



June 3, 2019

**RE: ATRIO Transition Updates**

Attention: Valued ATRIO Providers

ATRIO staff has been quickly working to ensure additional information is prepared for this transition from PHTEch and Community Integration Manager (CIM) to RAM Technologies utilizing HEALTHsuite and eHealthsuite. This communication will provide contacts and web provider portal information.

A separate communication is being sent to the office/facility administrator for all ATRIO network providers. This document will provide a registration PIN and instructions to self-register on the provider portal.

The provider portal will be available on 6/4 with limited functionality. Providers will be able to view Provider data, member eligibility, enter and view new Prior Authorizations, create and submit new Professional claims.

Claims submission	
Electronic (EDI)	Continue to submit per usual process (no changes)
Paper	PO Box 8030, Kalispell, MT 59904
Provider Portal	Create a Professional claim directly in Provider Portal <a href="https://atrioprod.ramtechinc.net/">https://atrioprod.ramtechinc.net/</a>

Prior Authorizations-Email or Fax			
County	Medical Management Review Team	Email	Fax
Marion and Polk	WVP Health Authority	<a href="mailto:partcreview@mvipa.org">partcreview@mvipa.org</a> <a href="mailto:um@mvipa.org">um@mvipa.org</a>	(503) 581-7422
Josephine and Jackson	ATRIO	<a href="mailto:MedicareMM@atriohp.com">MedicareMM@atriohp.com</a>	(866) 500-8773
Douglas	Umpqua Health	<a href="mailto:atriodcipa@dcipa.com">atriodcipa@dcipa.com</a>	(541) 672-4318
Klamath	Cascade Comprehensive Care (CCC)	<a href="mailto:atriocascadecc@atriohp.com">atriocascadecc@atriohp.com</a>	(541) 882-6914
Provider Portal-Electronic Submission			
Providers will be able to create and view new Prior Authorizations in the Provider Portal <a href="https://atrioprod.ramtechinc.net/">https://atrioprod.ramtechinc.net/</a>			

We appreciate your patience while we continue to work through the logistics of this transition. Additional communication will occur as we continue to work through the next steps of our system build. Our goal is to work swiftly while ensuring all matters are thoroughly vetted for quality assurance.

The ATRIO/CIM transition Q&A document has also been updated with more specific information along with additional questions and answers.

If you have any questions or concerns regarding this communication, please feel free to email [atriocs@atriohp.com](mailto:atriocs@atriohp.com) or contact ATRIO Customer Service at (877) 672-8620, Monday through Friday, 8 am to 8 pm. TTY/TDD users should call (800) 735-2900.

Thank you for your support as we continue to operate our Medicare Advantage plans.

ATRIO Health Plans



## **ATRIO/CIM Transition Questions and Answers**

### **How will I check eligibility and benefits for members?**

Members will show termed in CIM as of 6/3/2019 at 11:59:59. Providers can contact ATRIO customer service at 877-672-8620 to obtain accurate member eligibility. The ATRIO Provider Portal will be available on 6/4 to check eligibility.

The benefits feature will be an enhancement from our previously utilized CIM system. However, this feature will not be available on 6/4. You will want to contact ATRIO customer service to obtain accurate member benefits.

See communication sent to office/facility administrator, to attain registration PIN and instructions for the provider portal.

### **Will I be able to check claims status, or send a communication in CIM?**

On 6/4/2019, Providers, ATRIO staff, and Service Area Contractors (WVP/UH/CCC) will have read-only CIM access for ATRIO accounts in CIM. After 6/30/2019, ATRIO staff and Service Area Contractors will have no access to any information regarding ATRIO accounts in CIM. Effective 8/1/2019, Providers will no longer have any access to information regarding ATRIO accounts.

### **What does read-only CIM access mean?**

Providers, ATRIO staff, and Service Area Contractors will not be able to submit/edit Prior Authorizations, attach documents to member accounts or claims, email through member accounts or claims, create reports, etc. Read-only access will only allow you to search records and view information such as eligibility, Prior Authorization data (status will not be updated after 6/3/19), claims data (received dates up to 6/3/19), and notes.

### **Will I be able to use CIM after 6/3/2019 for other plans like WVCH, UHA, etc?**

Yes, as far as ATRIO is aware this termination is only impacting ATRIO lines of business. ATRIO's service area contractors are aware of this termination as well.

### **How will I submit a request for Prior Authorizations?**

You will still have the ability to submit prior authorization requests via paper and fax after 6/3/2019. You will no longer have access to submit requests via CIM. The ATRIO Provider Portal will be functioning on 6/4 for PA submissions.

See communication sent to office/facility administrator, to attain registration PIN and instructions for the provider portal.

### **How will I check the status of current requests for Prior Authorizations?**

You can contact ATRIO customer service at 877-672-8620 to check the status of prior authorization requests. The ATRIO Provider Portal will be functioning on 6/4 to enter, submit and view new PA's. Open PA's will not be viewable in this portal until mid-June.

### **What services will be available in the ATRIO Provider Portal on 6/4/2019?**

Providers will be able to view Provider data, member eligibility, enter and view new Prior Authorizations, create and submit new Professional claims. In order to access the ATRIO Provider Portal and use these features, you will have to utilize the PIN and registration instructions provided to your office/facility administrator.

### **How will I check claims status or send claim inquiries?**

While our claims system with RAM Technologies has a planned release in mid-June 2019, ATRIO customer service and staff will have claim data extracts from CIM to provide responses to claim inquiries.

### **What if I have a claim that was submitted prior to 6/3/2019, and has not paid?**

We apologize for the delay, PH Tech has agreed to process claims based on a received date through 6/3/2019.

### **Can I expect delays in claims payment?**

The ATRIO and RAM Technologies teams are vehemently working to eliminate as many delays as possible to avoid interruptions in revenue cycles. The plan is to ensure claims payment continues, but there is the likelihood of a default payment structure that will be implemented across the board for all providers. This will be temporary as we work to create and implement claims payment structures based on individual contracts. Once the claims payment structures are implemented, ATRIO will reconcile all claims for correct contractual payments. We expect this new system will provide more timely and accurate claims payment based on individual contracts, Medicare/ATRIO benefits, and Medicare coding/billing guidelines.

### **Where do I send claims after 6/3/2019?**

ATRIO/RAM Technologies has been working to secure the same Electronic Data Interface connections that are currently connected to CIM. We have transferred over existing Claims Payer ID's (CPID) so this will be a seamless transition for electronic claims submissions. It will not be necessary to hold claims or drop to paper.

Paper claims should now be submitted to **PO Box 8030, Kalispell, MT 59904**. PH Tech has agreed to allow ATRIO a 30 day period to pick up mail to the old PO Box. ATRIO will work to communicate this new claims mailing address with providers. Effective July 1, 2019 PH Tech will return mail received at PO Box 5490 to sender.