



October 11, 2019

RE: Claims Transition update

Dear Valued Provider,

ATRIO Health Plans and its partners are continuing to work through important 835 transactions, Remittance Advice (RA), claims benefit, and payment issues that have been identified. This communication will provide a progress update on the resolution of matters impacting providers and members. ATRIO's top priority remains accurately reimbursing providers and ensuring our members receive care.

835 ERA/EFT

Implementation of 835 (ERA) transactions will be completed by 11/1/2019. Upon implementation, all 835 transactions will transfer from HealthSuite to Office Ally and then will be sent to the clearinghouse that originally submitted the individual 837 transaction files.

All completed EFT/835 forms that were marked for 835, designated a valid clearinghouse and submitted with a W-9 will be included in this implementation. ATRIO will conduct outreach to all submitters who provided forms with a missing or invalid clearinghouse.

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.

The EFT process is still on hold at this time and an update will be provided upon the next transition communication.

Paper RA

We are working through remaining issues on the release of the paper RA corrections to cost-share and prior adjustments. Once complete, we will be able to provide a further breakdown of the paid amounts at a claim line level. The enhancements will include the sequestration amounts, non-covered amounts, and all prior adjustment amounts by individual claim lines. The redesigned RA will also provide a separation of the interest payments and claim total paid as well as the prior adjusted/recouped claim details.

This enhancement does not have a release date at this time and an update will be available in the next transition communication.

Claims Benefit Application

The 2019 benefit configuration is nearing completion and we are in the process of correcting any affected claims.

Claims Payment

Claims that were processed as paid at \$0.00 are currently in review to add appropriate pricing or denial message. All impacted claims will be reprocessed and paid or denied appropriately.

Paper Claims Submission

Paper claims over 30 days are near completion of validation and are expected to be entered into HealthSuite and viewable in the provider portal (eHealthSuite) very soon. All future claims should be submitted electronically through a clearinghouse. Providers rendering professional services are able to manually enter and submit a claim directly in the provider portal. If paper claims have been submitted with no response, we encourage providers to restrain 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 patience and support as we continue to resolve these issues.

ATRIO Health Plans