

## 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

### Supplemental 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 Mom's Meals

**Phone:** 1-877-672-8620 (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 Medline*

*Retail –Provided by InCommHealth*

Catalogs and retail network store listings can be found only at atriohp.com/extra-benefits

**Phone:** 1-855-253-5768 (TTY 711)

Monday – Friday, 5 a.m. – 6 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 InCommHealth

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

**Phone:** 1-833-287-3622

**Online:** atriohp.com via the member portal

App: OTC Network

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

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

Monday – Friday, 5 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



### Flex Card



## OREGON OFFICES

### Tigard, OR

13190 SW 68th Parkway, Ste 100  
Tigard, OR 97223  
Monday – Friday, 8 a.m. – 5 p.m.

### Salem, OR

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.

For agent use only. Do not distribute to members.

## OREGON SALES TEAM

### Sales Director – Ana Cortez

Oregon & Nevada  
m. 520-275-2716  
m. 775-302-0398  
e. ana.cortez@atriohp.com

### Market Manager – Theresa Derby

Douglas & Lane Counties  
m. 541-817-5067  
e. theresa.derby@atriohp.com

### Market Manager – Toni McMillan

Klamath, Jackson & Josephine Counties  
m. 541-890-1828  
e. toni.mcmillan@atriohp.com

### Market Manager – Cari Herrera

Marion, Polk, Portland & Yamhill Counties  
m. 541-905-6732  
e. cari.herrera@atriohp.com

## NEVADA SALES TEAM

### Sales Director – Ana Cortez

m. 520-275-2716  
m. 775-302-0398  
e. ana.cortez@atriohp.com