

# FAQs: Trio Transition



## What is happening to Trio?

On January 12, The Trio Solution brand is being retired, but the services and support teams you know from Trio are moving to MoveDocs. You'll get the same great services, plus access to a whole lot more on the MoveDocs platform.

## What is MoveDocs?

MoveDocs is a personal injury solutions platform designed to help law firms and providers maximize outcomes and minimize costs as they work to achieve the best results for their clients. MoveDocs streamlines plaintiff medical, plaintiff funding from Oasis Financial, and expert services from ExpertPays on a cloud-based platform that integrates with most major case management software.

## What is happening to my Trio Team?

For the most part, customers will continue to work with the same team members they're accustomed to. In some circumstances, new team members will be assigned. In both cases, your current reps will reach out to make sure you you're informed. Our operations support teams are aligning around firms and geographies to create greater familiarity and consistency. We will introduce your teams soon.

## How will I access my Trio cases when the Trio portal shuts down on January 12?

On January 12, the Trio portal will no longer be available, but all existing case information will be accessible on MoveDocs once you request access. To get a login to MoveDocs, you just need to request access and complete a brief demo, so we can show you how the new platform works. You can request access by visiting [movedocs.com/trio-care](https://movedocs.com/trio-care) or by contacting your current Trio representative.

## How will I access my cases on MoveDocs?

Once you have access to MoveDocs, simply visit the 'Patients' tab. You'll find each case listed alphabetically by plaintiff name, along with all case details. You can also search by plaintiff name to find individual cases.

## How do I access MoveDocs and train my team?

You can request access by visiting [movedocs.com/trio-care](https://movedocs.com/trio-care) or by contacting your current Trio representative. When you schedule your demo meeting, just let us know the names and emails of all team members, and we'll be sure they're provided access and included in the training.

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## How do I submit bills and records to MoveDocs for payment?

Just set us up as a payer in your clearinghouse or drag and drop your bills and records into the MoveDocs platform. For help, reach out to our onboarding success team at [PAMonboarding@movedocs.com](mailto:PAMonboarding@movedocs.com). We'll work with you to find a solution that streamlines the process.

## What can I find on the platform?

With MoveDocs, you can submit bills and records for payment, view payment info, see pending schedule details, and use the MoveDocs map to seamlessly refer patients for any recommended care with other specialists who work on a lien or LOP. You can learn more at [movedocs.com/trio-care](https://movedocs.com/trio-care)

## How do I submit new procedures for servicing approval?

In some instances, we will no longer require prior review before servicing approval!

Your account manager will work directly with you during onboarding and provide training on how to submit bills, records, patient-signed liens, and attorney/law firm information for payment.

The MoveDocs platform is built to make servicing procedure requests simple - just log in, submit a new procedure request, and follow the prompts. Once submitted, our Provider Solutions team will review your request and will send you a servicing decision via email. If you have any questions, please email our onboarding team at [PAMonboarding@movedocs.com](mailto:PAMonboarding@movedocs.com).

## Who do I contact for help?

You can always call your rep for help, and here is a list of specialized support by function:

Department	Phone Number	Email
Onboarding & Getting Started	(866) 611-5609	PAMonboarding@movedocs.com
Scheduling & Procedure Status	(866) 611-5609 Ext. 2	scheduling@movedocs.com
Payment Reconciliation	(866) 611-5609 Ext. 3	PTF@movedocs.com
Regarding No Longer Represented Plaintiffs	(866) 611-5609 Ext. 6	NLR@movedocs.com