



Dual Special Needs Plans (D-SNP)



Quick Start Reference Guide

Local. Dependable. That's ATRIO

atriohp.com

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Get to Know Your ATRIO Benefits

Congratulations – you’re an ATRIO Health Plans member!

At ATRIO, we want each of our members to enjoy the freedom and flexibility to access their health care, their way. We’re here to help you get the most out of your plan benefits and services to keep you healthy and save you time and money. This Quick Start Reference Guide provides information on your benefits and how to use them once your coverage begins.

Questions? **ATRIO Member Services has the answers!**

Call Member Services first – we are here to help! We can answer your questions about your coverage, medical and pharmacy benefits, doctors, and much more!



Call

1-877-672-8620 (TTY 711)

8 am to 8 pm daily, local time. Messages received on holidays and outside of our business hours will be returned within one business day.



Website

atriohp.com



Email

customerservice@atriohp.com



You'll find oh so much
to love about **ATRIO**



What to expect next

Make sure you're ready to use your benefits as soon as your coverage begins. It's our top priority and we are here to help every step of the way.



Welcome letter & member ID card

Welcome to the ATRIO family.
Your application has been approved.



YOU ARE HERE

Quick Start Reference Guide

Understanding what your plan has to offer and how to get started.



Your plan coverage begins

Beginning on your effective date of coverage (shown on your confirmation of enrollment letter), you can use your ATRIO benefits.



Welcome call from ATRIO representative

An ATRIO representative will call you to answer any questions you have. They can also help you:

- Select a Primary Care Physician (PCP)
- Assign an authorized representative
- And more!

Member Education Meetings

New to Medicare or want to learn more about your new plan? Join us at a meeting near you to learn about all your plan has to offer. To find a meeting near you, call Member Services or visit us online at atriohp.com.

Primary Care Physician Phone Call

Connecting with your doctor is an important step in managing your health. Your doctor may call you to schedule an Annual Wellness Visit. If your doctor does not call you, we encourage you to reach out and speak with your doctor.

Be Well – ATRIO's Member Newsletter

ATRIO is committed to keeping you informed! Newsletters are mailed to all members with information on nutrition, fitness, medication information, and seasonal tips, safety reminders – even tasty recipes! All newsletters are also available online at atriohp.com.



How to get started today



Keep your new ID card in a safe place

Once your coverage begins, you will need your ID card to pick up your medications from the pharmacy and each time you visit your doctor. Since you have both Medicare and Medicaid, be sure to show both your Atrio ID card and Medicaid Card whenever you visit the doctor.



Set up your myATRIO account at atriohp.com

Online you can view important documents like Evidence of Coverage and Summary of Benefits without creating an account.

Setting up an account will allow you to pay your premium online, view your Explanation of Benefits (EOB) and see your prescription drug coverage and usage. You can register at atriohp.com/member-portals/.

How to get started today (cont.)

If you have questions or want help setting up your online account, please call ATRIO Member Services at **1-877-672-8620** (TTY 711) daily from 8 am to 8 pm, local time.

Join the D-SNP Enrollee Advisory Committee

Participation in the ATRIO D-SNP Enrollee Advisory Committee (DEAC) is optional! As a member of the DEAC you will be able to provide feedback on what is working, as well as share ideas on how ATRIO can improve. To sign up visit atriohp.com/member-advisory-committee.

Making the Most of Your Health Plan

ATRIO offers many programs to help you stay healthy – and even reward you for it!



Healthy Rewards Program

Throughout each year it is important to take preventive measures for your health. This includes going for an annual wellness visit, retinal eye exam, mammograms or colorectal

screenings. When you take these preventive measures, you may be eligible for pre-paid gift cards and other rewards. For more information, check your mail for reminders or call Member Services at 1-877-672-8620 (TTY 711).

Health Assessment Survey

You may have already received a Health Risk Assessment (HRA) survey from your insurance agent or directly from ATRIO. Expect a call from your ATRIO Care Team to complete your HRA if you have not completed it already. By filling out an HRA with your health information we are better able to help you manage your health. If you need a new copy or would like help filling it out, contact Member Services.

Case Management

ATRIO has nurses available to help you navigate your health care. They can help coordinate appointments, medications and follow up on how you're feeling. If you would like to learn more, contact Member Services to connect with a nurse in your area. ATRIO will provide you with your own nurse Care Manager at no cost to you!

