

MEMBER PORTAL

User Guide



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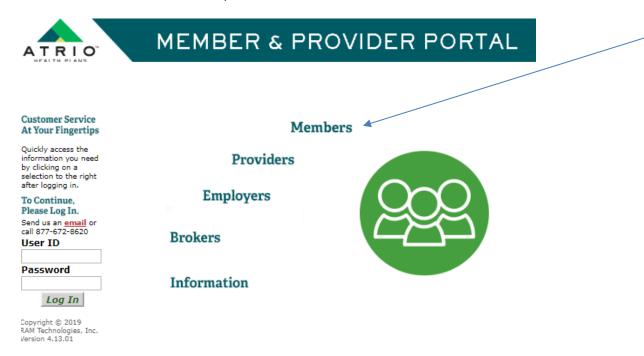
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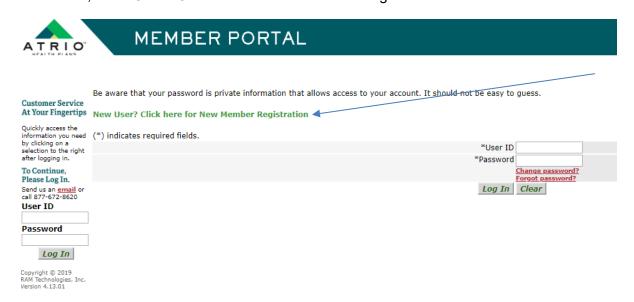
Registration

Registration is located at the URL https://atrioprod.ramtechinc.net/. This can be navigated to by visiting https://www.atriohp.com/portal/ and clicking the Member Portal link.

Once at the Member Portal link, click "Members".



Then click, "New User? Click Here for New Member Registration".



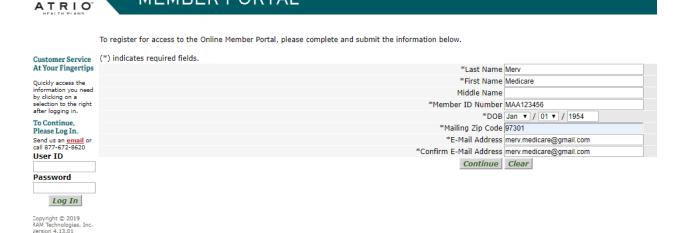


The registration process requires several pieces of information:

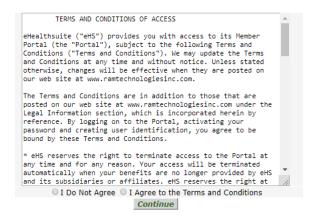
- NAME
 - First and last name are required. Please use all capital letters. Middle name is not required.
- MEMBER ID NUMBER
 - This is the member ID number. If the member ID number includes MAA, please capitalize these letters.
- DATE OF BIRTH
 - This is the member's date of birth.

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- ZIP CODE
 - This is the member's mailing zip code.
- EMAIL
 - This is the email to use for the member's account.



The member will need to agree to the terms and conditions before continuing.





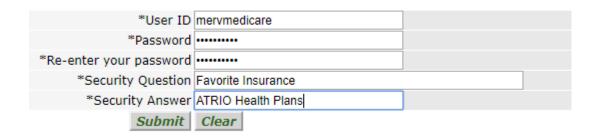
The next screen will ask the member to create the below:

- USER ID
 - This can contain letters and numbers. The length must be between 3 and 15 characters.
- PASSWORD
 - This can contain letters and numbers. The length must be between 3 and 15 characters.
- SECURITY QUESTION
 - This can be one word or a sentence. The security question is a question you will be asked if you forget your password or need to change it.
- SECURITY ANSWER

® I want paper Explanation of Benefits (EOB) statements mailed to me.

Welcome! Click the Continue button to go to the main menu.

 This can be one word or a sentence. This answer will need to be given in order to reset your password.



The member will need to select a mailing preference. This is for Medical EOBs only. The selection can be changed later.

Remember to click the Update button to save your changes Mailing Preferences Would you like to stop receiving paper Explanation of Benefits statements? Note - This is for Medical claims ONLY and does not include Pharmacy claims. Users who choose to discontinue the mailing of their EOBs will receive an e-mail informing them when the EOB is available. You can change your mailing preference at any time by selecting the Account Maintenance option from the main menu. © I do not want paper Explanation of Benefits (EOB) statements mailed to me. I will be contacted by e-mail whenever a new EOB statement is available and will view it online.

Once the registration is complete, the member will see this screen. They will also receive an email from ehsuser@ramtechinc.com. The subject will be Welcome to eHealthSuite and the email will provide the User ID.

You have successfully set up your membership account. A confirmation letter and the health plan terms and conditions will be emailed to you.

Continue



View Member Details

This page will display the member's name, address, DOC, eligibility and sex.

Members can click their name to view:

- Coverage effective dates
- Primary Care Provider
- Other insurance information
- Emergency contacts

View Claim Status

This page will display medical claim information.

Members can enter a date span and click their name to view the below claim information:

- Claim number
- Date of service
- Provider name
- Claim amount
- Claim status
- Paid amount
- Paid date

Members can click their name within any claim and view further claim details:

- Procedure code
- Procedure description
- Copay, Coinsurance and Deductible amounts

View A Prior Authorization

This page will display medical prior authorization.

Members can enter a date span and click Show Authorizations to view the below details:

- Authorization number
- Authorized provider
- Dates of service
- Authorization decision

Members can click the Authorization Number to view further authorization details:



- Procedure
- Diagnosis
- Units Requested
- Units Approved

View an EOB

This page will display medical Explanation of Benefits.

Members can select the statement year and then click on the month of their choice. A PDF image will download a copy of their EOB.

Account Maintenance

This page will display:

- Mailing preferences The member can chose paperless medical EOBs or paper medical EOBs. If paperless is chosen, the member will receive an email notification when a new EOB statement is available to view.
- Change password The member can change their password.
- Change email The member can change the email address for this account.

Forgot Password?

Password

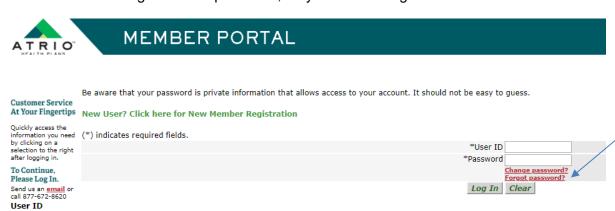
Log In

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If a member has forgotten their password, they can use "Forgot Password?" To reset it.





Click "Forgot Password?" The member can then enter their User ID.

In order to reset your password, please provide us with your User ID.					
		User ID	mervmedicare		
	Co	ontinue	Clear		
The member can then en	ter the answer to their security q	uestion	and enter a new password.		
Reset Password for: I	MERVMEDICARE				
Your Security Question:	FAVORITE INSURANCE				
Your Security Answer:					
New Password:					
Confirm New Password:					
Submit	Clear				