

## AGENT TOOLS & SUPPORT

### Broker Support

**Phone:** 1-541-492-2166 (TTY 711)

8 a.m. – 5 p.m., Monday – Friday

Email: agentdesk@atriohp.com

### Agent Portal –growATRIO

Our one-stop shop where agents can access the CRM tool (EvolveNXT), plan information, provider and prescription coverage lookup tools, agent resources such as training calendar and job aids. Also use to order enrollment kits, customizable marketing materials and promotional items from the StoreFront.

**Website:** growatrio.com

**Username/ Password:** Agent NPN/ create your own password

### Enrollment Options

#### Product Information:

Online/ Paper: atrio.evolvernxt.com/login.htm

#### Member Self-Enroll App:

Agents can receive credit when a member self-enrolls at atriohp.com. Members must enter agent's National Producers License number (NPN) at the time of enrollment to receive credit.

#### Application Cancellation and Withdraws

**Phone:** 1-877-672-8620 (TTY 711)

### Member Support

Member Services

**Phone:** 1-877-672-8620 (TTY 711)

Daily, 8 a.m. – 8 p.m., local time

**Email:** customerservice@atriohp.com

**Member Portal:** atriohp.com/member-portals/

### Prescription Drug Information

Formulary Lookup

**Online:** atriohp.com –go to “Find a Drug”

**MedImpact:** 1-800-681-9571; Option 4

Pharmacy questions,

**email:** pharmacy@atriohp.com

### Supplement Benefit Contact Information

More information can be found online at atriohp.com/extra-benefits

### Dental Benefit

**Phone:** 1-877-672-8620 (TTY 711)

Daily, from 8 a.m. – 8 p.m.

### Meal Benefit – Provided through GA Foods

**Phone:** 1-844-237-2695 (TTY 711)

Daily, from 8 a.m. – 8 p.m.

### Vision Benefit – Provided through VSP

**Phone:** 1-844-344-0572 (TTY 711)

Daily, 8 a.m. – 8 p.m.

### Hearing Benefit – Provided through Amplifon

**Phone:** 1-866-375-0563 (TTY 711)

Monday – Friday, 5 a.m. – 6 p.m. PST

### Over-the-Counter (OTC) Benefit

*Catalog – Provided through &more*

*Retail – Provided by &more*

Catalogs and retail network store listings can be found at atriohp.com or andmorehealth.com

**Phone:** 1-855-263-6673 (TTY 711)

Monday – Friday, 8 a.m. – 8 p.m. PST

### Transportation Benefit –

*Provided through SafeRide Health*

**Phone:** 1-888-617-0467 (TTY 711)

Monday – Saturday, 6 a.m. – 6 p.m. PST

### Flex Card – Provided through &more

Benefits include dental, fitness, OTC, routine chiropractic, acupuncture and naturopathy services. For Flex Card balance:

**Phone:** 1-855-263-6673 (TTY 711)

**Online:** atriohp.com or andmorehealth.com

**Mobile App:** andmore

To report a lost or stolen card or for other questions regarding your Flex Card benefits:

**Phone:** 1-855-263-6673 (TTY 711),

Monday – Friday, 8 a.m. – 8 p.m., PST


### Personal Emergency Response System (PERS) – Provided through LifeStation

**Phone:** 1-833-287-3622 (TTY 711),

Monday – Friday, 5 a.m. – 8 p.m. PST

## SAMPLE ID CARDS

### ATRIO Medicare Advantage

	<b>ATRIO Plan Rx (PPO)</b>
NAME: John L Smith MEMBER ID: 12345	
RxBin: 015574 RxPCN: ASPROD1 RxGrp: ATR01 Issuer: ATRIO Health Plans Administrator: MedImpact	<b>MedicareRx</b> Prescription Drug Coverage Medicare Limiting Charges Apply CMS# H6743-018-001
Rx Coverage: Y	Print date: xx/xx/xxxx

### Flex Card

	<b>Flex Card</b> DEBIT CARD
NOT AN EXACT REPLICA	

## OFFICES

### Salem, OR

550 Hawthorne Ave, Ste 140  
Salem, OR 97301  
Monday – Friday, 8 a.m. – 5 p.m.

### Roseburg, OR

2270 NW Aviation Drive  
Roseburg, OR 97470  
Monday – Friday, 8 a.m. – 5 p.m.

## SALES TEAM

### Associate Vice President, Sales

**Ana Cortez**

**m.** 520-275-2716

**e.** ana.cortez@atriohp.com

### Market Managers:

**Theresa Derby**

**m.** 541-817-5067

**e.** theresa.derby@atriohp.com

**Toni McMillan**

**m.** 541-890-1828

**e.** toni.mcmillan@atriohp.com