



**Jackson & Josephine Community
Provider Outreach
January 2018**

Josephine/Jackson Counties 2018 Medical Plan Changes



Description	2017	2018
Gold Rx – Premium	\$165	Plan Eliminated
Silver Rx – Premium	\$103	\$112
• Emergency Room	\$65	\$100
• Dialysis	15% / 30%	20% / 30%
• Outpatient Surgery – Hospital	\$225 / \$325	20% / 30%
• Outpatient Surgery – ASC	20% / 30%	\$225 / \$325
Silver – Premium	\$54	Plan Eliminated
Bronze Rx – Premium	\$0	\$9
• Deductible	\$185	\$250
• Emergency Room	\$65	\$100
• Outpatient Surgery – ASC	20% / 30%	\$225 / \$325
Bronze – Premium	\$0	Plan Eliminated



Josephine/Jackson Counties 2018 Plans - Extra Covered Services

Benefit	Silver Rx In-network / Out-of-Network
Routine Eye Exam (every calendar year)	\$15 / \$40
Health Club Reimbursement	\$500

Josephine/Jackson Counties SNP Plan Changes



Description	2017	2018
• Part B Deductible	\$148	\$125
• Inpatient Hospital	\$0	5% of Cost
• Skilled Nursing Facility	Medicare SNF Cost	\$0- Days 1-20, 10% of Cost- Days 21-100
• ER Services	15% of Cost (Up to \$75)	15% of Cost (Up to \$80)
• DME, Prosthetics & Diabetic Supplies	10%	15%
• Routine Vision <ul style="list-style-type: none"> • Exam • Hardware 	1 exam per year at 10% Cost \$150 allowance (24 months)	1 exam per year at 15% Cost \$150 allowance (24 months)

Commercial Plan Changes



ATRIO Health Plans is leaving the commercial (individual and small group) market at the end of the 2017. Those plans will remain active through December 31, 2017. **In 2018, ATRIO will no longer offer commercial plans.** Current ATRIO commercial members have been notified of this change.

- Discontinuing all **Standard Plans (PPO)** (3)
- Discontinuing all **Pioneer Plans (EPO)** (non-standard) (3)
- Discontinuing all **Enhanced Plans (PPO)** (non-standard) (5)

Provider Networks



Our MA plans utilize the following provider network for accessing In-Network benefits:

- ATRIO Provider Network (direct contracts, Prime Care network and OHMS network)

With Commercial Plans no longer being available, the following networks **will not** be utilized in 2018:

- First Choice Health Network (AK, ID, MT, OR, WA, WY, ND and SD)
- First Health Network- Nationwide (excluding States listed above)

Provider Directories




All payers are under Medicare mandates for directory accuracy. This includes:

- Quarterly outreach and verification
- Data elements:
 - Phone, Address, Name, Specialty, open/closed status, Medicaid acceptance, etc.
- Penalties for inaccuracies
- Contact Preferences

Please contact the provider directory team at Providerdirectory@atriohp.com with any changes to directory information.

Member ID Card




ATRIO™
HEALTH PLANS

NAME: XXXXX NAME XXXXXXXXXXXXXXXXXXXXXXXXXX
MEMBER ID: XXXXXX
PLAN: **ATRIO Silver Rogue** (PPO)
EFFECTIVE DATE: XXXXXX

RxBin: 003585
RxPCN: ASPROD1
RxGp: ATR01
Issuer: ATRIO Health Plans
Administrator: MedImpact
Part B RX only

X201313934900001



Medicare Limiting Charges Apply
CMS# H6743 013

PROVIDER INFORMATION
Provider Services: (855) 204-2964 M-F 8am to 5pm

Send Claims to:
ATRIO Health Plans
PO Box 5490
Salem, OR 97304

Rx Emergency Services:
Evenings, Weekends & Holiday.
(800) 681-9571
atriohp.com

MEMBERS ONLY:
Customer Service: (877) 672-8620 Daily 8am to 8pm
TTY/TDD: (800) 735-2900

Possession of this card does not in itself guarantee plan benefits



Secure Member Portal

ATRIO members have access to a secure member portal through our website <http://www.atriohp.com/Members.aspx>. In addition to our mobile phone application available for all Androids and iPhones.

