

July 2021

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Empower Healthcare Solutions
P.O. Box 211446
Eagan, MN 55121

Member Services: 866-261-1286 | TTY 711

Provider Services: 855-429-1028

Fax: 888-614-5168

Website: www.getempowerhealth.com

July is Minority Mental Health Awareness Month

Mental health conditions do not discriminate based on race, color, gender or identity. Anyone can experience the challenges of mental illness regardless of their background. However, background and identity can make access to mental health treatment much more difficult. [Bebe Moore Campbell National Minority Mental Health Awareness Month](#) was established in 2008 to start changing this. Each year millions of Americans face the reality of living with a mental health condition.

Taking on the challenges of mental health conditions, health coverage and the stigma of mental illness requires all of us. In many communities, these problems are increased by less access to care, cultural stigma and lower quality care.

For 2021's Bebe Moore Campbell National Minority Mental Health Awareness Month, **NAMI** will continue to amplify the message of "You Are Not Alone." We will use this time to focus on the healing value of connecting in safe ways, prioritizing mental health and acknowledging that it's okay to not be okay through NAMI's blog, personal stories, videos, digital toolkits, social media engagements and national events.

Together, we can realize our shared vision of a nation where anyone affected by mental illness – no matter their background, culture, ethnicity or identity – can get the appropriate support and quality of care to live healthy, fulfilling lives – a nation where **no one feels alone** in their struggle.

America's entire mental health system needs improvement, including when it comes to serving marginalized communities. [Learn more about how you can get involved](#) during this awareness month.

How To Engage With “You Are Not Alone”

During Bebe Moore Campbell National Minority Mental Health Awareness Month, we will be uplifting the experiences of underrepresented communities through NAMI.org Personal Stories, NAMI Blogs, social media and our Strength Over Silence documentary miniseries. Please help us show support by sharing and contributing.

"While everyone - all colors - everyone is affected by stigma - no one wants to say 'I'm not in control of my mind.' No one wants to say, 'The person I love is not in control of [their] mind.'

But people of color really don't want to say it because we already feel stigmatized by virtue of skin color or eye shape or accent and we don't want any more reasons for anyone to say, 'You're not good enough.'"

-Bebe Moore Campbell

Excerpt: [Bebe Moore Campbell National Minority Mental Health Awareness Month](#) | [NAMI: National Alliance on Mental Illness](#); [Bebe Moore Campbell](#) | [Mental Health America \(mhanational.org\)](#)

Update on Organizational Changes

Last month we reported that by the end of 2021, Empower and Beacon Health Options (Beacon) will end their relationship, and the functions performed by Beacon will be performed either by Empower or another services organization. Among other key activities, Empower is working to assume direct control and management of all care coordination responsibilities. However, there will be virtually no change to many core activities such as claim adjudication and payment processes.





Update on Organizational Changes (continued from Page 2)

We also promised to update you as our transition efforts move forward. We are happy to report that efforts supporting this change are progressing nicely as Empower and Beacon work together to end their relationship at the end of this year. In addition, it is worth noting that Empower is also actively collaborating with DHS and AID in support of a successful and seamless transition.

Please know that we are working diligently towards a smooth changeover with no interruption to services, and our commitment to providers and members continues to be the primary consideration. Thank you for your continued participation in, and support of, Empower Healthcare Solutions. We hope to provide more details about this change in future newsletters.

Stay Informed with Empower

Empower continually maintains and updates our distribution list. Help us keep you informed by ensuring that we have current information for your staff to receive provider alerts, this newsletter, webinar trainings, and other general information. You can update your contact information by clicking [here](#) and completing the form.

Community Investment Grant

Empower is launching our Community Investment Grant along with Independent Case Management. See message below:

Message from Kevin Liang, Project Director & General Counsel, Independent Case Management, Inc.

1525 Merrill Drive, Suite 100, Little Rock, AR 72211

Office: 501-228-0063 | Cell: 501-351-0339

Hello Fellow Provider,

My name is Kevin Liang and I write concerning Empower's Community Investment Grant. This grant provides Empower credentialed agencies free training for employees supporting your organization through Relias Learning.

