



September 9, 2019

RE: Claims Transition update

Dear Valued Provider,

ATRIO Health Plans and its partners are continuing to work through important claims benefit, payment, and Remittance Advice (RA) issues that have been identified with previous claims payment runs. This communication is intended to give a better understanding of each issue we are working to resolve in order to alleviate any adverse impact on providers and members. Thank you to those providers who have brought these issues to our attention. ATRIO's top priority remains our members and their care.

Paper RA

On August 23rd, ATRIO went live with the paper RA and check process through our printing vendor. Upon the review of the second payment cycle, ATRIO identified issues with the paper RA that caused delay in releasing both the checks and RAs. These issues are related to member cost share and recoupments not being appropriately displayed on the RA.

After careful consideration, including input from providers, we are working on a fix to ensure that the RAs display these items correctly. We will be reprinting all paper RAs processed out of our new system and resuming production of current RA processing by **September 20th**. The online RAs remain available while we work on these corrections.

The withhold amount will be reflected at the check total payment level.

Sequestration can be identified on the paper RA in the farthest column to the right, shown as "Message code 2560". This is an indication that the 2% sequestration has been applied to your claim, but you will not see it as a separate amount listed on the RA.

835 ERA/EFT

ATRIO is currently testing the 835 process with a small number of providers for quality assurance purposes, prior to pushing into production for all providers who have returned an EFT/835 form.

If you have not already submitted an EFT/835 form, but are interested in receiving electronic RAs and payments, please complete the form and return at your earliest convenience.

Claims Benefit Application

We have corrected the double copay that some providers were experiencing at the beginning of this transition and affected claims have since been reprocessed.

We have updated our new system with all patient out of pocket and deductible amounts that have accrued throughout the 2019 calendar year. We have subsequently reprocessed all claims impacted by this update.

Annual physical exams for our PPO members have been corrected in our new system and are now paying as intended. Any impacted claims will be reprocessed with correct payments applied.

Claims Payment

Claims are being reprocessed as ATRIO continues to configure contracted rates into the new system.

Check payments over the last couple of weeks were delayed due to paper RA findings; these checks are being released for mailing on **September 10th**.

Paper Claims Submission

The scanning system for paper claims has been implemented. All claims have been scanned and are now in our claims system or in the validation process. If paper claims have been submitted with no response, we encourage providers to hold off from resubmitting as this could further delay claim responses.

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 Plans