



April 23, 2020

RE: ATRIO Reprocessing Initiatives

Dear Valued Provider,

Over the last several months ATRIO has been working with our system administrator RAM Technologies to properly configure all of our provider contracts. Along the way, we have experienced several challenges that prevented ATRIO from applying the correct contract rate in certain circumstances. Below are the enhancements we now have in place to ensure all claims are paid accurately:

- We have configured contracts that include a withhold or contain a variance in rate based on a provider, plan, or claim line level.
- Mid-level reductions are configured for applicable contracts. The impacted claims have been identified and the correct methodology has since been applied.
- Rural DME pricing has been properly configured to price based on the member's address.
- Codes that were "paid" with \$0 are being applied to fee schedules for payment, or are now accompanied by an explanation that Medicare does not have a rate for the service where applicable.
- Duplication logic is continuously reviewed with the majority of issues resolved.
- Resolution is in process on NCCI edits that cause over-bundling or denying procedure to procedure incorrectly.
- Multiple Radiology reductions that over reduced have been identified and resolved within our claim editing software.
- Benefits that were applied with the incorrect cost-share have been updated.
- Cosmetic procedures that are on the PA grid will now suspend for a prior authorization.

All of these identified issues have undergone extensive analysis and testing prior to bulk claims reprocessing. These items are expected to be resolved in bulk reprocess projects during the last two weekly payment runs in April and will ensure that previous claims (and future claims) are properly paid.

There have also been several enhancements made to the paper remittance advice (RA) and electronic remittance advice (ERA/835) to accurately report recoupments and line-level adjustments. The electronic funds transfer (EFT) process is nearing final stages of completion, and communication has been made with all providers that submitted forms.

We appreciate your patience as we complete the final stages of our claims system conversion. All of these fixes have been long-awaited and will resolve the majority of the outstanding claims issues.

If you have any questions or concerns regarding this communication, please feel free to email CustomerService@atriohp.com or contact ATRIO Customer Service at (877) 672-8620, Monday through Friday, 8:00 am to 5:00 pm. TTY/TDD users should call (800) 735-2900.

ATRIO Health Plans