Please find a short flyer [here](#) with information explaining the program. You can also visit our website at www.TrainWithICM.org more information.

If you are interested, please let me know how many learners you would like to be enrolled in the program.

If you've already joined our program, we thank you for your decision and are always available to answer any questions you might have!

SSD Hedis Measure

Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)

WHAT DOES THE SSD MEASURE MEAN?

The percentage of members ages 18–64 with schizophrenia, schizoaffective disorder or bipolar disorder who were dispensed an antipsychotic medication and had a diabetes screening test during the measurement year.

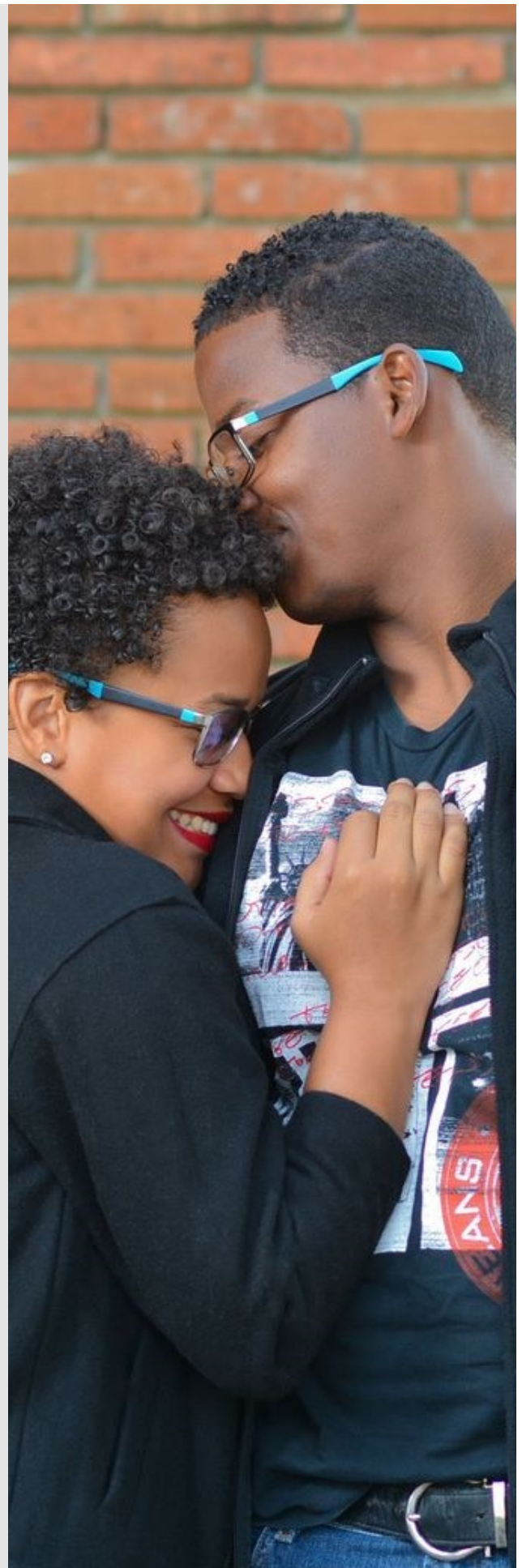
WHY IS THE SSD MEASURE IMPORTANT?

Persons with serious mental illness who use antipsychotics are at increased risk of cardiovascular diseases and diabetes; because of this, screening and monitoring of these conditions is important. Lack of appropriate care for diabetes and cardiovascular disease for people with schizophrenia or bipolar disorder who use antipsychotic medications can lead to worsening health and death.

Addressing these physical health needs is an important way to improve health, quality of life and economic outcomes downstream.

WHAT CAN PROVIDERS DO TO IMPROVE SSD RATES?

- Document all elements of exam, including medications, diagnosis and results of A1c.
- Ensure patients schedule appropriate lab screenings.
- Ensure patient (and/or caregiver) is aware of the risk of diabetes and have awareness of the symptoms of new onset diabetes while taking antipsychotic medication.
- Educate patient (and caregiver) about the risks associated with antipsychotic medications and cardiovascular disease and the importance of a healthy lifestyle.
- Assess the need for Case Management and refer if necessary.





