

Be Well

SPRING 2024



From Our CEO

At ATRIO, your voice matters! Your feedback helps shape our benefits, including the Flex Card, transportation, meals, telehealth, and more.

One of the ways we can improve as a customer service organization is through member surveys. If you are asked to participate in a survey, I encourage you to take part in it and provide your honest feedback on ATRIO and the service we provide to our members.

To help you navigate the often-confusing wording of surveys, check out the "Understanding Member Surveys" article in this newsletter.

Thank you sincerely for trusting us with your Medicare coverage needs.

Gregg Kimmer
President and CEO
ATRIO Health Plans

Your ATRIO Flex Card

Providing annual allowances for dental care, gym memberships and classes and select Over-the-Counter (OTC) items, simply swipe your ATRIO Flex Card to pay for eligible services or items, and the amount will be deducted from your card's balance!



- 1. Preventive and Comprehensive Dental Care:** Any dental care you need, from any dental provider, up to your plan's annual dental allowance.
- 2. Fitness Benefits:** Pay for gym classes or recurring membership fees up to your plan's annual allowance. You can even set up regular payments for your monthly gym membership fee right from your balance.
- 3. OTC Shopping:** Shop for eligible health-related OTC items up to your allowance each quarter. (Your OTC dollars don't roll over each quarter.)

To view your Flex Card balance, report a lost card or for other questions, call 1-833-287-3622 (TTY 711), Monday-Friday, from 5 a.m. to 8 p.m. local time, or visit atriohp.com.



Join our Member Advisory Committee

The ATRIO Member Advisory Committee (MAC) is how our members give us feedback! To join the MAC:

Call: 1-877-672-8620 (TTY 711) daily 8am-8pm local time

Email: members@atriohp.com

Online: atriohp.com/member-advisory-committee



Get a Free Diabetic Meter



An accurate and up-to-date blood glucose meter can help you manage your diabetes and blood sugar level. ATRIO Health Plans will provide you with a brand new meter, at no cost to you! Your provider can send the request for a new meter and test strips to the in-network pharmacy of your choice.

ATRIO also covers Dexcom and Freestyle Libre continuous glucose monitors, available at most pharmacies, for members with diabetes.

For a full list of preferred blood glucose meters and information on each style, as well as glucose monitors and their coverage, visit atriohp.com.



May is Mental Health Awareness Month

Mental Health Awareness Month (MHAM) was established in 1949 to increase awareness of the importance of mental health and wellness in Americans' lives and to celebrate recovery from mental illness. If you notice any sudden changes in yourself or someone you care for, tell your doctor. For additional information, visit samhsa.gov.

Opioids – Know the Risks



If you have pain from surgery, or if you fall and break a bone, your doctor may prescribe you an opioid – like codeine, morphine, or oxycodone. While these drugs can be helpful, they can also be dangerous. Opioid addiction can form after less than seven days of use. They are not recommended for long-term, non-cancer pain.

If you need to take an opioid it is important to know the risks. When taken every day, your body may 'get used to' these drugs and they will not work as well (called 'tolerance'). Taking more for the same effect increases your risk of addiction or overdose. Taking opioids with other drugs can also lead to serious health problems or even death. Never drink alcohol or use other drugs your doctor did not prescribe while taking an opioid.

You have safer options for pain relief! Many Over-the-Counter (OTC) drugs like Tylenol, ibuprofen, and creams reduce pain. You can also use exercise, physical therapy, massage, and acupuncture to reduce pain.

Visit atriohp.com or call us to learn more about the benefits covered for ATRIO plan members.

DID YOU KNOW?

As an ATRIO member benefit, 100-day supplies are available on certain medications for the same cost as a 60-day supply. Ask your doctor to prescribe 100 days on your maintenance medications to save you time and money.

Mail-order pharmacies are also available for member convenience, delivering medications and supplies directly to your door. To learn more or find a pharmacy, visit atriohp.com.

Understanding Member Surveys

From March to May, a randomly selected group of Medicare Advantage members will be asked to participate in the annual Medicare Experience Survey from the Centers for Medicare and Medicaid Services (CMS). If selected, your feedback will be used to help improve your benefits and services. To assist you in navigating the sometimes confusing sea of survey questions that may come your way, we designed this article to highlight some example questions – and what the question is really asking.



Example Survey Question #1

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate the quality of all your health care in the last 6 months?

0 1 2 3 4 5 6 7 8 9 10

Tip: One of the most common survey points of confusion is the numerical rating system (i.e., is “1” the best or worst?). In the example above, a **“10” is the most favorable response, and a “0” is the least**. Also, **in this example, “health care” refers to your entire health care experience**, not any individual experience you may have had with a doctor or health plan.



Example Survey Question #2

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

0 1 2 3 4 5 6 7 8 9 10

Tip: This question is asking you about **your experience with ATRIO (i.e., the health plan provider), not your doctor**. If you did not use your insurance/health plan, you can skip this question or leave it blank.



Example Survey Question #3

In the last 6 months, how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed?

