



IN THIS ISSUE

- Extra 2024 Benefit Highlights
- Provider Manual Changes 2024
- 2024 System Transitions
- Payspan Transition
- Virtual Office Hours/
Additional Training Opportunities

Extra 2024 Benefit Highlights

New ATRIO Flex Card: Dental, Fitness, and Over-the-Counter (OTC) Benefits - **New**



All ATRIO Medicare Advantage cards will be receiving a new 2024 Flex Card that works just like a debit card for your dental, fitness and now Over-the-Counter benefits. Every quarter there will be a flex dollar allowance that will be automatically uploaded on your card for your use.

Note* Make sure to use your allowance quarterly balance for Over-the-Counter Benefits or else you will lose those quarterly benefits.

LifeStation ^{New}

Personal Emergency Response System (PERS)

All Eligible ATRIO Plan Members can take advantage of this award-winning medical alert monitor that can be worn on the go, at the convenience of your home or as a wearable smartwatch. To take advantage of this new benefit by calling LifeStation at (888) 809-3112.



Alternative Therapies– Supplemental chiropractic services and supplemental acupuncture services, naturopathy services. If you are in network with ASH, then you are in network with ATRIO, to find a provider with ASH, call (800) 678-9133 Mon- Friday 5a.m. to 8 p.m. (PST) or visit our website:

Copy and Paste Link:

<https://www.ashlink.com/ASH/public/applications/NetworkSearch/NetworkSearch.aspx>



Mom's Meals provides medically tailored, 28 refrigerated meals direct to your home, the home of an aging parent or any address nationwide. ATRIO Health Plans recognizes the importance of access to the right nutrition and has partnered with Mom's Meals to provide our members meals after the inpatient or skilled nursing facility stay, and for those receiving home health services.



ATRIO Health Plans have partnered with Amplifon to provide hearing services, hearing exams and aids. To take advantage of the discounted prices for hearing aids or to find an Amplifon provider, call (866) 375-0563 (TTY 711), Daily 8a.m. to 8p.m. PST.



ATRIO Health Plans provides transportation for our members with 12 or 24 one-way non-emergent trips to your health-related locations. To schedule a ride or find out how many rides that you have left for the year, call (888) 617-0467 Mon- Sat 6a.m. to 6p.m. local time, or login to MyATRIO member portal.



For routine vision coverage and early diagnosis through detecting health conditions, you'll receive access to high-quality eye care and eye wear with your VSP Vision Network. To find an Advantage network eye doctor, you can call (844) 344-0572 or you can present your Medical ID card to your VSP provider, and they will handle the claims directly.



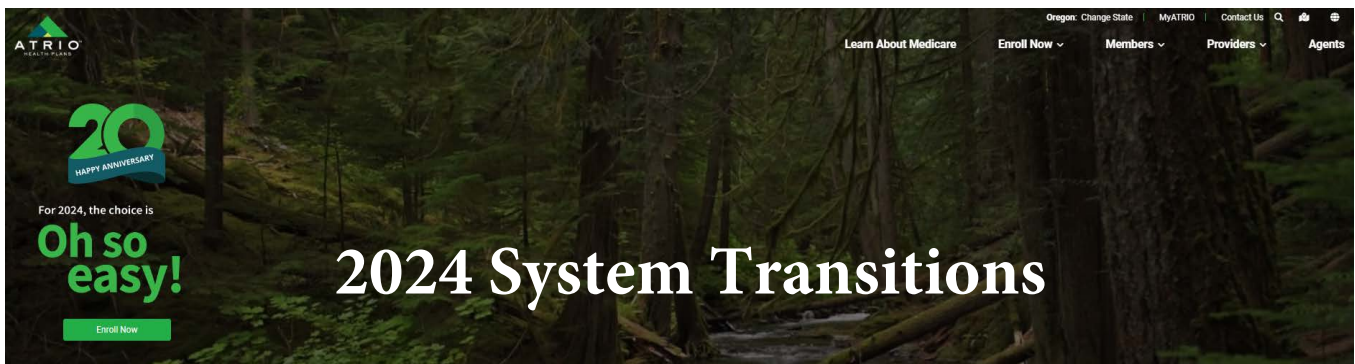
Telehealth services are provided for ATRIO plan members through Teladoc. Covered services include virtual visits, with a camera-enabled device. Covered services include general medical care, behavioral health care, and dermatology services. To find a Teladoc provider, call (800) Teladoc (835-2362) or use Teladoc mobile app.

Provider Manual Changes 2024

Please note that there have been some updates made to the 2024 provider manual on our website. These changes are due to the transition of systems that we have already announced and provided information on. Please take a moment to look through the manual to ensure that you haven't missed any important information.

Copy/paste:

<https://www.atriohp.com/oregon-w/providers/provider-resources/>



We announced in October of 2023 that we would be transitioning some of our systems to new vendors. Please see below for the changes and instructions to register.

MyATRIO*: To try and make these transitions easier we have created a platform that contains all the links that you will need in 2024. Registration is easy!!! Head to atriohp.com and select the MyATRIO link from the top of the screen. Follow all on-screen instructions. If you have any questions or need support, please contact ATRIO customer service. The links included in MyATRIO are:

1. Availity- Provider Portal (2024 Claims only and eligibility status)
2. AcuityNXT- Prior-authorization submission and status (for all counties except Douglas, Marion and Polk, use the P3 portal.)
3. Novillus- Quality Performance Dashboard for Jackson/Josephine County Providers
4. P3 Provider Portal- Prior authorization submission and status for Douglas, Marion, and Polk Counties.
5. RAM eHS Portal- Provider Portal for 2023 claim dates of service and older.
6. ProviderLenz- Provider Directory

**Each link may require its own registration, select the link that you are interested in and follow the prompts. If you have any issues registering for MyATRIO, contact providerrelations@atriohp.com or attend the virtual office hours, see dates below.

VIRTUAL OFFICE HOURS/ADDITIONAL TRAINING OPPORTUNITIES

ATRIO will be offering provider training to review the 2024 benefits. These training courses will go over the changes from benefit year 2023-2024 and any new benefits that might be beneficial for the providers. Please see the scheduled training opportunities below. Invitations will be sent out with more information.

If you need assistance, please join our virtual office hours. These office hours allow you to get your questions answered without having to wait. Please use the log in information below. If you are having difficulty getting logged in, please reach out to providerrelations@atriohp.com.

Mondays & Fridays 12pm-2pm

Monday:

Click or Copy/Paste link:

www.microsoft.com/en-us/microsoft-teams/join-a-meeting?rtc=1

Meeting ID: 286 308 079 977

Passcode: dS5cyi

Friday:

Click or Copy/Paste link:

www.microsoft.com/en-us/microsoft-teams/join-a-meeting?rtc=1

Passcode: bEawYc