



WELCOME, ATRIO HEALTH PLANS PROVIDERS

Welcome to Starling Oncology | Your October 1 Provider Guide

Beginning October 1, 2026

Starling Oncology Management will manage utilization management and claims for designated ATRIO Health Plans Medical Oncology and Radiation Oncology services.

We are excited to welcome you and support a smooth transition. Here is what your team needs to know.

AUTHORIZATIONS

Medical Oncology: Submit delegated requests through Starling Nexus™.

Radiation Oncology: Submit delegated requests through QuickCap.

QuickCap Support: (305) 284-7484 ext. 8020

Prior Authorization Phone: 1-888-978-0940, push #4

Prior Authorization Fax: 1-562-316-3376

Clinical Information: Include complete documentation and monitor the portal for updates or requests for additional information.

[Explore Starling Nexus™](#) [Log In to Starling Nexus™](#)
| [Open QuickCap](#)

CLAIMS

Electronic Claims: Use payer ID 43056 and report network designation AHP in Loop 2000B/SBR03.

Paper Claims: Report AHP in Box 11 and mail to: iTPA, P.O. Box 21143, Eagan, MN 55121.

Provider Customer Service: 1-844-218-8661

Claims Support: Use the Provider Portal to check claims status and access EOPs.

[Open Provider Portal](#)

Benefits of NEXUS

Faster approvals. Less administrative burden. Better provider experience.

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| <ul style="list-style-type: none">• Immediate authorization for pathway-aligned treatments• Clinical review of custom regimens by oncology specialists• Easy-to-use online portal for authorization submissions• Real-time authorization status tracking | <ul style="list-style-type: none">• Reduced administrative burden for providers and staff• Training and onboarding provided prior to implementation• Dedicated support team available for ongoing assistance |
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IMPORTANT: KNOW WHAT IS IN SCOPE

The in-scope service list is attached to this communication. Please share it with your authorization, clinical, and billing teams. Beginning October 1, the current in-scope service list will be available through Precertification Lookup – Starling Oncology:

<https://starlingoncology.com/precertification-lookup/>

GET READY IN THREE QUICK STEPS

1

Review the attached in-scope service list.

2

Get Your Team Connected: Send **first name, last name, email, and role** to **PNS Solutions** to request portal access.

Make sure your team is ready to access **Starling Nexus™, QuickCap, and the Provider Portal.**

3

Share this notice and the Provider Manual with your team.

HELPFUL RESOURCES

NEXUS Training

[Watch the training video](#)

WHY PARTNER WITH STARLING ONCOLOGY

Dedicated Oncology Expertise. Simplified Administration. Enhanced Support.

- Immediate Authorization for Pathway-Aligned Treatment
- Prompt Payment of Clean Claims
- Dedicated Oncology Support Team
- Simplified Administrative Experience
- Comprehensive Provider Services

Questions? We are here to help.

Daniela Cardoso, VP of Network Management | 786-606-3945 | daniela@pns-mgmt.com

Thank you for your partnership and for helping us make this transition successful for ATRIO members.