



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.

| <b>Claims submission</b> |   |
|--------------------------|---|
| 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> |

| <b>Prior Authorizations-Email or Fax</b> |                                |   |                   |
|--|--------------------------------|---|-------------------|
| 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)<br>581-7422 |
| Josephine and Jackson                    | ATRIO                          | <a href="mailto:MedicareMM@atriohp.com">MedicareMM@atriohp.com</a>  | (866)<br>500-8773 |
| Douglas                                  | Umpqua Health                  | <a href="mailto:atriodcipa@dcipa.com">atriodcipa@dcipa.com</a>  | (541)<br>672-4318 |

|   |  |  |                   |
|---|--|--|-------------------|
| Klamath   | Cascade<br>Comprehensive<br>Care (CCC) | <a href="mailto:atriocascadecc@atriohp.com">atriocascadecc@atriohp.com</a> | (541)<br>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 [CustomerService@atriohp.com](mailto:CustomerService@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