Portal and App features:

- Member can view eligibility, benefits, medical claims, deductible and out-of-pocket amounts.
- View or order a temporary membership card
- Contact our customer service team

Medicare Advantage Appeals, Grievances & Reconsiderations



- **Appeals:**
 - Submit within 60 calendar days.
 - 60 day turnaround for Part C Payment (Claim) Appeals.
 - 30 day turnaround for Part C standard Pre-Service Appeals or 72 hours for expedited
 - 7 day turnaround for Part D standard Appeals or 72 hours turnaround for expedited
 - Member, Authorized Rep. (AOR CMS 1696 required), or Physician may appeal Pre-Service.
 - Member, Authorized Rep. or Provider with a signed Waiver of Liability (WOL) for Payment (claim) appeals.
- **Grievances:**
 - A grievance is any complaint, other than one that involves a request for a coverage determination or an appeal. Examples of a grievance include a complaint about quality of care, waiting times, or the customer service received.
 - Submit within 60 days of the event or incident.
 - 30 days turnaround from receipt.
 - Member, or Authorized Rep (AOR 1696 required).
- **Reconsiderations:**
 - When a Participating Provider wants a second reviewer to make the determination on adverse claim decision or payment.
 - Contracted providers can request a reconsideration within 60 days of post service denial notification date and we will respond within 60 days. Other timelines may be based on contract. This is not a CMS requirement.



Appeals, Grievance & Reconsiderations Contacts

- Appeals and Grievance Phone: 877-672-8620 opt 3
- Appeals and Grievance Fax: 541-672-8670 or 866-339-8751
- Appeals and Grievance Email: Appeals@atriohp.com
- Appeals and Grievance Mailing:
 - ATRIO Appeals
 - 2270 NW Aviation Dr. Suite 3
 - Roseburg, OR 97470
- Reconsideration Email: ProviderRelations@atriohp.com
- Reconsideration Fax: 1-866-256-9002
- Reconsideration Mailing:
 - ATRIO Provider Reconsiderations
 - 2965 Ryan Drive SE
 - Salem, OR 97301

Medicare Star Ratings Program



CMS established the Star Ratings Program to measure and help improve the quality of care provided to Medicare Advantage beneficiaries. Plans receive a Star score based on plan performance across dozens of measures. Star Measures are the same across all Medicare Advantage health plans.

(30%) **HEDIS – Clinical Prevention and Disease Management**

- Percentage of patients receiving colorectal cancer screening
- Percentage of diabetic patients keeping their blood sugar controlled
- Percentage of all-cause hospital readmission within 30 days of discharge

(30%) **CAHPS/HOS – Patient Perception of Health Care Received**

- Patient perception of access to care, office wait times, care coordination
- Patient perception of physical and mental health
- Patient perception of quality of life

(20%) **Pharmacy – Medication Adherence and Safety**

- Percentage of patients taking High Risk Medications
- Adherence rates for hypertensive medication, diabetic medication or cholesterol

(20%) **Administration of Health Plan Services**

- Appeal timeliness
- Call Center and Customer Service Experience

CAHPS



Consumer Assessment of Healthcare Providers and Systems

Types of questions asked on surveys

- How often did your personal doctor explain things in a way that was easy to understand?
- In the last 6 months, how often did your personal doctor listen carefully to you?
- In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking?
- In the last 6 months, did you get the help you needed from your personal doctor's office to manage your care among these different providers and services?

Ways to improve

- Make a positive patient experience part of your culture
- Educate patients in terms they can easily understand
- Use tools or props to improve communication
- Make each patient feel like the only patient
- Remind patients that if they receive a survey to please fill them out and return!

Combining Risk and Quality



- In 2017 ATRIO combined Risk and Quality
 - Take advantage of a single visit with the provider
 - Making visit more patient centric
- Medicare is moving to Quality over Quantity

New P4P-Selective Program Comprehensive Annual Visits (CAV)



- Identifying members and using the correct intervention
- List of qualifying members will come from our SAC partners (verified for correct PCP attribution)
- Accommodating established workflows
- 2 different forms, Q&A and coding documentation provided for training and education purposes (99381-99387, 99391-99397)
- Receive within 10 business days of DOS
- 60 day look back to make CAV payment (in addition to the billed claim)

Workflow of CAV Process



1 Who?

Call each patient on the "hotlist" provided to your office

2 What?

Schedule a wellness or preventative visit with PCP

3 When?

Visit type should not cause the patient to incur a co-pay and must be completed prior to the end of the current year

4 Why?

Patients identified have not met the ATRIO clinical documentation requirements needed to maximize risk scores and close care gaps.

