

ATRIO Flex Card Dental Usage



Frequently Asked Questions

ATRIO Health Plans has compiled the following list of frequently asked questions and answers to help members when using the **ATRIO Flex Card** to pay for dental services.

Where can I find general information (e.g., card balance, report a lost card) about my ATRIO Flex Card?

To view your **ATRIO** Flex Card balance, report a lost card, request a new card, or for other questions about the Flex Card, call 1-833-287-3622 (TTY 711), Monday-Friday, 5 a.m. to 8 p.m. PST, or visit your **myATRIO** portal and click on the "Check my Balances" tile.

What dental services can I pay for with my ATRIO Flex Card?

You can swipe your **ATRIO** Flex Card for routine preventive and comprehensive dental services (e.g., cleanings, x-rays, fillings, crowns, dentures) provided at the time of service, or any previous balance owed to the provider, as long as the services were completed within the current benefit year.*

What dental services can I not pay for with my ATRIO Flex Card?

- **Non-dental costs or services / cosmetic dental services** (e.g., teeth whitening)
- **Services provided to anyone other than yourself** (e.g., your spouse, partner, family members, friends)
- **Future services** – If a deposit is required for a service that has not yet been rendered, the dental provider can process a partial payment, then collect the remaining balance after the services are completed. Note: The Flex Card purse is an annual allowance and can only be used for services rendered during the current benefit plan year.*
- **Services provided outside of the United States**

Do I need my ATRIO Flex Card and my ATRIO Member ID card when visiting my dental provider?

Yes. You should bring your Flex Card and your Member ID card. Your Flex Card (which has a lime green background) is a special debit card preloaded with dollars for dental, fitness, and select OTC items. Your Member ID card (which has a white background) contains all your member information, including important contact numbers (i.e., Member Services) should you have any questions.

*Your current benefit plan year is January-December, or your effective date - whichever is later.



What if I don't have my ATRIO Flex Card with me at the time of service?

If you don't have your Flex Card available at the time of service, the dental provider should contact **ATRIO** Member Services to confirm your eligibility and dental benefit balance** and then submit a claim directly to **ATRIO**. You can also pay out-of-pocket and submit a reimbursement form yourself. The Direct Member Reimbursement form can be found on atriohp.com by selecting the "Members" tab on the home page. In the drop-down list, select "Member Forms" and then click on "Direct Member Reimbursement Form – Medical Claims Only" to view the form.

Will my ATRIO Flex Card work at any dental office?

In most cases, the Flex Card will work for payment. However, if your dental office uses a payment system known as Square, then your Flex Card cannot be used. Your provider can contact **ATRIO** Member Services and obtain benefit balance** information and then submit a claim directly to **ATRIO** for any services provided.

Can I request that a refund to my ATRIO Flex Card be given directly to me?

You cannot request that the refund be given directly to you. Refunds must be put back on your Flex Card by the dental provider, or, depending on the circumstance, sent directly to **ATRIO** to put back on your Flex Card.

Can I use my ATRIO Flex Card at community health organizations the same way I use it at my dental provider?

For community health organizations, you can only use your Flex Card at that location where your service was provided. You cannot use the Flex Card for co-pays or prescription purchases.

Is the balance on my ATRIO Flex Card transferable? Can it be rolled over or cashed out?

Your Flex Card's dental allowance **cannot** be transferred to another individual or institution. Any balance still on your Flex Card at the end of your current benefit year will **not** be rolled over to your next benefit year and **cannot** be cashed out. At the start of your new benefit year, the allowance on your Flex Card will be replenished.

What if I don't have enough money on my Flex Card to pay for my dental service?

If you don't have enough money on your Flex Card to cover the entire service, the provider can bill you the balance for payment.

**Confirmation of balance information does not necessarily guarantee payment.