventive visits you may need throughout the year. For any questions, please contact Customer Service at 1-877-672-8620 (TTY 711).

### Health Assessment Survey

You may have received a Health Risk Assessment (HRA) Survey from your insurance agent or mailed to you by ATRIO. The HRA has questions about your current health status which helps us to identify areas so that we can better assist you. Please make sure to fill this out and send back to ATRIO. If you need another copy, please call Customer Service.

### Diabetes Prevention Program

ATRIO Health Plans will provide practical training for overcoming challenges to sustaining weight loss and living a healthy lifestyle. For more information, contact ATRIO Customer Service at 1-877-672-8620 (TTY 711).

### Case Management

ATRIO has Nurse Case Managers in your area that are available to help you navigate the complicated landscape of health care. If you have any questions or concerns, please contact Customer Service and they can connect you with a nurse in your area.

### Medication Therapy Management

Understanding your medications and taking them the right way is important for good health. ATRIO partners with MedWiseRx to improve your health by:

- Calling you to review vitamins, any over-the-counter (OTC) medicines, and any medications for chronic conditions (like diabetes)
- Working with your doctors to reduce side effects of medications or potential harmful medication interactions
- Looking for ways to cut your drug costs

You may be eligible for this free program if you meet the criteria, and may be automatically enrolled into the program (with the option to withdraw).

### Lab Testing & Wellness Assessment

ATRIO partners with several companies that may reach out to offer a yearly in-home wellness review. We recommend taking advantage of this offer. There are also companies that offer in-home lab testing kits for preventive measures, which are mailed directly to your home and returned with pre-paid postage.



All results will be shared with both you and your doctor. If you have any questions about a company that may reach out to you, please contact ATRIO Customer Service.



## Visiting your doctor or other service provider

### When to go to your Primary Care Provider (PCP)

Visit or speak with your PCP for preventive and routine care. They are your best source for managing the complexities of your health care.

- Checkups, immunizations and preventive screenings, such as breast cancer, prostate cancer, diabetes, flu shots, vaccines, and more
- Sickness or sudden illness, like fever or strep throat
- General health management

Most doctors will also offer virtual medical visits. Sometimes this is the best route if you are too sick to make it to an office.

### When to go to Urgent Care

Visit urgent care when your issue is not an emergency and your PCP isn't available to help.

- Sprains and strains, or minor broken bones (like a broken finger)
- Sickness or sudden illness, like fever or strep throat
- Minor burns

Urgent Care locations can be found in your Provider Directory, or on our website provider search tool at [atriohp.com](http://atriohp.com) (just click on "Find a Provider" at the bottom of the home page.)

### When to go to the Emergency Room

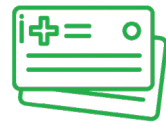
Visit the emergency room or call 911 for life-threatening or very serious conditions to get immediate care.

- Heavy bleeding
- Chest pain
- Major burns
- Difficulty breathing





## More great ways to FLEX your ATRIO Medicare Advantage plan



**Flex Card Program** – Your plan benefits include a flex card program which works just like a debit card. The plan you choose depends on how many flex dollars you get to spend on preventive and comprehensive dental services as well as a separate set amount to use for fitness membership and over-the-counter (OTC) coverage. Every time you use Flex Card dollars, the amount is deducted from your pre-loaded amount, just like a debit card.

To view your Flex Card balance, report a lost card, request a new card, or have other questions about the Flex Card benefit, call **1-800-371-2119** (TTY 711), Monday-Friday, 8 a.m. to 11 p.m. EST

- ✓ **Additional Dental Services** - You will receive annual allowance Flex dollars to help pay for preventive and comprehensive dental services **with any provider.**
- ✓ **Staying Fit** - You will receive an annual allowance of Flex dollars to help pay for gym membership or fitness class fees. Stay healthy and fit!
- ✓ **OTC** - You will receive a quarterly allowance of Flex dollars to use for over the counter items through mail-order or retail.







## Hearing – administered through Amplifon

- ✔ Office visit coverage
- ✔ Hearing aid coverage

You must see an Amplifon provider to use this benefit. To find a provider near you and schedule an appointment, please call **1-866-375-0563**, (TTY 711), Monday through Friday 8 a.m. to 5 p.m., PST. For more details on this benefit, refer to your other plan documents, which can be located on our website at [atriohp.com/extra-benefits](https://atriohp.com/extra-benefits).



