




## MEMO

DATE: May 28, 2019  
TO: Valued ATRIO Providers  
FROM: Wendy Edwards, President   
RE: PH TECH Termination Notice: ATRIO's Action Plan

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ATRIO recently received notice from PH Tech of its intent to terminate our agreement mid-term, effective 11:59 PM on June 3, 2019. We do not agree with PH Tech's position and we are left with no choice but to proceed with a new vendor to ensure that services to members and providers are not disrupted.

RAM Technologies is prepared to implement a system to process 2018 and 2019 claims in the month of June. ATRIO has a plan in place to bring customer service in-house effective June 4, 2019 to ensure all calls are answered timely and accurately. Our number one priority during the transition is to minimize any disruption to members, providers, SACs and all stakeholders with regard to claims and customer service. ATRIO is also managing the implementation of mailroom vendors, provider and member portals, and communications.

We appreciate your support as we communicate to our various stakeholders the fact that PH Tech's CIM system will not be operational after June 3rd for any ATRIO account purposes beyond viewing claims information, member demographics and prior authorizations. ATRIO staff continue to work with PH Tech for the secure transfer of all the CIM data to be utilized in our new system. Our customer service staff are available to answer any questions you have with regard to our transition.

On behalf of all ATRIO staff, I want to apologize in advance for any issues this hurried transition may cause, however RAM will ultimately allow ATRIO to provide a higher level of service and additional tools to support your use of our claims and prior authorization system.

Additional communication will soon follow with regard to updating prior authorization instructions, claim submission changes and updated provider customer service contacts. Please note, our customer service numbers are not changing. You can reach us Monday through Friday from 8am-8pm at (877) 672-8620.

If you have questions or concerns regarding this memo, please feel free to email us at [customerservice@atriohp.com](mailto:customerservice@atriohp.com) and we will respond as soon as possible. Thank you for your support as we continue to operate our Medicare Advantage plans.