



3/8/2024

## **Subject: Update on Delay in claims processing**

At ATRIO Health Plans, we value our relationship with providers. Due to unforeseen circumstances, we are experiencing a disruption in processing provider claims. The issue is being remediated as quickly as possible. Claims are starting to be released for payment throughout this week and will continue until we return to normal business operations.

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 transition.

If you have questions, please contact Provider Services at [providerrelations@atriohp.com](mailto: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 Team