4/25/2024

Subject: Update on Delay in claims processing

At ATRIO Health Plans, we deeply value our relationship with our providers. As you may have heard, earlier this year, ATRIO transitioned to a new Claims System to provide an improved system with enhanced visibility to claims. However, we are continuing to experience a delay in processing provider claims due to unforeseen circumstances during the system migration. We have been working diligently and with aggressive efforts to resolve additional system defects. We are continuing to work rigorously to remediate these defects as quickly as possible, including additional check runs, to get back to normal business operations for claims processing.

Batches of claims are being released for payment and will continue until we return to normal business operations as soon as possible. We are utilizing a mass adjudication of claims to get the processing on track. **As communicated before, we set April 19th as the date to decide the best path forward and that decision has been made. To assist in our efforts to get claims paid quickly, ATRIO will be doubling up on systems and will have the prior claims system processing claims starting May 6th**. Providers will continue to receive payments and remittances as their applicable claims are processed. If you receive a remittance in which the claim was not processed as you expected, please send an E-Mail to Provider Services at providerrelations@atriohp.com. Our team will research the claim and notify you of the outcome. If you still believe the claim was processed incorrectly, you will have an opportunity to file a payment dispute or request a reconsideration.

We value the care that you have provided and continue to provide to our members. We also appreciate your patience while we work diligently during this critical transition.

If you have questions, please contact Provider Services at providerrelations@atriohp.com. Please be assured that all efforts are being employed to respond to you in a timely manner.

Thank you for providing care to our members.

Best,
ATRIO Leadership