

April 2021

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Provider Validation Required on Claim Submission Effective April 19, 2021

Empower will be validating provider identifying and demographic data via front-end claims edits. If the data submitted on the claim does not match the data registered with Arkansas Medicaid, claims will reject and you will need to resubmit with appropriate data based on the state Master Provider File. If data on the registry is not current, please reach out to provider enrollment at 800-457-4454.

The following will be effective April 19, 2021:

- Providers must include both the billing and the rendering NPI and Taxonomy numbers in the appropriate boxes on all HCFA 1500 (professional) paper claim submissions and/or the 837-p equivalent.
- Providers must include both the billing and the attending NPI and Taxonomy numbers in the appropriate boxes on all UB04 (institutional) paper claim submissions and/or the 837-I equivalent.
- If the billing and rendering provider is the same, only the billing NPI and Taxonomy numbers need to be submitted.
- Atypical Providers* will submit their Medicaid ID/Pin in the appropriate billing and/or rendering fields.

Provider Validation (continued on Page 2)

- Group and facility providers must submit the billing NPI and Taxonomy numbers as well as the rendering NPI and Taxonomy numbers of the professional performing the service in the appropriate fields. Please note, for group and facility providers, the billing NPI and Taxonomy numbers are different and distinct from the rendering NPI and Taxonomy numbers.

Please ensure data is current with Arkansas Medicaid prior to April 19, 2021 to avoid disruption of payment and processing.

For more information on how to complete each billing form you can see our Provider Validation Job Aids at our website on the Forms and Resources page under Claims Resources [here](#).

* Provider types– 06, 15, 23, 27, 32, 6, 39, 50, 51, 52, 53, 54, 55, 56, 57, 67, 70, 71, 72, 73, 74, 75, 82, 83, 84, 85, 86, 87, 95** (** PT 95 with NW, NT, NU, NV specialties require NPI)

April is Autism Awareness Month

Autism Spectrum Disorder (ASD) is a developmental disability that can cause significant social, communication and behavioral challenges.

A diagnosis of ASD now includes several conditions that used to be diagnosed separately: autistic disorder, pervasive developmental disorder not otherwise specified (PDD-NOS), and Asperger syndrome. These conditions are now all called Autism Spectrum Disorder.

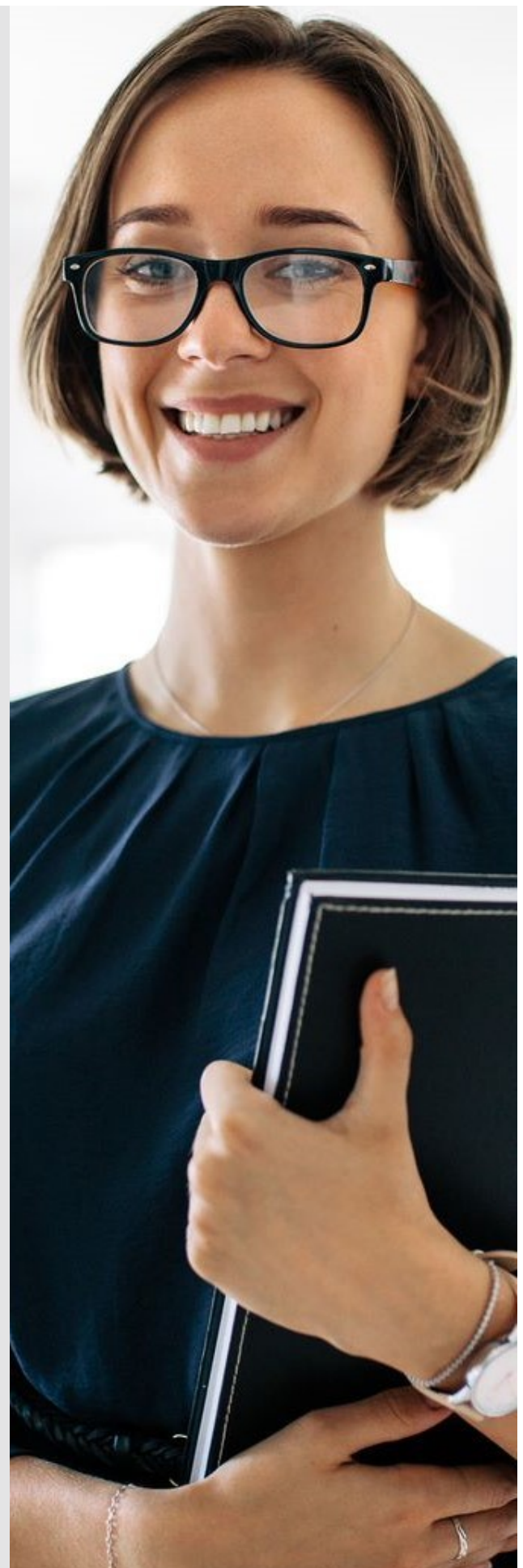
Diagnosing ASD

Diagnosing ASD can be difficult since there is no medical test, like a blood test, to diagnose the disorders. Doctors look at the child's behavior and development to make a diagnosis.