Lab Testing & Wellness Assessment

ATRIO offers a yearly in-home wellness review at no extra cost through several partner companies to make preventive care easy and accessible! In-home lab testing kits with pre-paid postage are also available. Your results from these services will be shared with you and your doctor. If you have any questions or would like to schedule an in-home wellness review, please call Member Services.

Medication Therapy Management

Understanding your medications and taking them the right way is important for your health. The MTM program is designed to help members get the most benefit from their medicines if they meet the criteria. A pharmacist from our program will reach out to you to:

- Review vitamins, any over-the-counter medicines, and medications for chronic conditions like diabetes
- Work with your doctors to reduce side-effects of medications or potential interactions that can be harmful to your health
- Look for ways to reduce your drug costs

You may be automatically enrolled in this program if eligible. You will always have the option to withdraw.





When to Visit Your Doctor

Your Primary Care Physician (PCP) is the best resource to help you manage your health through preventive care visits. Visiting your PCP is also important when you are not feeling well. They can treat you when you have strep throat, flu and other illnesses.

If you are feeling too sick to visit your PCP many doctors offer virtual visits. You also have access to doctors with Teladoc for general medical, dermatology and mental health appointments.

When to go to Urgent Care

When your PCP is not available, Urgent Care is a great option if it is not a medical emergency. Examples of non-emergencies are:

- Sprains and strains, or minor broken bones, like a finger or toe
- Sickness or sudden illness, like strep throat or a fever
- Minor burns

To find an Urgent Care near you, check the “Find a Provider” tool on atriohp.com.

When to go to the Emergency Room

For serious, life-threatening conditions it is important to seek immediate care. If you are unsure what to do, call 911.

Examples of medical emergencies are:

- Heavy bleeding
- Chest pain
- Difficulty breathing

Making the Most of Your ATRIO plan



Flex Card Program

As an ATRIO member, you get a debit card to use for some of your health expenses. Your Flex Card allowances can be spent on your preventive and comprehensive dental costs, fitness classes or a gym membership and select over-the-counter items.

- ✓ **Dental** – You will receive an annual allowance to spend on preventive and comprehensive services from any dental provider.
- ✓ **Staying Fit** – Your annual fitness allowance can be used toward a gym membership or fitness classes.
- ✓ **Over-the-Counter** – Every quarter you will receive an allowance to use at approved pharmacies or through mail order. You can use your OTC allowance at participating retail locations, ordering online or by calling **1-833-287-3622** Monday through Friday 5 am – 8 pm PST. To find the catalog of approved items and retail locations visit atriohp.com. Reference the catalog while shopping at a retail location.

Popular OTC items include:

- Pain relievers (Advil, Tylenol, lidocaine creams)
- Heartburn medications (Tums, Pepcid AC, Prilosec)
- Antihistamines for allergy and cold symptoms



Oh so easy





Vision Coverage – administered by VSP

- ✓ Office visit coverage
- ✓ Eyewear coverage

The VSP Advantage network will help keep you and your eyes healthy with a WellVision Exam - a comprehensive exam that can detect signs of conditions like glaucoma, diabetes and macular degeneration. Early diagnosis can help detect pre-diabetes and diabetes and is important to managing your health. To learn more about your vision benefit call **1-844-344-0572** (TTY 1-800-428-4833) daily from 8 am – 8 pm or visit atriohp.com/extra-benefits



Telehealth – administered by Teladoc

If you are feeling too sick to go to the doctor or just don't want to leave home for a general medical, behavioral health or dermatology appointment, you can use Teladoc!

- ✓ \$0 copay for virtual visit services
- ✓ Appointments available 24 hours a day, 7 days a week with board-certified doctors
- ✓ Covered services include general medicine, behavioral health and dermatology

To find a provider and schedule your appointment, call Teladoc at **1-800-835-2362**, 24 hours a day, 7 days a week



Meals – administered by Mom's Meals

Mom's Meals provides ATRIO members with 2 meals a day, for 14 days after an inpatient stay in the hospital, a skilled nursing facility or if you are a home health recipient. Menus are diet-specific designed to support your nutritional needs. Your meals will arrive at your door, free of shipping charges, refrigerated and ready to enjoy.

