



3/15/2024

## **Subject: Update on Delay in claims processing**

At ATRIO Health Plans, we value our relationship with providers. ATRIO recently transitioned to a new Claims System to provide an improved system with enhanced visibility to claims. However, we are experiencing a delay in processing provider claims due to unforeseen circumstances during the system migration at the beginning of this year. The issue is being remediated as quickly as possible by engaging supplemental resources to aid in the processing of claims and additional check runs weekly.

Batches of claims are being released for payment as issues are resolved and will continue until we return to normal business operations. Although claims are being processed regularly, providers will receive payments and remittances as their applicable claims are processed. If you receive a remittance in which the claim was not processed as you expected, please send an E-Mail to Provider Services at [providerrelations@atriohp.com](mailto:providerrelations@atriohp.com) our team will research the claim and notify you of the outcome. If you still believe the claim was processed incorrectly, you will have an opportunity to file a payment dispute or request a reconsideration.

We value the care that you have provided and continue to provide to our members. We also appreciate your patience while we work diligently during this transition.

If you have questions, please contact Provider Services at [providerrelations@atriohp.com](mailto:providerrelations@atriohp.com). Please be assured that all efforts are being employed to respond to you in a timely manner.

Thank you for providing care to our members.

Best,

ATRIO Leadership