SSD Hedis Measure (continued from Page 4)

Empower is working to improve the quality and well-being of our members who fall into this measure. As we continue that effort, the clinical outcomes of standard tests for our members will help identify where to focus our efforts.

The use of CPT/CPT® Category II codes helps identify clinical outcomes such as Glucose /HbA1c tests:

Glucose Test : CPT®/CPT II 80047-48, 80050, 80053, 80069, 82947, 82950-51

HbA1c Test: CPT®/CPT II 83036-37

HbA1c Test (result ranges): CPT®/CPT II 3044F, 3046F, 3051-52F

Diabetes Management

Disease Management (DM) services are based on a system of coordinated care management interventions and communications. These resources are designed to assist physicians and other health care professionals in managing members with chronic conditions. DM services include a holistic, member centric care management approach that allows case managers and care coordinators to focus on multiple needs of members. Our disease management program is focused on diabetes management.

Program Features:

- Proactive population identification processes
- Evidence-based national practice guidelines from recognized sources
- Collaborative practice models to include physician and support-service providers in treatment planning for members
- Continuous patient self-management education
- Ongoing process and outcomes measurement, evaluation and management
- Ongoing communication with providers as needed regarding patient status

Who is Eligible?

Any adult members with type 1 or type 2 diabetes. We identify members through:

- Care Coordination
- Claims data (e.g. Diagnoses, Utilization)
- Referrals

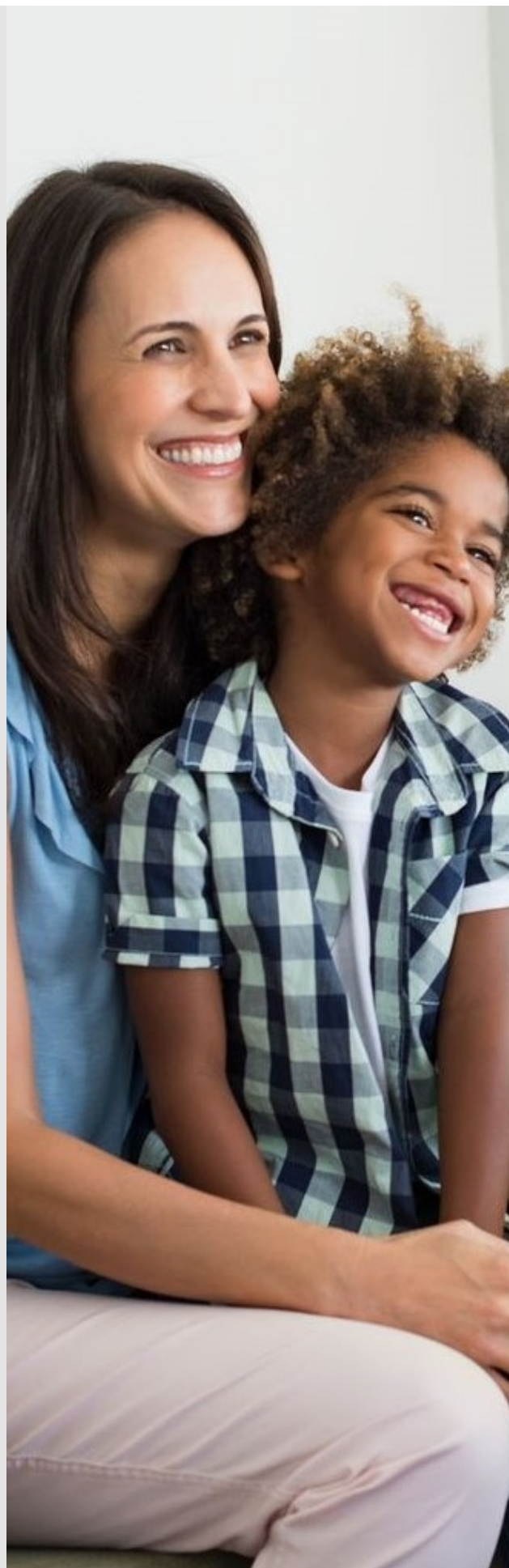
As a valued provider, we welcome your referrals of patients who can benefit from additional education and care coordination and case manager support. Our staff will work collaboratively with you to obtain your input in the development of person centered service plans. Members Identified for participation in the program are stratified based on claims data. They are provided with continuous education on self-management concepts, which include primary prevention, behavior modification and compliance/ surveillance as well as care management for high-risk members.