ASD can sometimes be detected at 18 months or younger. By age 2, a diagnosis by an experienced professional can be considered very reliable.¹ However, many children do not receive a final diagnosis until much older. This delay means that children with ASD might not get the early help they need.

Treatment

There is currently no cure for ASD. However, research shows that early intervention treatment services can improve a child's development.^{2,3} Early intervention services help children from birth to 3 years old (36 months) learn important skills. Services can include therapy to help the child talk, walk, and interact with others.





ASD (continued from Page 2)

In addition, treatment for particular symptoms, such as speech therapy for language delays, often does not need to wait for a formal ASD diagnosis.

Autism-Specific Testing

Below are links to providers that provide Autism-specific testing in Arkansas.

Dennis Developmental Center
501-364-1830

<https://pediatrics.uams.edu/clinical-programs-affiliates/dennis-developmental-center/>

Schmieding Development Center
479-750-0125

<https://pediatrics.uams.edu/clinical-programs-affiliates/schmieding-developmental-center/>

Community-Based Autism Liaison and Treatment Project (CoBALT)

<https://cobaltar.org/locations>

Applied Behavior Analysis (ABA)

Applied Behavior Analysis (ABA) is a therapy that is based on the science of learning and behavior.

Many ABA interventions have been shown to be effective, but others still need more research.

Below are some of the individual summaries for ABA interventions. For a complete list go to the Association for Science in Autism Treatment website [here](#).

- [Behavior Chaining](#)
- [Description of Service Providers](#)
- [Discrete Trial Instruction](#)
- [Errorless Learning/Teaching](#)
- [Functional Communication Training \(FCT\)](#)
- [Modeling](#)
- [Peer-Mediated Social Skills Training](#)
- [Pivotal Response Training/Treatment \(PRT\)/ Natural Language Paradigm \(NLP\)](#)
- [Reinforcement Systems](#)
- [Self-Management](#)
- [Small-Group Instruction](#)

Excerpt: <https://www.cdc.gov/ncbddd/autism/facts.html>; Resources: <https://uofapartners.uark.edu/projects/autism-partnership/>; <https://asatonline.org/for-parents/learn-more-about-specific-treatments/treatments-in-alphabetical-order/>

April is Alcohol Awareness Month

As April is alcohol awareness month, it's important we take time to increase awareness *and* reduce the stigma surrounding alcoholism. The National Institute on Alcohol Abuse and Alcoholism (NIAAA) reports that according to the 2019 National Survey on Drug Use and Health (NSDUH), 85.6 percent of people ages 18 and older reported that they drank alcohol at some point in their lifetime, 69.5 percent reported that they drank in the past year, and 54.9 percent (59.1 percent of men in this age group and 51.0 percent of women in this age group) reported that they drank in the past month.

