



Important Notice

September 25, 2024

RE: Claims Processing Software Transition

Effective: October 1st, 2024

In our continued efforts to provide efficient claims processing for both our members and providers, ATRIO Health Plans, Inc will be transitioning to a new claims processing system on October 1st, 2024. ATRIO Health Plans will be overseeing the transition from HealthSuite administered by RAM Technologies to MAS administered by Allymar. Please see the following information regarding this change and action items you will need to complete to ensure that there is no delay in claims processing and payment.

As we navigate this transition, ATRIO understands that unforeseen issues were present during the first transition; however, ATRIO and Allymar have been working diligently on configuration and testing of the MAS platform. We truly appreciate your feedback should any concerns be identified so they can be addressed in a timely manner. Please contact ATRIO Customer Service with these concerns using the contact information below.

Register Your Organization to Continue Receiving EFT/ERA*

Note: If you have already registered, you do not need to repeat these steps.

Providers will need to register with Payspan to continue receipt of timely payments. Payspan will be replacing ATRIO's current payment vendor Zelis. Payspan does not have a fee to providers for payments or remits. Please use the link below and attached instructions to get your organization registered. If you have any questions or need assistance while registering, please contact Payspan at **1-877-331-7154 8AM - 8PM EST Monday – Friday or via email**

providersupport@payspanhealth.com
<https://www.payspanhealth.com/nps>

***If registration for EFT isn't completed before transition, payments will revert to paper check until completed. Note: If you have already registered, you do not need to repeat these steps.**

270/271 Process Changes

The 270/271 is currently operational through Availity.

Availity Portal Access/EDI Claims Submission*

Note: If you have already registered, you do not need to repeat these steps.

Availity portal access/EDI Claims submission will be administered through Availity. To ensure that there is no disruption to access or claims processing, please register your organization using the link below. If

you require further assistance, please contact Availity at **1-877-927-8000 8AM - 7PM EST Monday – Friday**

Availity Registration:

<https://www.availity.com/essentials-portal-registration>

Registration Quick Reference Guide

https://apps.availity.com/availity/Demos/QSG_Provider_Registration.pdf

Note: *No further action required for providers that are already registered.

Please note that the payment address for claims submission will not change during this transition.

If you have any questions or concerns regarding this communication, please feel free to contact ATRIO Customer Service at (877) 672-8620, Monday through Sunday, 8:00 am to 8:00 pm (TTY 711)

Thank you,

ATRIO Health Plans