



June 28, 2019

RE: ATRIO Transition Updates

Attention: Valued ATRIO Providers

As we have progressed our claims system conversion, we have a few provider updates to share regarding Provider Portal updates Electronic Funds Transfer (EFT), Electronic Remittance Advice (835), claims in process and the first claims accounting run in our new system.

It is expected that all provider data will be available in HealthSuite by Monday 7/1/2019. This will bring more functionality to the provider portal. Providers will be able to view Provider data, member eligibility, enter and view new Prior Authorizations, create and submit new Professional claims. This is also expected to resolve many concerns related to demographic information in this new system.

EFT will be available soon. However, you will receive a physical check and Remittance Advice for the initial payment run. An EFT form and W-9 will be required to sign up for EFT and ERA (835) for future check runs. Enclosed is a copy of the EFT form or you can visit <https://www.atriohp.com/documents/Providers/ATRIO-EFT-Form.pdf> to view and fill out an electronic version. The EFT form and W-9 can be securely submitted via encrypted email at ATRIO_FINANCE@atriohp.com or mailed to 2965 Ryan Drive Salem, OR 97301 Attention: Finance. Once received and processed, the EFT payment may take up to two payment cycles before becoming effective.

Claims are currently being processed and validated in the new claims system. The first claims payment run is slated for 7/12/2019 for received dates 6/4/2019 through 6/19/2019.

A default payment structure at Medicare allowable will be implemented across the board for any provider who's contracts have not yet been built into our system. 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. As we move further in building this new system we expect it will provide more timely and accurate claims payment based on individual contracts, Medicare/ATRIO benefits, and Medicare coding/billing guidelines.

As a reminder, the new claims mailing address is ATRIO Health Plan, PO Box 8030, Kalispell, MT 59904, and any claims received by PH Tech at PO Box 5490, Salem, OR 97304 will be returned to sender.

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 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 Plan