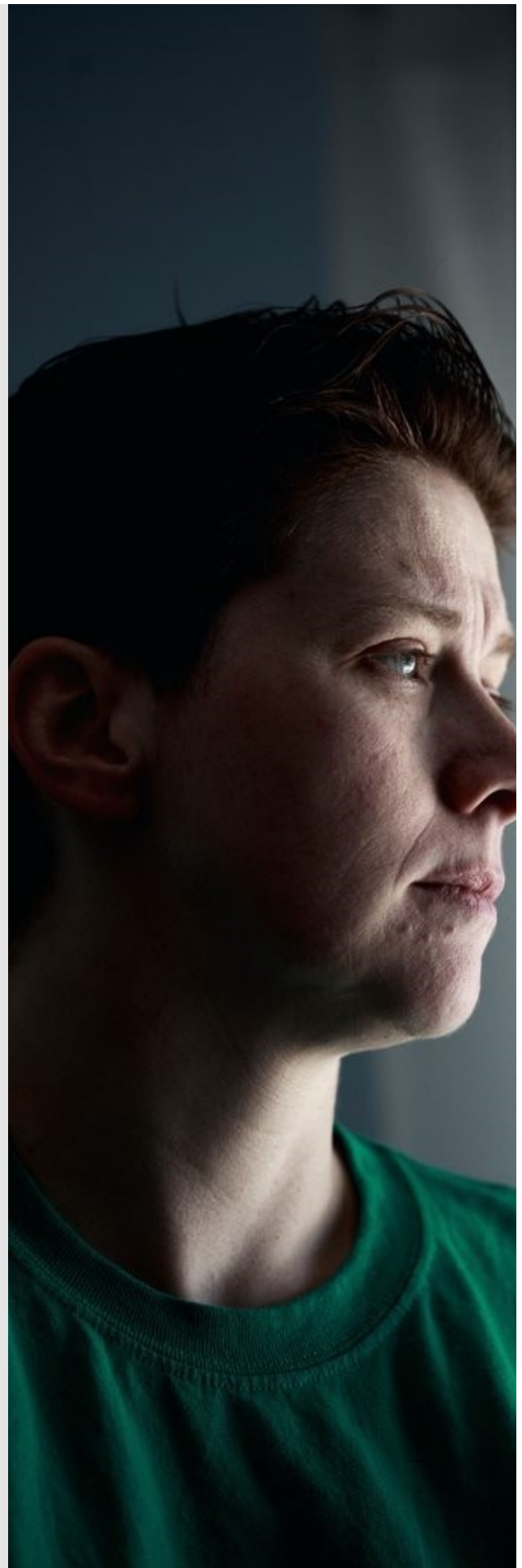
Alleviating stigma is not easy, but necessary in creating a safe and open path for individuals and families touched by alcoholism to seek help. It is especially crucial that people across healthcare, from staff in emergency departments to physicians, nurses, and physician assistants, be trained in caring compassionately and competently for people with substance use disorders. Treating patients with dignity and compassion is the first step. When people with addiction are stigmatized and rejected, especially by those within healthcare, it only contributes to the vicious cycle.

Some of the ways we can reduce stigma include:

- Treat those with drug or alcohol issues with dignity.
- Avoid derogatory labels.
- Act with compassion.
- Listen without judgment.
- Separate the person from the disease.
- Replace negative perceptions with proven facts.
- Educate ourselves about addiction.

Let's say that last one again. Educate, educate, educate. The more we can educate, the more we can not only promote awareness and reduce stigma, but hopefully *prevent*. For more helpful resources such as a series of alcohol-related webinars, infographics, articles, etc., visit the [Centers for Disease Control and Prevention website](https://www.cdc.gov/diseasecontrolandprevention/). The more we can improve our understanding and reduce stigma, the wider we open the door for people suffering from alcohol-related disorders to receive help.

Excerpt: <https://www.niaaa.nih.gov/publications/brochures-and-fact-sheets/alcohol-facts-and-statistics>





Provider Alert

Provider Validation Edits effective April 19, 2021 (March 17, 2021)

Empower Healthcare Solutions (Empower) has created Job Aids for providers in preparation for the Provider Validation edits set to be deployed on April 19, 2021. The Job Aids are available on the Empower website <https://www.getempowerhealth.com/providers/provider-billing/>.

Provider Alerts regarding Provider Validation are also available on the Empower website.

Taxonomy Warning Edit Provider Alert

<https://s18637.pcdn.co/wp-content/uploads/sites/17/Provider-Alert-11-23-20-Taxonomy-Warning-Edit.pdf>

Provider Validation Required on Claim Submission Provider Alert

<https://s18637.pcdn.co/wp-content/uploads/sites/17/02-22-21-Provider-Alert-Provider-Validation-Requirements.pdf>

To avoid disruption of payment and processing please ensure data is current with Arkansas Medicaid and taxonomy is submitted correctly in accordance with the Empower job aids/alerts prior to **Monday, April 19, 2021**.

Coronavirus Provider Alerts

Throughout the COVID-19 outbreak and the resulting declared state of emergency, Empower has worked with and followed the Arkansas Department of Human Services service recommendations and billing guidelines. The uncertainty posed by a public health emergency causes stress and anxiety for our shared members. Therefore, core to our plan is ensuring that members have access to all appropriate services and providers are educated regarding those services. For a complete summary of Coronavirus Provider Alerts see Empower's website at the following link.: <https://www.getempowerhealth.com/coronavirus/>.

Please click [here](#) for the most up to date Empower information regarding COVID-19.