If you would like additional meals, there is a self-pay option so you can enjoy meals at any time for a discounted price. Call Member Services with additional questions.



Transportation – administered by SafeRide

- ✓ \$0 copay per trip
- ✓ Up to 24 one-way non-emergent medical transportation trips to any plan approved health-related location per year

To schedule a ride, call SafeRide at 1-888-617-0467 (TTY 711), Monday - Saturday, 6 am to 6 pm, local time



Alternative Therapies – administered by American Specialty Health

American Specialty Health (ASH) provides chiropractic, acupuncture and naturopathy services to ATRIO members. Receive 30 total combined visits per year to use on supplemental chiropractic services, supplemental acupuncture and naturopathy services depending on your plan. Copays and services vary by plan.



Wearable Devices – administered by LifeStation

LifeStation offers a Personal Emergency Response System to eligible ATRIO members. To order your device, call LifeStation 888-809-3112 (TTY 711) daily, from 6 am - 6 pm PST.

Your Prescription Drug Coverage (Medicare “Part D”)

Your ATRIO Medicare Advantage plan includes Medicare Part D prescription drug coverage. This gives you a summary of your coverage – review the Pharmacy Benefit Guide and other important prescription drug information at atriohp.com.

Your ATRIO Medicare Advantage plan uses a “formulary” or list of covered drugs. The cost you pay depends on what “tier” the drug is located, and your current Medicare “payment stage.”

As a D-SNP member, you qualify for Extra Help with your Part D medications.



Formulary Drug Tiers

Formulary drug tiers determine your out-of-pocket cost. You can access your drug list and pricing by visiting atriohp.com or by calling Member Services. There are six (6) drug tiers:

- **Tier 1** (Preferred Generic)
- **Tier 2** (Generic)
- **Tier 3** (Preferred Brand)
- **Tier 4** (Non-Preferred / Non-Formulary)
- **Tier 5** (Specialty)
- **Tier 6** (Select Care): Zero copay
 - Generic medications for chronic condition: Diabetic or blood pressure meds (ACE/ARB) or statin
 - Formulary insulin
 - Part D vaccines
- Select OTC drugs are also covered with a prescription from your doctor!

What if my medication is not on the formulary?

If you cannot locate your drug on the formulary, call Member Services for help. We may be able to provide you with a list of alternative drugs. You can also talk to your doctor about an alternative drug on the formulary or submit a Coverage Determination to request an exception to the formulary.

Why is there a “restriction” on my covered drug?

Some drugs on the formulary come with restrictions to make sure they are used appropriately and safely:

- **Prior Authorization (PA)** – We need to review the medications before the health plan will cover them. Your prescriber (doctor) may need to show that the drug is medically necessary for the plan to cover it.
- **Quantities Limits (QL)** – Due to safety and dose recommendations, plans may limit the amount of prescription drugs covered over a certain period of time. This can ensure safety, and accurate dosing for members.
- **Step Therapy (ST)** – Some medications have alternatives that may be preferred by the plan, in these cases you may need to try different drugs or have your doctor submit information for coverage before you can move up a step to the requested drug.
- **Part B vs. Part D Review** – Some drugs are covered as part of your medical Part B coverage and others are covered under your Part D coverage.

How to Save Money on Drug Costs

Switch to a Generic Drug – Your Part D plan covers generic drugs, brand name drugs and specialty drugs. Generics are often less expensive. Talk to your doctor about possible alternatives that may be a good fit for you.

Switch to a Formulary Drug (lower tier) – You can talk to your doctor or call ATRIO Member Services to ask about cheaper alternatives.

Mail-Order / 90- to 100-day supply – You can receive a 3-month supply of your maintenance medications, delivered right to your doorstep, for only 2 copays! A long-term supply is also available at our retail pharmacies!

“Extra Help” – Medicare provides “Extra Help” to help pay Part D premiums, deductibles and copays for people who have limited income and resources.

Patient Assistant Programs – You can talk your doctor or call ATRIO for more information.

Call ATRIO Member Services to find out more about how these programs may help reduce your drug costs if you qualify.



Questions?

ATRIO Member Services is here to help!
We can answer any questions you may have about coverage,
plan benefits, prior authorizations, or accessing care.



Call

1-877-672-8620 (TTY 711)

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holidays and outside of our business hours will be
returned within one business day.



Website

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Email

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