



January 10, 2020

RE: Claims Transition update

Dear Valued Provider,

ATRIO Health Plans and its partners are continuing to work through important provider matters that have been identified as needing support or information. 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.

Eligibility, Benefits and Claim Status

The ATRIO Provider Portal is a quick, reliable source to verify member eligibility and check claim status without calling Customer Service. To register or login, please go to:
<https://www.atriohp.com/providers/provider-login/>.

We are in the process of incorporating each member's Evidence of Coverage (EOC) to provide the plan and service benefit information within the Provider Portal.

Individual plan benefit information can also be found on the ATRIO website under plan options where you can find PPO and SNP benefit highlights and EOC documents:
<https://www.atriohp.com/medicare/2020-plan-options/>.

Customer Service

Effective Monday, January 13th we are changing our provider queue options. We will separate eligibility and benefit questions from the general provider queue. Our goal is to fast track the eligibility and benefit calls. This separate queue will allow us to do so.

We will also be closing the provider queue during lunch from 11:55 am – 1:00 pm.

Prior Authorization

Prior Authorizations (PA) can be submitted through the Provider Portal. Alternatively, PA forms can be faxed to the member's service area. There have been changes to the contact information for Douglas, Marion, and Polk counties, please see the updated email and phone numbers below:

County	Medical Management PA Review Team	Fax Number	Phone Number	Email
Douglas	P3	(541) 672-4318	(503) 391-4922	umanagement@p3hp.org

County	Medical Management PA Review Team	Fax Number	Phone Number	Email
Jackson & Josephine	ATRIO	(866) 500-8773	(541) 492-2151	christine.back@atriohp.com
Klamath	Cascade Comprehensive Care (CCC)	(541) 882-6914	(541) 851-2072	atriocascadecc@atriohp.com
Marion-Polk	P3	(503) 581-7422 (503) 485-3220 (SNF & Inpatient)	(503) 391-4922	umanagement@p3hp.org

835 ERA/EFT

The 835 electronic remittance advice connection has been set up for all providers that requested an 835 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. 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 February transition communication.

Paper RA

All historical paper RAs have now been mailed. This may be a duplication of an online RA that you have already received through the provider portal.

Providers that are submitting electronically through Change HealthCare will continue to receive paper RAs through the end of January simultaneously along with 835 transactions. This will help to ensure providers can post payments if there are any unforeseen issues with the 835 transactions.

Claims Payment

All claims with services dates in 2019 will continue to be paid through January and beyond. ATRIO is in the final stages of 2020 rate and benefit configuration and will begin processing claims with 2020 service dates towards the end of January.

Crossover Claims

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

Claims Benefit Application

As ATRIO prepares the claims system for 2020, we are also working on updating 2019 claims that were processed under the incorrect benefit, as well as reprocess incorrectly applied denials and \$0 paid claims.

Transition Updates for ATRIO

As of January 10th, all ATRIO Transition Update communications can be found in the Provider Education menu (<https://www.atriohp.com/providers/provider-education/>). We will continue to send provider communications via email and fax, but the red banner on our website will no longer host a link for these communications.

PDPM/PDGM

Patient-Driven Payment Model has been implemented for all Skilled Nursing Facilities. ATRIO will begin to release any aged claims as well as reprocess any claims that were impacted by this change in payment methodology.

Patient-Driven Groupings Model payment methodology became effective on 1/1/2020 for Home Health Agencies. We are testing the home health components of the pricer and will implement PDGM pricing for Home Health claims in the live production once complete.

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