To meet requirements, follow the documentation descriptions included in the accompanying guidelines.

5 How?

Complete the visit and bill for it using the diagnostic guidelines found in the Documentation and Coding Guide found in the packet.

The Documentation Tips sheet included in the packet offers helpful guidance for this specific visit type.

6 Final Steps

Provider completes "CAV EMR Form" or "CAV Form" depending on whether or not your office uses an EMR.

Once the form is completed and signed, follow the submission instructions at the bottom and send to ATRIO.

ATRIO QA will review the CAV Form and provide feedback. After feedback issues are addressed, your office will qualify for the Incentive Payment.

After claim is billed and provider has submitted the appropriate CAV Form, the Incentive Payment will be processed

Please email questions to:
QI@atriohp.com

Comprehensive Annual Visit links



- <http://www.atriohp.com/documents/Providers/ATRIO-CAV-Documentation-Coding-Guide.pdf>
- <http://www.atriohp.com/documents/Providers/ATRIO-CAV-EMR-Checklist.pdf>
- <http://www.atriohp.com/documents/Providers/ATRIO-CAV-Form.pdf>
- <http://www.atriohp.com/documents/Providers/ATRIO-CAV-Incentive-Program-Q-A.pdf>
- <http://www.atriohp.com/documents/Providers/CAV-Process-Flowchart.pdf>

Provider Resources



ATRIO Health Plans' website (www.atriohp.com) contains helpful information for both providers and members. We will often outreach to providers via phone, email, mail, and will post helpful plan information in the Provider Information center found at <http://www.atriohp.com/Providers.aspx>.

- Provider Login (link to CIM)
- Provider Manual
- Provider Support Help Desk (provider customer service)
- Resources and Support (plan forms)
- Prior Authorizations (plan grids/forms/notifications)
- Provider Education (plan notifications/documents)
- Compliance (reporting compliance concerns)
- Quality of Care Concerns (reporting quality of care concerns)

Provider Service Contacts



ATRIO Health Plans' purpose is to deliver improved health outcomes to the communities we serve. ATRIO teams are located in Oregon and offer individualized support to providers and members.

- **Provider Customer Service**
 - Phone: 1-877-672-8620
- **Provider Relations Department**
 - Email: ProviderRelations@atriohp.com
 - Fax: 1-866-256-9002
- **Provider Directory Department**
 - Email: Providerdirectory@atriohp.com

ATRIO Health Plans Local Office



Josephine/Jackson Counties

Address: ATRIO Health Plans
1867 Williams Hwy, Suite 226
Grants Pass, OR 97527

Office Hours: 8 a.m. to 5 p.m. (M-F) (Pacific)

Customer Service Hours: 8 a.m. to 8 p.m. Daily (Pacific)
Toll Free: (877) 672-8620
TTY/TDD: (800) 735-2900

Medical Management



There are no changes to any Prior Authorization requirements for 2018.
Links to ATRIO Prior Authorization list and Medical Management Contact information:

2018 Medicare Prior Authorization Grid:

<http://www.atriohp.com/documents/Prior-Authorization/2018-Medicare-Prior-Authorization-Grid.pdf>

2018 Medicare Part D Coverage Determination Request Form:

<http://www.atriohp.com/documents/Prior-Authorization/Medicare-Part-D-Coverage-Determination-Request-Form.pdf>

Josephine & Jackson Counties

- Medical Prior Authorization Electronic: CIM Portal
- Medical Prior Authorization Fax: 541-956-4143
- Medical Prior Authorization Email: Yvette.Ross@primaryhealthfamily.com
- Pharmacy Prior Authorization Requests Fax (MedImpact): 858-790-7100

Drug Formulary



ATRIO Health Plans drug formulary links:

Medicare Advantage

<http://www.atriohp.com/Medicare/Member-Tools-Resources.aspx>

The ATRIO list of covered drugs may change periodically. Changes are posted to our website.

