

Quick Reference Guide

Saint Mary's ATRIO Health Plans | Nevada



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

TRANSPORTATION - 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

MEDICARE HEALTH INSURANCE	
Name/Nombre JOHN L SMITH	
Medicare Number/Número de Medicare 1EG4-TE5-MK72	
Entitled to/Con derecho a HOSPITAL (PART A)	Coverage starts/Coertura empieza 03-01-2016
MEDICAL (PART B)	03-01-2016

SAINT MARY'S ATRIO MEDICARE ADVANTAGE

 Saint Mary's Health Plans	 ATRIO Health Plans	SAINT MARY'S ATRIO Plan Rx (PPO)
NAME: John L Smith MEMBER ID: 12345		
RxBin: 015574 RxPCN: ASPROD1 RxGrp: ATRO1 Issuer: SAINT MARY'S ATRIO Health Plans Administrator: MedImpact		
MedicareRx Prescription Drug Coverage Medicare Limiting Charges Apply CMS# H6743-018-001		Print date: xx/xx/xxxx
Rx Coverage: Y		

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@atriohp.com

Part D Drugs

Submit ePA at covermyeds.com/main/prior-authorization-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.

For provider use only. Do not distribute to members.

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