



November 15, 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**

ATRIO configured 835 (ERA) transactions in the claims system in the beginning of November. After implementation we were informed by Change Healthcare that there would be a delay with the transactions going through Change Healthcare as they were not ready for the direct transactions to occur. A new implementation time of 12/19/2019 has been provided due to this delay. In the meantime, a paper RA will be provided in our weekly payment run.

835 transactions are currently being sent directly for any submitters that use Availity as their clearinghouse. All submitters that do not use Change Healthcare or Availity are being sent through Office Ally then back to the clearinghouse that submitted the 837 transaction file.

If you have submitted an EFT/835 form and are submitting claims through a clearinghouse other than Change Healthcare, but are not receiving an 835 transaction please send an email to [ATRIO835@atriohp.com](mailto:ATRIO835@atriohp.com). Please include your practice TIN, NPI, Name, Check Number, Check Amount, and Clearinghouse name.

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 will begin implementation in the first quarter of 2020. We will provide a timeline for this implementation in our December transition communication.

### **Paper RA**

The redesigned paper RA is now being mailed weekly with the claims payment run. ATRIO is currently working to provide all historical RAs for all prior payment runs to providers that are not set up on the 835 transaction process. We expect to begin mailing historical RAs the week of November 18.

### **Provider Portal**

Member eligibility and claim status can quickly be viewed in our provider portal. To register or login, please go to <https://www.atriohp.com/providers/provider-login/>

**Crossover Claims**

Crossover claims are in process of being implemented and tested with our system administrators and service area partners. We are currently working through the identified issues. This effort has been escalated to the highest priority and we will have an update upon the next transition communication.

**Qualified Medicare Beneficiary**

Medicare providers, suppliers, and pharmacies must refrain from collecting Medicare cost-sharing for Parts A and B services from individuals enrolled in the QMB program. For more information about best ways to identify QMB enrollees, please see our website.

**Claims Payment**

ATRIO has been working to clean-up claims that are processing as “paid” with \$0.00. We are working to ensure a rate is configured, or clarifying message codes will be added to explain why line was “paid” \$0.00 or bundled. All impacted claims that have a rate will be reprocessed and paid.

**Claims Benefit Application**

While working through the final stages of the 2019 benefit configuration cleanup process, we have also began making updates to denial messages to ensure the denial reason is clearly identified and the amounts are denied to the appropriate responsible party. Claims are being reprocessed as issues are resolved and updated in the system. As a result, you may experience some claims undergoing multiple reprocessing to correct iterative issues that may apply to a single claim.

**Paper Claims Submission**

All paper claims have been validated and entered into HEALTHSuite, with the majority of claims now viewable in the provider portal. We are experiencing situations where paper claims are not showing in the system as they are pending for corrections in the provider record. These are being worked on a daily basis to provide more visibility of claims.

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, 8:00 am to 5:00 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