- Pharmacy Authorization Requests Fax (MedImpact): 858-790-7100
- Pharmacy Customer Service: 541-492-5131
- Pharmacy Benefit Manager (PBM): www.medimpactdirect.com

Claims Billing & Contact Information



- **Paper Claims Submission Address**
 - ATRIO Health Plans
Claims Administration
PO Box 5490
Salem, OR 97304
- **Electronic Claim Payor ID's**

EDI Payer ID List					
Clearinghouse	Payor Name	Payor ID	ENR	ERA/835 Notification	Administered By/Notes
AVAILITY					
	Atrio Health Plans	ATRIO	N	Y - PaySpan	PH Tech
CORTEX EDI					
	ATRIO	CX031	N	Y - PaySpan	PH Tech
GATEWAY EDI					
	Atrio	ATRIO	N	Y - PaySpan	PH Tech
OFFICE ALLY					
	ATRIO Health Plans	ATRIO	N	Y - PaySpan	PH Tech
RELAYHEALTH PCS					
	ATRIO (Professional)	CPID 4799	N	Y - PaySpan	PH Tech
	ATRIO (Institutional)	CPID 5934	N	Y - PaySpan	PH Tech

Legend

- ENR = Pre Enrollment Required
- Payor Name = The name of the payor
- Payor ID = Payor ID associated with the payor
- ERA/ Notification = Identifies if programmed to process Electronic Remittance Advice (ERA)(835)for this payor.

***Your specific clearinghouse may already be forwarding claims to one of these known entities. If you do not see that entity as an option, please contact your clearinghouse to have the claims forwarded. Please contact EDI Support at 503.584.2169 Opt. 1 and speak to an EDI specialist about testing for this payer.**

Claims Billing & Contact Information



- **Electronic Claim Support** (EDI Support: Transmission and Clearing house questions)
 - Email: EDI.Support@phtech.com
 - Phone: 503-584-2169 Opt. 1
- **CIM Access and Support** (Claims System)
 - Email: Support@phtech.com
 - Phone: 503-584-2169 Opt. 2
- **Electronic Fund Transfer (EFT)**
 - Payspan Provider Payment Services is available Monday through Friday 6:00AM to 3:00PM Pacific (9:00AM to 6:00PM Eastern)
 - Email: ProviderSupport@payspanhealth.com
 - Phone: 1-877-331-7154 Opt. 1

CIM Applications



Once you have access to CIM, you will be able to check member eligibility, claims status, see plan message board, run claim history reports, enter Prior Authorization request, etc.

- Claims Search (check claims status, pull claims reports)
- Code Search (search CPT and ICD-9 or ICD-10 codes/descriptions)
- Member Search (check member eligibility/demographics/enter Prior Authorizations)
- Provider Services (Quick Links: CIM user manual/Pioneer Plan Preferred Prioritized List)
- Referral Manager (Review/email/update Prior Authorizations)

Claim Search



CIM - Claim Search x

← → ↻ <https://cim1.phitech.com/cim/claim/Search> ★

← BACK TO MAIN MENU **Claim Search** Claim Search ▾

Search **Advanced**

Patient Last: <input type="text"/>	Patient First: <input type="text"/>	Patient ID: <input type="text"/>	All Statuses ADJUST CAPITATE ADJUST REVIEW ADJUSTMENT APPROVED APPROVED PAYMNT ▾	<input type="button" value="Search"/>
Provider Last: <input type="text"/>	Provider First: <input type="text"/>	Claim Number: <input type="text"/>		<input type="button" value="To File"/>
Service From: <input type="text" value="12/30/2016"/>	Service To: <input type="text" value="12/30/2016"/>	Invoice Number: <input type="text"/>		<input type="button" value="Reset"/>
Diagnosis Code: <input type="text"/>	Procedure Code: <input type="text"/>	Benefit Types: <input type="text" value="All Benefit Types"/>		

Code Search

A screenshot of a web browser window displaying the "Code Search" application. The browser's address bar shows the URL "https://cim1.phtech.com/cim/reference/codesearch/". The application interface includes a navigation link "BACK TO MAIN MENU" on the left, a title "Code Search" in the center, and a dropdown menu "Code Search" on the right. Below these elements is a search form with four input fields: "Code" (a text box), "Description" (a long text box), "Code Type" (a dropdown menu with "Diagnosis" selected), and "Code Set" (a dropdown menu with "All" selected). A blue "Search" button is positioned to the right of the "Code Set" field.