For Up to Date and Additional Key Information regarding COVID-19:

CDC—<https://www.cdc.gov/coronavirus/index.html>

Arkansas Department of Health—<https://www.healthy.arkansas.gov/>

Educational Opportunities

The following is a list of available trainings offered by Empower Healthcare Solutions:

- Community and Employment Supports (CES) Waiver: The PCSP, Justification for Services, and Things to Know when Submitting for Authorization
- Acute and Psychiatric Residential Treatment
- Community and Employment Supports (CES) Waiver: An expansive overview of services, descriptions, and codes
- Assisting Providers with Independent Assessments at Empower
- Care Coordination Overview
- Person Centered Service Plan
- Incident Reporting for Empower Providers
- Empower Provider Orientation
- InterQual and Medical Necessity Evaluations
- Arkansas InterQual Inpatient Provider Training
- Provider Portal: Prior Authorization and Claims
- Psychiatric Residential Treatment and Intermediate Care Facilities (ICF)
- Inpatient Authorizations: Navigating Identifi and Medical Necessity
- Outpatient Services and Home and Community Based Services
- Personal Care Services
- Overview of Physical Therapy, Occupational Therapy, Speech Therapy, and Day Treatment Services
- Developmental Disabilities Services

To access a training slide deck click [here](#) and go to Educational Opportunities.

For more information or to schedule a training for your organization, please contact empowerhealthcaresolutionsPR@empowerhcs.com

Clinical Practice Guidelines

With an eye toward continued evolution of clinical practice guideline development calling for higher standards of evidence, the industry currently has maintained or produced a limited number of guidelines that meet the new standards for guideline rigor and transparency. Empower has reviewed and adopted the following [clinical practice guidelines](#) to meet those standards.



Empower Announces Member Newsletter

Beginning late April, Empower will be publishing and sending a quarterly newsletter to our members. Some of the things this member newsletter will contain are Care Coordination and Covid-19 information, helpful links and numbers, activities for families, a nurses' corner (featuring information on wellness visits and activities to improve physical health) and CC staff spotlights. The members will receive these via mail but can also be found on the Members page of the Empower Website www.getempowerhealth.com.

Upcoming Webinars

Provider Orientation—This webinar will cover Empower related information including provider responsibilities, provider resources, member rights and responsibilities, eligibility, covered services, utilization management, care coordination, claims submission, quality improvement, the Empower portal, and more.

Provider Orientation		
Tuesday, April 20, 2021	10:00 am—11:30 am	Register Here!
Tuesday, May 18, 2021	10:00 am—11:30 am	Register Here!
Tuesday, June 15, 2021	10:00 am—11:30 am	Register Here!

Open Forum Calls— Meeting ID: 965 2894 6581, Passcode: 687523—This forum is intended to answer questions about Empower claims and provider validation, utilization management, and care coordination. Please remember this will be an open forum so you cannot reveal PHI (i.e. Empower ID, member name and/or date of birth, etc.)

Open Forum Call		
Tuesday, April 5, 2021	12:00 pm—12:30 pm	Join Here!
Tuesday, April 12, 2021	12:00 pm—12:30 pm	Join Here!

Resources:

Stay in the know with these useful links!

Empower Resource Links:

[Electronic Visit Verification](#)

[Provider Alerts](#)

[Provider Billing FAQ](#)

[Quick Reference Guide](#)

[Clinical Practice Guidelines](#)

[Provider FAQ](#)

[Empower Ethix360](#)

[Provider Handbook](#)

[Provider Quality Improvement Activities](#)

Arkansas DHS Resource Links:

[DMS: PASSE](#)

[Office of PASSE Ombudsman](#)

[PASSE Information for Providers](#)

[Provider Enrollment](#)

[Arkansas Medicaid](#)

[Arkansas Medicaid Fee Schedules](#)

[Arkansas Medicaid Manual](#)

Important Contact Information

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Quality Incentive Program for Medical/Surgical Hospitals

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To visit our website please go to:

www.getempowerhealth.com

On our website you will find:

- Clinical Practice Guidelines
- Contracting with Empower
- Cultural Competency Plan
- EVV
- Forms and Resources
- Incident Reporting
- Provider Alerts
- Provider FAQ
- Provider Billing FAQ
- Provider Handbook
- Provider Portal
- Pharmacy Provider Guideline
- Provider Quality Improvement Activities

Please feel free to share this newsletter.

If you would like to receive the newsletter, provider alerts, or training information please register for the provider distribution list at the following link.

[Provider Signup](#)

Division of Medical Services (DMS)

toll-free numbers:

Beneficiary Eligibility
800-482-8988

Beneficiary Coverage
800-482-5431

Office of PASSE Ombudsman
844-843-7351