Program evaluation, outcome measurement and process improvement are built into the program.

To refer adult members to our Disease Management Program, contact our Care Coordination Department at 866-261-1286.

Care Coordination Reminders for Independent Assessments (IA's)

- Care Coordinators (CC) assist with scheduling member appointments for the Independent Assessment with Optum
 - ◇ Contact the CC to assist with scheduling the IA with Optum
 - ◇ You can reach the CC by calling 866-261-1286 or emailing CareCoordination@empowerhcs.com
 - ◇ To assist the member with scheduling the IA, contact Optum at 1-844-809-9538
- Members must participate and complete the Independent Assessment with Optum to remain PASSE eligible
 - ◇ Annually for BH Members
 - ◇ Every 3 years for DD Members





Care Coordination Reminders (continued from Page 6)

- Members with incomplete assessments have an updated expiration date of 12/31/21. This is due to the Federal Public Health Emergency that expires on 12/31/21.
 - ◇ Members will need to complete the IA prior to 12/31/21, or risk losing PASSE eligibility and their PASSE benefits that includes the member's Tier 2 and Tier 3 services

Provider Alert

6/28/21— Update: EVV Go-Live date for Personal Care Changed to 7/31/21

Personal Care providers will no longer be able to bill Empower directly effective 7/31/21. Empower partnered with HHAeXchange (HHAX) to facilitate all Electronic Visit Verification (EVV) for our Personal Care Providers. You are encouraged to begin submitting your claims directly through HHAX now to prevent claim payment delays.

In compliance with the 21st Century Cures Act Mandate, Empower Personal Care visits must be electronically verified for:

- Type of service
- Date of service
- Location of service
- Individual receiving the service
- Caregiver or aid performing the service
- Time service begins and ends
- Claim submission for personal care services

If you are using your own third party EVV system, please complete the [Provider Portal Questionnaire](#) and reach out to edisupport@hhaexchange.com as soon as possible to complete your integration. Details about file specifications and integration steps are at <https://link.zixcentral.com/u/1b498d6a/woKYvNk-6xGbalsHYVsSiw?u=https%3A%2F%2Fhhaexchange.com%2Far%2F> on the “EDI Process” tab.

The Quick Visit Entry function is to enter visits into HHAX for generating claims and to comply with the mandate. Please refer to the [Quick Visit Entry Process Guide](#) for more details.

Practice Authorization Portal—New Updates

- **Care notes are a great way to communicate pertinent information regarding services being requested for the reviewer to see.** Moving forward it is mandatory when creating an authorization request or adding a new review line from the Practice authorization portal. A message will display, "Please provide any additional information in a Care Note and indicate if additional clinical records for this request will be faxed to the UM department".
- **Practice authorization portal users will not be able to void the care notes going forward.** This function will reside with the authorization department, if you would like to request to void a care note please add a new care note to indicate this request or contact the authorization department for assistance.

Add Outpatient/Home Request

Step 1 Enter Request Details ✓ Step 2 Add Outpatient/Home Review(s) ✓ Step 3 Enter Supporting Documentation 3

Add Care Note (Required)

ACTIVITY DATE * 06/01/2021 01:37:44 pm

ACTIVITY CATEGORY * Select Activity Category

ACTIVITY ACTION * Select Activity Action

ACTIVITY WITH Select Activity with

RESPONSE Select response

TIME SPENT ON ACTIVITY hour(s) minute(s)

CARE NOTES

Signature

▲ Please provide any additional information in a care note and indicate if additional clinical records for this request will be faxed to the UM department

Upload Received Document (Optional)

- **It is important that we ensure outreach attempts or notification letters are sent to correct contact numbers.** Phone and Fax numbers will now be mandatory fields on the authorization requests which are being created from the practice authorization portal, authorization types and providers are listed below which would be impacted by this change
 - **Inpatient Authorization Request:** - Requesting Provider, Facility, Attending Provider
 - **Outpatient Authorization Request:** - Requesting Provider, Facility/Vendor, Rendering Provider
 - **DME Auth Request:** - Requesting Provider, Vendor

