

June 2024



ATRIO Health Plans provides update on backlog of claims to expedite claims inventory and ensure prompt provider payments

To all of our Provider Partners,

We want to update you on recent developments regarding provider payments and reassure you that any previously delayed claims are now being expedited to ensure prompt payment to our providers. On January 1, 2024, ATRIO Health Plans transitioned to a new claims system designed to provide enhanced visibility and efficiency. However, we encountered unforeseen challenges that have caused delays in processing claims from January through May being sent to providers. We understand the impact this may have had, and we are taking comprehensive steps to promptly resolve these issues.

ATRIO members have been notified of this potential delay in claims and if they receive a bill from their provider, they should pay it promptly or call ATRIO Member Services with questions.

We promised for the prior inventory of claims to be addressed and paid in short order. I'm happy to report the backlog is being worked on and claims are being processed as quickly as possible. The entire backlog will be completed within the first week of August at the latest.

If any claims are processed differently than expected, providers are encouraged to contact Provider Services at providerrelations@atriohp.com. Additionally, providers can file a payment dispute or request reconsideration if necessary. If you have any questions or concerns, don't hesitate to reach out. We are here to support you.

We deeply value the exceptional care you provide our members and appreciate your patience and understanding during this critical transition.

Thank you for your continued partnership and dedication to our members.

Gregg Kimmer
President & CEO
ATRIO Health Plans

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