CIM - Code Search

← → ↻ <https://cim1.phtech.com/cim/reference/codesearch/> ☆ ⋮

◀ [BACK TO MAIN MENU](#) **Code Search** Code Search ▾

Code Description

Code Type: Code Set:

Member Search



CIM - Member Search

https://cim1.phitech.com/cim/Member/Search

[BACK TO MAIN MENU](#) **Member Search** Member Search

Last Name: SSN: Insurance Carrier: All Carriers

First Name: DOB: Member ID: Eligibility Date:

Search Reset

Search Criteria

When searching for members, the following fields are required:

Member ID Number ("Member ID")

- or -

Two (2) of the following elements:

- Member First and Last *full* names (exact matches only):
- Member Date of Birth ("DOB"):
- Member Social Security Number ("SSN"):

Member Search



CIM - Member Search

https://cim1.phitech.com/cim/Member/Search

Member Search

Last Name: medicare SSN: Insurance Carrier: All Carriers Search

First Name: myrtle DOB: mm/dd/yyyy Member ID: 123456 Eligibility Date: mm/dd/yyyy Reset

MEDICARE, MYRTLE - TEST MEMBER

[<< Back](#) | [Add Notes](#) | [View Notes](#) | [Auth History](#) | [Current Auths](#) | [Claims](#) | [Copay Info](#) | [Disclosure](#) | [Add'l Info](#) | [Flags](#)

Address 1: PO BOX 9999 Address 2: City/State: DALLAS, OR 97339 Phone: (503) 999-0505 Alt Phone: SSN: 999-99-9999 DOB: 07/01/1900 Language: ENGLISH Gender: F Condition: Contact: Preg. Due Date:	Plan: ATRIO Comm Douglas Phone: (855) 204-2964 Fax: null Email: atrio.cs@phitech.com For Mental Health Information: Phone: (503) 584-2151 Fax: (503) 566-9801 Benefit Plan: Silver_H6743-002 Member ID: 203733 Effective: 01/01/2016 Termination: 10/31/2016 Coverage Code: Flags: Open_Card
---	---

[print](#)

Member's PCP: Baker, Rola P - Family Medicine (effective: 12/07/2016)

- **Primary Care Physician**
- Rola P Baker MD (Office Phone: (541) 440-9128)
- No primary contact defined for this office

[\(PCP History\)](#)

Other Coverages:

- [COB Record Exists](#)

Submit Referral or Submit Pre-Auth

Provider Services



The screenshot shows a web browser window titled "CIM - Quick Links" with the URL "https://cim1.phitech.com/cim/reference/resources/". The page has a blue header with "Quick Links" and a dropdown menu set to "Provider Services". Below the header is a search filter box. The main content area lists various resources in two columns, each with a blue underlined link and a bold black text description.

Link	Description
CIM Provider Manual	CIM Provider Manual
Quick References	Quick References
ATRIO Exchange Preferred List	Search the Atrio Pioneer Plan preferred list for covered benefits.
PCP Member Assignment Roster	Report for PCP Assignment
Health Systems Division Line Search	Search the Health Systems Division (formerly DMAP) priority line for covered benefits.
Health Systems Division Prioritized Line Commission (EXTERNAL).	Health Systems Division (formerly DMAP) Prioritized Line, Health Services
Federal Register	Federal Register Search (provided by PH Tech)
HIPAA Manual	MVIPA HIPAA Privacy Kit
OHP - OMAP Link	Oregon Health Plan - Oregon Medical Assistance Program
ATRIO Pioneer Preferred List	ATRIO Pioneer Preferred List PDF

Referral Manager



The screenshot shows a web browser window with the title "CDM - Referral Manager" and the URL "https://cim1.phitech.com/cim/referral/manage". The page header includes a "BACK TO MAIN MENU" link, the title "Referral Manager", and a dropdown menu set to "Referral Manager".

The search interface is divided into four tabs: "Search", "Office", "Advanced", and "Sorting". The "Search" tab is active, displaying the following search criteria:

Patient Last Name:	<input type="text"/>	Patient First Name:	<input type="text"/>	Patient ID:	<input type="text"/>	- All Statuses - Additional info requested Approved Approved - As Amended Approved - Claim Review Pending Approved - Closed Approved - Payment Review	Search
Referring Provider:	<input type="text"/>	Delivering Provider:	<input type="text"/>	Auth #:	<input type="text"/>		
Submitted From:	12/30/2016	Submitted To:	12/30/2016	Ref #:	<input type="text"/>		
				Episode:	<input type="text"/>		

Below the search criteria, a large blue area contains the text: "To search, enter a reference number or search criteria above."



Questions?



Thank you!