 **LOUIS LOUIS IV LOUIS B.** THORACIC SURGERY (CARDIOTHORACIC VASCULAR SURGERY)
NPI:1194818567

ADDRESS 1 *
3200 BURNET AVE

ADDRESS 2

CITY * CINCINNATI STATE * Ohio ZIP 45229

TIN * 311405915

PHONE NUMBER * FAX NUMBER *

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, July 20, 2021	10:00 am—11:30 am	Register Here!
Tuesday, August 17, 2021	10:00 am—11:30 am	Register Here!

ACES Awareness Presentation—This presentation will provide an overview of the Adverse Childhood Experiences (ACEs) tool and the importance of recognizing how adverse childhood experiences and trauma impact overall health and outcomes for adults. Invitations will be sent out by AFMC who will be presenting this webinar. Recommended audience is Clinicians, Case Managers, Mental Health Professionals, Clinical Directors and Nurses for Psychiatric Residential Treatment Facilities.

ACES Awareness Presentation		
Thursday, August 26, 2021	11:00 am—12:00 pm	Invitations for this training date will be sent by AFMC
Thursday, November 18, 2021	11:00 am—12:00 pm	Invitations for this training date will be sent by AFMC
Thursday, February 24, 2022	11:00 am—12:00 pm	Invitations for this training date will be sent by AFMC

Empower's Inpatient Overview—This training will cover a general overview of Utilization Management including tips, Medical Necessity, Documentation Requirements, Appeals, and the PSCP.

Recommended audience is:

Clinical Directors, utilization management staff, clinicians.

Empower's Inpatient Overview		
Thursday July 15, 2021	9:00 am—10:15 am	Register Here!
Tuesday July 27, 2021	2:00 pm—3:15 pm	Register 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](#)

Educational Opportunities

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

- Cultural Competency
- 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

Important Contact Information

Provider Services

855-429-1028

Member Services

866-261-1286

Empower Chief Executive Officer

Mitch Morris

Mitch.Morris@empowerarkansas.com

Empower SVP Health Management Services

Sylvia Sherrill

Cell: 501-539-1198

Sylvia.Sherrill@empowerarkansas.com

Empower Chief Compliance & Legal Officer

Suzanne Tipton

Office: 501-539-2688

Suzanne.Tipton@empowerarkansas.com

Vice President Client Partnerships

Melissa Ortega

Office: 501-707-0919

Melissa.Ortega@empowerhcs.com

Clinical Director, BH Director

Jamie Ables

Office: 501-707-0961

Jamie.Ables@empowerhcs.com

Clinical Director, Developmental Disabilities

Harold Watts

Office: 501-707-0925

Harold.Watts@empowerhcs.com

Clinical Director, UM

LaTosha Brown

Office: 501-707-0969

LaTosha.Brown@empowerhcs.com

Manager, Provider Relations

Shelly Rhodes

Cell: 501-813-9031

Shelly.Rhodes@empowerhcs.com

Provider Relations Managers

Janna Brown

Cell: 501-813-9033

Janna.Brown@empowerhcs.com

Debbie McGilton

Cell: 501-353-5796

Debbie.Mcgilton@empowerhcs.com

Jamila Phillips

Cell: 501-366-2906

Jamila.Phillips@empowerhcs.com

Care Coordination

carecoordination@empowerhcs.com

Provider Complaints and Grievances

providercomplaints@empowerhcs.com

Contracting

empower.network@empowerhcs.com

Incident Reporting

incident.reporting@empowerhcs.com

Provider Relations

empowerhealthcaresolutionsPR@empowerhcs.com

Special Investigations Unit

SIU@beaconhealthoptions.com

Utilization Management

utilizationmanagement@empowerhcs.com

Appeals

AR_Appeals@empowerhcs.com

Improvement Program for PCPs

EmpowerPIP@Empowerhcs.com

Quality Incentive Program for Medical/Surgical Hospitals

EmpowerQIP@Empowerhcs.com



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