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2025 Extra Benefit Highlights

ATRIO Flex Card: Alternate Therapies, Dental, Fitness, and Over-the-Counter (OTC) items



- **Alternative Therapies (New)** – ATRIO members can use this allowance for routine Chiropractic, Acupuncture and Naturopathy services at any provider.
- **Dental** – ATRIO members can use their dental allowance at any dental provider for preventive care and other dental products and services.
- **Fitness** – This allowance can be used for gym memberships or fitness classes.
- **Over-the-Counter items** – Depending on their plan, ATRIO members receive an allowance to spend on OTC items from a list of eligible products. Members can place their orders online, over the phone, in a participating retail store, or by mail through the OTC Catalog – all using their Flex Card!

LifeStation

Personal Emergency Response System (PERS)

LifeStation brings ATRIO members peace of mind at the push of a button with a Personal Emergency Response System (PERS). There are also different style options to fit their active lifestyles, including a watch option with step tracker and heart rate monitor!

To take advantage of this benefit, call LifeStation at 1-888-809-3112 (TTY 711) Monday – Friday from 5 a.m. to 6 p.m. (PST), or on Saturday and Sunday from 6 a.m. to 6 p.m. (PST).



Vision coverage is administered through VSP® Vision Care. ATRIO plan members you have access to affordable care from leading eye doctors and high-quality eye wear options. Depending on the plan, members receive an annual routine eye exam and an allowance to spend on frames or contact lenses every year.

To locate a VSP provider, visit <https://www.vsp.com/advantageretail>, or call VSP Customer Service at 1-844-344-0572 (TTY 711), Monday – Friday, 5 a.m. to 2 p.m. (PST).



Better health begins with nourishing meals. ATRIO Health Plans recognizes the importance of access to the right nutrition and has partnered with Mom's Meals to provide members meals after an inpatient or skilled nursing facility stay, and for those receiving home health services.

Members pay nothing for up to two (2) meals per day for 14 calendar days (28 total meals) after each qualifying health event.

In addition, if members want to eat healthier and receive ready-to-heat meals right at your door, they can also purchase their own meals online (for up to \$8.99 per meal) with FREE shipping from Mom's Meals on every order. That's a \$15 savings! Eating healthy just got easier and cheaper!



Hearing Exams and Aids – ATRIO Health Plans has partnered with Amplifon to provide hearing services, from routine exams and hearing aid evaluations/fittings with access to top-tier hearing aids at discounted prices. To take advantage of this important benefit members must see an Amplifon provider. To find one nearby, visit Amplifon or call 1-866-375-0563 (TTY 711), Daily, 8 a.m. to 8 p.m. (PST).



SAFERIDE

ATRIO Health Plans has partnered with SafeRide to provide non-emergent, health-related transportation to members – for most plans. Members can receive up to 12 or 24 one-way, non-emergent medical transportation trips per year depending on the plan. (SafeRide must be used for this benefit to be covered.)

Health-related locations include medical facilities, dentists and doctors' offices, and gyms or community centers. Rides may be provided by taxis, rideshare services, vans, and non-emergency medical transport as determined by our transportation partner. Uber and Lyft are part of the SafeRide network and are subject to availability.

Members can schedule a ride or find out how many rides they have left for the year (i.e., their ride balance) by calling 1-888-617-0467, Monday – Saturday, 6 a.m. to 6 p.m. (PST), or login to the MyATRIO member portal.

Please note: Rides should be scheduled at least 48 hours in advance; rides scheduled less than 48 hours will be subject to availability. Any cancellations less than 3 hours before the scheduled pick-up time may result in the cost of the ride being deducted from the member's annual ride balance).

Cash Back (New!)

ATRIO Health Plans members can save up to \$240 on their Part B premium every year with most plans.

ATRIO gives members cash back directly into their Social Security checks each month! If they receive a monthly statement to direct pay their Part B premium, they will see the cash back amount credited to their monthly statements. In order to be eligible, members must pay their Part B premium.



MyATRIO PROVIDER PORTAL UPDATES

We announced in October 2024 that we would be transitioning some of our systems to new vendors. See below for changes and instructions to register.

Copy/paste:

<https://www.atriohp.com/provider-portals/>

MyATRIO Provider Portal

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 www.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 (Date of Submission 9/13/2024 Claims only and eligibility status).
2. **P3 Provider Portal** – Prior authorization submission and status.
3. **RAM eHS Portal** – Provider Portal for 2023 claim dates of service and older.
4. **Payspan** – Able to view your remittance advice and see if you are registered via ACH payments or via checks. You will also be able to retrieve the check numbers and payment amounts.

*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 please come to the virtual office hours provided below.

P3 Health Partners Expansion

Effective August 1, 2024, P3 Health Partners began processing authorizations for ATRIO in all our expansion areas. ATRIO Provider Portal assistance can be contacted at: Providerportal@atriohp.com.



Here are some of the ways P3 Health Partners can help support our providers:

- **Clinical Support** – A dedicated care management team to help with utilization management, care management and disease management activities. The P3 Care Management Team can be reached at: CareTeamOR@p3hp.org or by phone at 1-503-391-4182.
- **Member Education** – Events like Medicare 101's and wellness fairs to help support your member education.
- **Scheduling Patients** – Scheduling assistance to help close quality gaps, assist with medication adherence and any other support needed.
- **Provider Customer Service** – Outreach to P3 network team for provider data management (PDM), questions about the program or general provider relations inquiries. Please contact the P3 team at providerrelationsOR@p3hp.org.
- **Provider Incentives** – Additional incentives to help you improve patient's quality of care at lower costs. These incentives won't impact your Medicare fee-for-service reimbursement from ATRIO. If interested in learning more and see if you qualify, please contact providerrelationsOR@p3hp.org.

Payspan Transition Provider Letter

On January 1, 2024, ATRIO Health Plans transitioned from Zelis to Payspan for electronic funds transfer (EFT) and electronic remittance advice (ERA) processes. Please contact Provider Relations to complete registration for Payspan in a timely manner and ensure there is no interruption in payments. If you have any questions regarding this registration process, please contact the Provider Enrollment Team at 1-855-496-1571, or reach out to ATRIO at providerrelations@atriohp.com.

Please note: *This transition will only affect 2024 claims. Claims with a date of service of 2023 and earlier will be available to view on the RAM portal only accessible through the MyATRIO provider portal (under "Resources," then click on "Vendor Services").*

ATRIO'S NEW SALEM OFFICE LOCATION / VIRTUAL OFFICE HOURS

New Salem Office Location

Effective November 11, 2024, ATRIO Health Plans has relocated its Salem, Oregon office at 2965 Ryan Dr SE to a new facility, within a mile of the current building. The new office address is:

**550 Hawthorne Ave SE, Suite 140
Salem, OR 97301**

Walk-In office hours: 8a.m. – 5 p.m., local time



All business operations and services conducted with our providers, members, and other partners in our new office remain the same as they were in the previous location. ATRIO members will also be notified of our new Salem office facility.

Virtual Office Hours

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.

Every Monday & Friday, 11 a.m. – 2 p.m.

Click or Copy/Paste link:

https://teams.microsoft.com/l/meetup-join/19%3ameeting_YzU0NzRhOTItMDU3Yy00NTcxLWJhMDAtMWM3NTg4YWQwYyWQ4%40thread.v2/0?context=%7b%22Tid%22%3a%22a64c3ee2-54d6-4e8a-81a6-e50bc514f630%22%2c%22Oid%22%3a%22684bd610-4110-49c9-aed2-7896cf0ecae2%22%7d

Meeting ID: 212 307 996 895

Passcode: tp8UmS

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