## Vision Coverage – administered through VSP® Vision Care

- ✔ Office visit coverage
- ✔ Eyewear coverage

As a member, you will receive access to care from great eye doctors, quality eyewear, and the affordability you deserve.

### Using your VSP benefit is easy. Follow these 3 steps:

1. Create an account at [vsp.com](https://vsp.com). Review your personalized benefit information.
2. Find a VSP Advantage network eye doctor who's right for you. Visit [atriohp.com/extra-benefits](https://atriohp.com/extra-benefits) or call **1-844-344-0572**, (TTY **1-800-428-4833**) daily from 8 a.m. to 8 p.m., local time.

3. At your appointment, tell them you have VSP benefit coverage. Present your health plan member ID card to your VSP Advantage network doctor.

That's it! There are no claim forms to complete when you see a VSP Advantage network doctor.

### Importance of an Eye Exam

Your VSP Advantage network doctor will help keep you and your eyes healthy with a WellVision Exam® - a comprehensive exam that can detect signs of health conditions such as glaucoma, diabetes, and macular degeneration. Early diagnosis, especially with the rapid growth of pre-diabetes and diabetes, gets you the personalized care you deserve to manage your health and feel your best.



## Over-the-counter (OTC) drugs

ATRIO Health Plans provides additional benefit coverage for OTC items. You will receive a quarterly allowance to buy over-the-counter items from a list of eligible products. You can place your order online, over the phone, by mail through your 2023 OTC Catalog, or in a network retail store using your Flex Card. If your order total exceeds your benefit amount, credit cards are accepted. Benefit funds provided must be used in its entirety prior to other forms of payment being accepted. You may order up to two (2) times per quarter via mail-order. Catalogs can be found online at [atriohp.com/extra-benefits](https://atriohp.com/extra-benefits). You can also call **1-855-253-5768 (TTY 711)**, Monday -Friday from 8 a.m. to 11 p.m. (EST) for more information.



Talk to your healthcare provider to see if OTC items are the right choice for you. Below are just few a examples of the popular OTC drugs and items available:

- Pain relievers, including Tylenol (acetaminophen), Ibuprofen, Lidocaine cream/patch, and diclofenac gel
- Heartburn medicines, including Tums, Pepcid AC, and Prilosec (omeprazole)
- Antihistamines/decongestants for allergy or cold symptoms
- Eye drops for lubricating or cleansing



**Meals** – administered through Mom's Meals

Better health begins with meals we eat. We recognize the importance of having access to the right nutrition, which is why we have partnered with **Mom's Meals** to provide you meals after an inpatient or skilled nursing facility stay, or home health recipients with approved certification. If approved through prior authorization, you pay \$0 for up to two (2) meals per day for 14 calendar days. Unlimited usage of approved episode per year. Also enjoy free shipping for any meals you order as a self pay option.

- Menus are health-specific, designed to support nutritional needs of the most common health conditions

- Meals arrive refrigerated to your home; just heat in 2 minutes or less and enjoy.
- Members can **self-pay** for additional meals at anytime, without prior authorization, for a discounted price.
- **Contact Customer Service** to find out more information or request prior authorization for meals after a qualifying event



**Telehealth** – administered through Teladoc

- ✓ \$0 copay for virtual visit services
- ✓ Virtual visit access offered 24 hours a day, 7 days a week with board certified doctors.
- ✓ Covered services include general medical, behavioral health, dermatology, and more.

To find a provider and schedule an appointment, call Teladoc at 1-800-teladoc (835-2362), 24 hours a day, 7 days a week.





## Quick Start Reference Guide



### **Transportation** - administered through SafeRide

- ✓ \$0 copay per trip
- ✓ Up to 24 one-way non-emergent medical transportation trips to any plan approved health-related location per year

To schedule a ride, call SafeRide at 1-888-617-0467 (TTY 711), Monday - Saturday, 6 a.m. to 6 p.m., local time



### **Alternative Service** - administered through American Specialty Health

- ✓ Office visit coverage
- ✓ Receive 30 total combined visits per year to use on supplemental chiropractic services, supplemental acupuncture services, and naturopathy services

To find a provider and schedule an appointment, call 1-800-678-9133 (TTY 711). October 1st - March 31st 5 a.m. to 10 p.m. (PDT), 7 days a week. April 1st to September 30th, 5 a.m. to 8 p.m. (PDT), Monday - Friday







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### **Website**

[atriohp.com](http://atriohp.com)



### **Email**

[customerservice@atriohp.com](mailto:customerservice@atriohp.com)