

# Quick Reference Guide

Saint Mary's ATRIO Health Plans | Nevada



## Prescription Drug Information

### FORMULARY LOOKUP

Online [atriohp.com](http://atriohp.com)  
- go to "Find a Drug"

Call ATRIO 1-888-272-6211,  
Monday - Friday, 8a.m. to 5p.m.

### MEDIMPACT

Phone (for after hours) 1-800-681-9571; Option 4

Any pharmacy questions, email:  
[pharmacy@atriohp.com](mailto:pharmacy@atriohp.com)

## Supplemental Benefit Contact

More information can be found online at  
[atriohp.com/extra-benefits](http://atriohp.com/extra-benefits)

### DENTAL

Phone 1-877-672-8620 (TTY 711)  
8 a.m. – 8 p.m. Daily

### TELEHEALTH – Partnered with Teladoc

Phone 1-800-835-2362  
24 hours 7 days a week

Online [teladoc.com](http://teladoc.com)

Mobile App: Teladoc

### VISION – Partnered with VSP

Phone 1-844-344-0572 (TTY 1-800-428-4833)  
Mon. – Fri. 8a.m. to 5 p.m., PST

### ROUTINE HEARING – Partnered with Amplifon

Phone 1-866-375-0563 (TTY 711)  
8 a.m. to 8 p.m. Daily

**OVER-THE-COUNTER (OTC)** – Catalogs and  
retail network store listings can be found only at  
[atriohp.com/extra-benefits](http://atriohp.com/extra-benefits)

Phone 1-855-253-5768 (TTY 711)  
Monday - Friday, 8 a.m. to 11 p.m., EST

### TRANSPORTATION – Partnered with SafeRide Health

Phone 1-888-617-0467 (TTY 711)  
6 a.m. to 6 p.m. local time, Monday - Friday

### FLEX CARD – Includes dental, fitness, and OTC

Phone 1-800-371-2119 (TTY 711)  
Monday - Friday, 8a.m. to 11p.m., EST

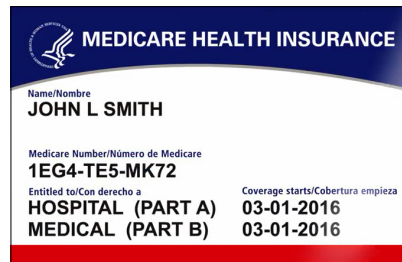
### CHIROPRACTIC/ACUPUNCTURE/NATUROPATHY –

Partnered with American Specialty Health (ASH)

Phone 1-800-678-9133 (TTY 711)  
October 1st – March 31st:  
5 a.m. to 10 p.m. (PDT), 7 days a week  
April 1st – September 30th: 5 a.m. to 8 p.m.  
(PDT), Monday – Friday.

# SAMPLE CARDS

## MEDICARE



## SAINT MARY'S ATRIO MEDICARE ADVANTAGE



## FLEX CARD



*\*members will not be able to use this card for copays*

## Provider Information

### PROVIDER CUSTOMER SERVICE

Phone 1-877-672-8620

8 a.m. - 5 p.m. (except major holidays)

### PROVIDER PORTAL

Visit the Provider Portal by clicking on the MyATRIO button on the homepage.

[atriohp.com/nevada-w/providers/provider-portal](http://atriohp.com/nevada-w/providers/provider-portal)

- Check member eligibility and benefits
- Submit electronic claims
- Request prior authorization

### PROVIDER LOOKUP

Online [atriohp.com](http://atriohp.com)

### CLAIMS SUBMISSION

Payer IDs can be found at [atriohp.com/nevada-w/providers/provider-resources](http://atriohp.com/nevada-w/providers/provider-resources)

### Electronic Claims

Submit within 180 days of service

### Paper Claims

Mail: ATRIO Health Plans  
338 Jericho Turnpike #135

*For provider use only. Do not distribute to members.*

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## APPEALS/ RECONSIDERATIONS/ PAYMENT DISPUTES

Phone 1-877-672-8620 (TTY 711)

Fax 1-866-339-8751

The Provider Appeal form can be found here:  
[atriohp.com/provider-appeal-form](http://atriohp.com/provider-appeal-form)

## PRIOR AUTHORIZATION REQUESTS

Online [atriohp.com/nevada-w/providers/prior-authorizations](http://atriohp.com/nevada-w/providers/prior-authorizations)

### Medical

Phone 1-877-672-8620 (TTY 711)

8 a.m. – 8 p.m. Daily

### Part B Drugs

Submit request via fax (posted online)  
[atriohp.com/provider-part-b-pa-st-grid](http://atriohp.com/provider-part-b-pa-st-grid)

For clinical questions email:

[ATRIO\\_Prior\\_Auth@atriohp.com](mailto:ATRIO_Prior_Auth@atriohp.com)

### Part D Drugs

Submit ePA at [covermy meds.com/main/prior-authorization-forms/atrio-health-plans](http://covermy meds.com/main/prior-authorization-forms/atrio-health-plans)

Submit the completed form via fax at  
1-858-790-7100

Phone 1-800-788-2949 (Medimpact)

## MODEL OF CARE TRAINING

Please complete the required Model of Care training at [atriohp.com/Providers/Provider-Resources](http://atriohp.com/Providers/Provider-Resources).