



## Frequently Asked Questions

*In an effort to better assist you with answering your clients' questions on BeneLynk's partnership with ATRIO and the services they can provide members, below are some FAQs and answers.*

### BeneLynk Overview

#### **Who is BeneLynk?**

BeneLynk is a national social care advocate for managed care companies. BeneLynk engages members to understand health-related social needs and provides professional advocacy to help them access benefits.

#### **Is member information secure with BeneLynk?**

All member information sent to BeneLynk is secure and is not shared with anyone besides ATRIO Health Plans. To learn more about BeneLynk's privacy policy, visit: <https://www.benelynk.com/privacy-policy>.

#### **How can I contact BeneLynk?**

Brokers should contact ATRIO Health Plans broker support at 541-492-2166. If members have any questions, they can contact BeneLynk directly at 1-866-977-6136 (TTY 711), Monday - Friday, 8 a.m. - 8 p.m. or visit: <https://www.benelynk.com/faq>.

### Veterans Support

#### **Why is BeneLynk contacting ATRIO members?**

ATRIO has partnered with BeneLynk to identify our members who are veterans and have previously used or currently use Veterans Affairs (VA) for their health care. This information will give us a better understanding of how veterans use and receive care and help us to provide better coordination of care and improve veteran member programs.

#### **How will BeneLynk use the member information they collect?**

Last year, members identified as veterans received a questionnaire from BeneLynk in which they told us about care they received through a Department of Veterans Affairs (VA) medical facility, as well as a permission form allowing us to request updated information from the VA. This permission allows ATRIO to obtain members' medical records to help increase accuracy in risk adjustment, close Stars and Hedis gaps, and lower medical costs.

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## LIS / Medicaid Recertification

### **How can BeneLynk support ATRIO members with recertification?**

BeneLynk is contacting ATRIO Health Plans members who need to apply - or re-apply - for Low Income Subsidy (LIS) or Medicaid, and provide them with assistance with the recertification process to help ensure that they receive the benefits in which they are entitled.

### **Can BeneLynk help members enroll in other programs?**

Yes, BeneLynk can help members apply to enroll in other programs that may help them save on energy costs and telephone bills, home repair, nutrition services and transportation.

### **How will BeneLynk use the member information they collect?**

Eligible members may receive a letter from ATRIO Health Plans asking them to sign and return an Authorization of Assistance (AOA) form. This form gives BeneLynk permission to work on behalf of the member with the state Medicaid agency to assist the member with enrolling in or maintaining their Medicaid. This form will be valid until the member is no longer a member of ATRIO Health Plans or until the member removes the authorization. **Note:** This is separate from an Agent of Record (AOR) and has no impact on the AOR. For additional information on privacy of information, see "Is member information secure with BeneLynk?" on page 1."

### **Is there any cost to ATRIO member for BeneLynk's services?**

No. There is no charge to ATRIO members for using any of BeneLynk's services.

### **Are there any additional support resources BeneLynk can provide?**

BeneLynk can also connect members with available resources that can help address their social and/or financial needs, such as access to food, housing or transportation, financial assistance and assistance with maintaining Medicaid eligibility, where applicable.

## **Contact ATRIO Member Services**

1-877-672-8620 (TTY 711), daily 8 a.m. - 8 p.m. (PST)

**For broker use only. Do not distribute to members.**

ATRIO Health Plans is a PPO, HMO, PPO C-SNP and HMO D-SNP with Medicare and Oregon Health Plan contracts. Enrollment in ATRIO Health Plans depends on contract renewal.