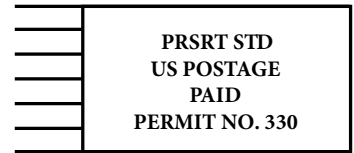
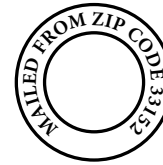
Never Sometimes Usually Always
 I did not use my prescription drug plan to get any medicines in the last 6 months

Tip: Respondents may mistakenly select “never” because they never use their drug prescription plan benefit, but the question is asking if the plan was easy to use. If you did not use your prescription drug benefit, then you should select “I did not use my prescription drug plan to get any medicines in the last 6 months” or skip this question and leave it blank.

Whether you are selected to participate in the survey or not, your input is crucial. ATRIO does not get member survey feedback, so don’t hesitate to contact our Member Services team at 1-877-672-8620 (TTY 711), daily from 8 a.m. to 8 p.m. local time.



ATRIO Health Plans
2965 Ryan Dr. SE
Salem, OR 97301



Important Plan Information

Questions? Call us First!

We're here for you.

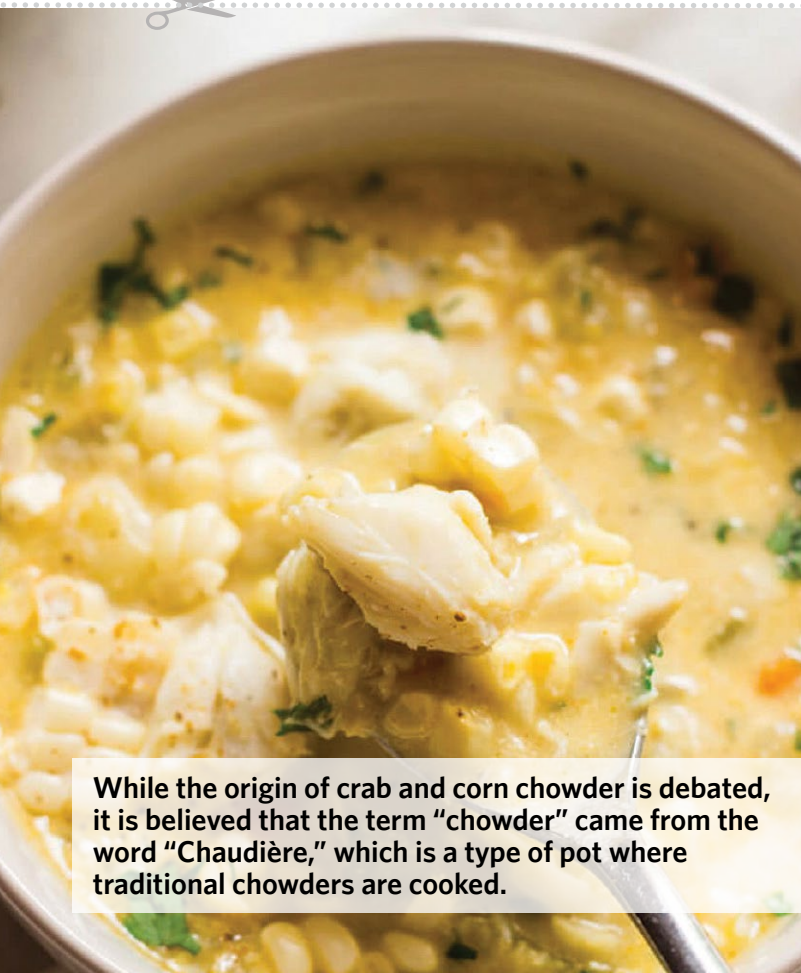
Call Member Services:

Toll Free: 1-877-672-8620 (TTY 711)

Daily from 8 a.m. – 8 p.m. Local Time

Want to submit a health topic
for an upcoming issue? Email us!
members@atriohp.com

<Firstname Lastname>
<Recipient Address>
<City>, <St> <Zip>



Crab and Corn Chowder

Ingredients:

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|------------------------------------|---|
| 2 tbsp. butter | 2 tbsp. Old Bay |
| 2 tbsp. flour | 3 cups half & half |
| 2 slices bacon, chopped | 2 cups chicken broth |
| 1 medium onion, chopped | 1 cup diced, peeled potatoes |
| 1/2 red bell pepper, chopped | 6 oz. lump crabmeat |
| 2 ribs celery with leaves, chopped | 1 cup frozen corn kernels |
| 4 sprigs fresh thyme | Chopped chives or flat leaf parsley for garnish |
| 2 tsp. tabasco sauce | Salt and pepper to taste |

Directions:

Over medium-high heat, melt butter. Add bacon, onion, bell pepper, celery and thyme. Season with salt, pepper and tabasco sauce and cook for 5 minutes. Stir in flour and Old Bay. Cook for 1 minute. Whisk in half & half and add broth. Bring to a boil and add potatoes. Simmer about 15 minutes. Add crabmeat and corn. Remove thyme sprigs from the soup and cook until corn is heated through.

While the origin of crab and corn chowder is debated, it is believed that the term "chowder" came from the word "Chaudière," which is a type of pot where traditional chowders are cooked.