Propio Atrium-Insurance Validation

CareSource

Pre-requisites

1. As a Provider, you must first be approved by CareSource to participate in this program. Information for this program can be found by clicking this link.
2. We encourage all Providers to be contracted directly with Propio to allow interpreting services to be billed directly to your agency should the patient not meet CareSource eligibility. Without a direct contract, services will be otherwise denied.
   To confirm if you have a CareSource or direct Propio account setup, please contact ClientServices@Propio-LS.com.

Once Access Setup is Complete

Congratulations! You now have access to the onsite interpreter scheduling platform - Atrium. Upon your initial login, you will be prompted to update your password.

Username: Your email address
Temporary PW: PROPIO
Overview video: Click Here

Obtaining insurance validation

Follow the directions for submitting a pre-scheduled request as indicated in the overview video. To qualify an appointment for the CareSource program, select your CareSource account and follow these additional steps:

1. Enter insured's (consumer) name & confirm date of birth. If insured's profile has not been setup, select + (add) to create the insurance profile
2. Confirm insured's insurance profile:
   a. BASIC INFORMATION (Required)
      i. First name (Required)
      ii. Last name (Required)
      iii. Date of birth (Required)
   b. ADDRESS – Optional
   c. INSURANCE DETAILS
      i. Insurance name or State of coverage (Required)
      ii. Member ID (Required)
      iii. Effective date or date of insurance profile setup (Required)

3. Upon completion, select SAVE to allow the system to automatically validate eligibility. Should additional information need to be reviewed/confirmed, a message will appear. Once confirmed, select REFRESH to re-validate.

   NOTE: Should the insured not meet CareSource eligibility, you may change the account to your direct account to proceed with the scheduled request.

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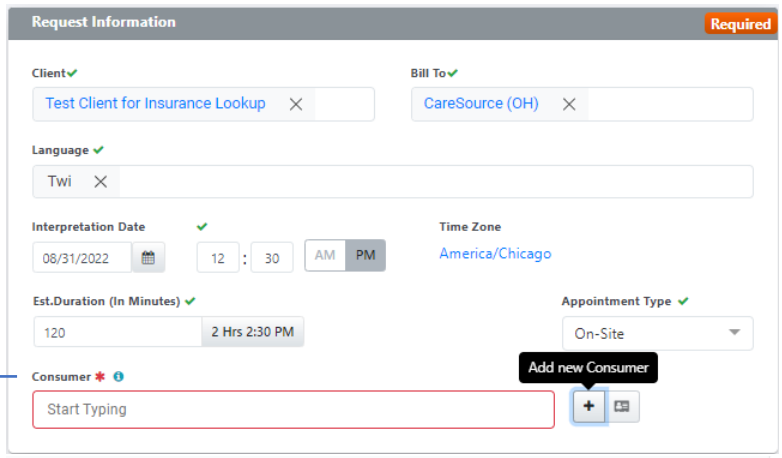

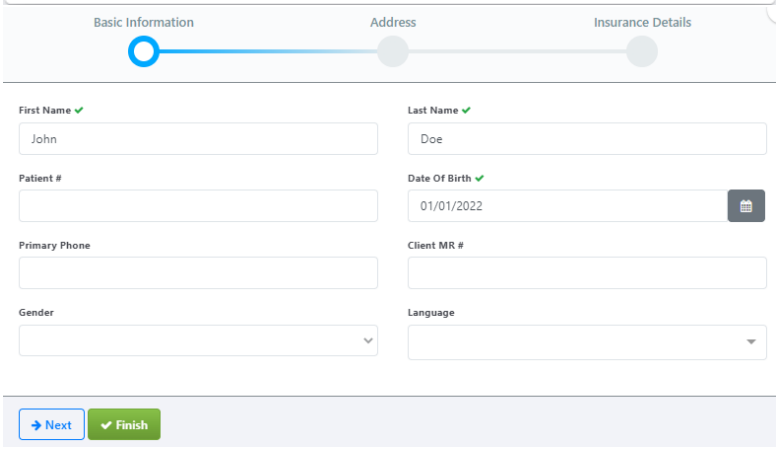

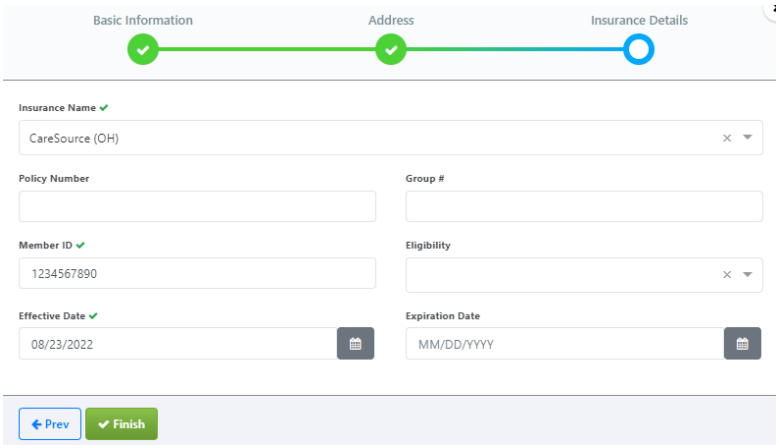

STEP 1
Enter Insured or
Add Insurance Profile

STEP 2
Confirm Basic Information &
Insurance Details

STEP 3
System Automatically
Confirms Eligibility Validation

If revalidation is necessary, select REFRESH