# Quick Reference Guide

ATRIO Health Plans | Oregon



# **Agent Tools/Marketing Support**

#### **TOOLS/MARKETING SUPPORT**

Phone 1-541-492-2166 (TTY 711) 8 a.m. – 5p.m., Monday - Friday

Email agentdesk@atriohp.com

#### **COMPLIANCE**

Email compliance@atriohp.com

# **Enrollment Support**

## **PRODUCT INFORMATION**

Online atriohp.com

#### ATRIO ENROLLMENT

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

#### **APPLICATION CANCELLATION AND WITHDRAWS**

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

# **Member Support**

#### **CUSTOMER SERVICE**

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

8 a.m. 8 a.m. to 8 p.m. local time, seven days a week from October 1 to March 31. From April 1 to September 30 hours are 8 a.m. to 8 p.m. local time, Monday through Friday.

Email customerservice@atriohp.com

#### **MEMBER PORTAL**

Online atriohp.com/Member-Portal

# **Prescription Drug Information**

## **FORMULARY LOOKUP**

Online 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

# **Supplemental Benefit Contact**

More information can be found online at atriohp.com/extra-benefits

#### **DENTAL**

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

MEAL PROGRAM - Partnered with Mom's Meals
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 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
Phone 1-855-253-5768 (TTY 711)
Monday - Friday, 8 a.m. to 11 p.m., EST

**TRANSPORTATON -** *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

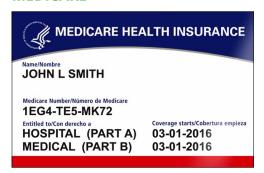
#### CHIROPRACTIC/ACUPUNCTURE/NATUROPATHY -

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**



## ATRIO MEDICARE ADVANTAGE



# **Provider Information**

#### PROVIDER CUSTOMER SERVICE

Phone 1-877-672-8620

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

#### **PROVIDER PORTAL**

Online atriohp.com/oregon/providers/ provider-login

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

#### **PROVIDER LOOKUP**

Online atriohp.com

#### **CLAIMS SUBMISSION**

Payer IDs can be found at atriohp.com/oregon/ providers/provider-resources

#### **Electronic Claims**

Submit within 180 days of service

#### **Paper Claims**

Mail: ATRIO Health Plans 338 Jericho Turnpike #135 Syosset, NY 11791

## **APPEALS**

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

Fax 1-866-339-8751

Mail ATRIO Health Plans - Appeals & Grievances 2965 Ryan Drive SE Salem, OR 97301

## PRIOR AUTHORIZATION REQUESTS

Online atriohp.com/oregon/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 on-line) atriohp.com/oregon/providers/part-b-pa-st-grid/

For clinical questions email: ATRIO\_Prior\_Auth@atripohp.com

# Part D Drugs

Submit ePA at covermymeds.com/main/priorauthorization-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.

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