



December 13, 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

The configuration for all 835 transactions is complete with the exception of any practices that utilize Change Healthcare. Change Healthcare has confirmed that we are on track to implement a direct connection on 12/19/2019. 835 transactions for with Change Healthcare will begin on the following week's payment run.

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. Please include your practice TIN, NPI, Name, Check Number, Check Amount, and Clearinghouse name.

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

ATRIO is continually working to provide all historical RAs for all prior payment runs to providers who are not set up on the 835 transaction process. We are reviewing these in batches one month at a time and have released July of 2019. We are currently working on the review of August and September.

There was a finding on the current paper RA template where the date of the RA may not match the check date. If this is the case, please utilize the date of the check for posting payments. This issue is occurring because a claim denial does not update with a payment run. If a denied claims happens to populate at the top of the RA, our paper RA is populating the denial date instead of payment run date.

Based on provider feedback, we've changed the rotation of the page and added page numbers.

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.

Claims Payment

There was a recent delay in claims payments from 11/20/19, 11/27/19 and 12/3/19. This is was due to an issue with our paper RA's that has now been resolved. Checks and RAs for 11/20/19 were mailed on 12/11/19. Checks and RAs for 11/27/19 and 12/3/19 will be mailed on 12/18/19.

Claims Benefit Application

ATRIO has completed cleanup of our 2019 benefits and is working on reprocessing impacted claims. The reprocesses will include institutional claims that over-applied member copay, claims where multiple copays applied, and any claims that were denied incorrectly (examples: Duplicate denials, claims that have a Medicare rate but one was not found during adjudication, unlisted codes). We are also working on cleaning up our non-covered denials to more appropriately deny as either patient responsibility or contractual write-off. We will ensure reprocessing of any impacted claims resulting in this cleanup effort.

NEW ATRIO Vendor

ATRIO is working with two vendors servicing our members with In-Home Health Assessments: Inovalon and Episource. If a member asks you about this service, please assure them it is a valid service from ATRIO and will in no way take the place of their visits to your office. If you have any questions about this service, please call ATRIO for more information.

PDPM/PDGM

Patient-Driven Payment Model became effective on 10/1/2019 for Skilled Nursing Facilities. As most payers have experienced, there were a few complications with the implementation of this new payment methodology. We have worked through a few pricing issues in our test region and are ready to implement PDPM pricing for SNF claims in the live production claims system

Patient-Driven Groupings Model will be effective on 1/1/2020 for Home Health Agencies. Our system administrator has received the recently released components for PDGM and is working on compiling and testing the components in our test region by late December. However, we will not be able to begin testing in our test region until we have claim examples after 1/1/2020.

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, 8:00 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