

October 2020

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Eagan, MN 55121

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Member Open Enrollment is October 1st—October 31st; Our Shared Members May Have Questions

Empower provides healthcare benefits and care coordination to our members on behalf of Arkansas Medicaid. Care Coordination works with members and providers to ensure continuity of care. Care Coordinators help members get resources, support, and access to needed services.

How Care Coordinators can help our shared members:

- Coordinate services with providers that give medicine
- Coordinate care with providers
- Make a plan of care that has all the member's services listed
- Coordinate services
- Assist members in finding supports in their family and community
- Assist if members are in trouble or in crisis
- Provide guidance and support
- Help members with paperwork
- Ensure members have an assigned PCP
- Assist members to regularly follow up for prevention, wellness, and sick visits
- Ensure all members have active coverage
- Follow up with members within 7 days of an ER, Urgent Care, or Hospital Admission
- Coordinate discharge planning, prescription assistance, follow up appointment with PCP and Specialty Providers



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Open Enrollment is October 1st- October 31st and our shared Members may have questions. No action is needed if members want to remain with Empower.

If members have questions they can contact Care Coordination Toll-free at 1-866-261-1286/TTY 711 or email CareCoordination@empowerhcs.com

For provider's who have questions please reach out to Empower Provider Services at (855) 429-1028.

October is Disability Employment Awareness Month

October is Disability Employment Awareness Month and according to [Disabled World](#), Arkansas is ranked 46th out of the 50 states in employing people with disabilities. The purpose of Disability Employment Awareness Month (DEAM) is to promote inclusion of disabled individuals in the workforce and celebrate the truly unique contributions disabled workers provide to the workforce. Empower disabled members are currently able to access services and supports through the CES Waiver and Supportive Employment programs offered by DD providers.

Supportive Employment services offer ongoing support to clients with the most significant disabilities to help them in reaching their goals of working in competitive, integrated work settings to earn their own incomes and gain the level of independence each of them desires.

These services aim to expand opportunities for individuals who have traditionally not had the experience of competitive employment. Some members have had employment experience, but it has been interrupted or intermittent because of a significant disability, and they may need ongoing supports to maintain their employment.

Supported Employment services staff can help to identify an individual's strengths, skills, types of supports that are most effective, and types of environments and activities where the member is at his or her best. Supported Employment can also help a person to gain soft skills while providing job coaching.

Overall, the goal of these service arrays, available under the Community and Employment Support (CES) Waiver, is to assist an individual with achieving his or her goals of finding a paying job and contributing to the community and workforce.

Some members with disabilities also gain work experience from participating in ADDT programs that aid in preparing disabled members for gainful employment in the community, increasing self-direction and overall quality of life improvement. Our disabled members are thriving and enjoying the benefits of program participation while working at restaurants, offices, grocery stores etc.

Excerpt: <https://humanservices.arkansas.gov/about-dhs/ddds/supported-employment>

October is Breast Cancer Awareness Month

The National Breast Cancer Foundation reports that a woman is diagnosed with breast cancer every two minutes. Innovations in research, surgical options and clinical trials give women many more options. With early detection, a woman's survival rate goes up. That's why breast self exams are an important way for women to give their "girls" a fighting chance, especially during Breast Cancer Awareness Month.

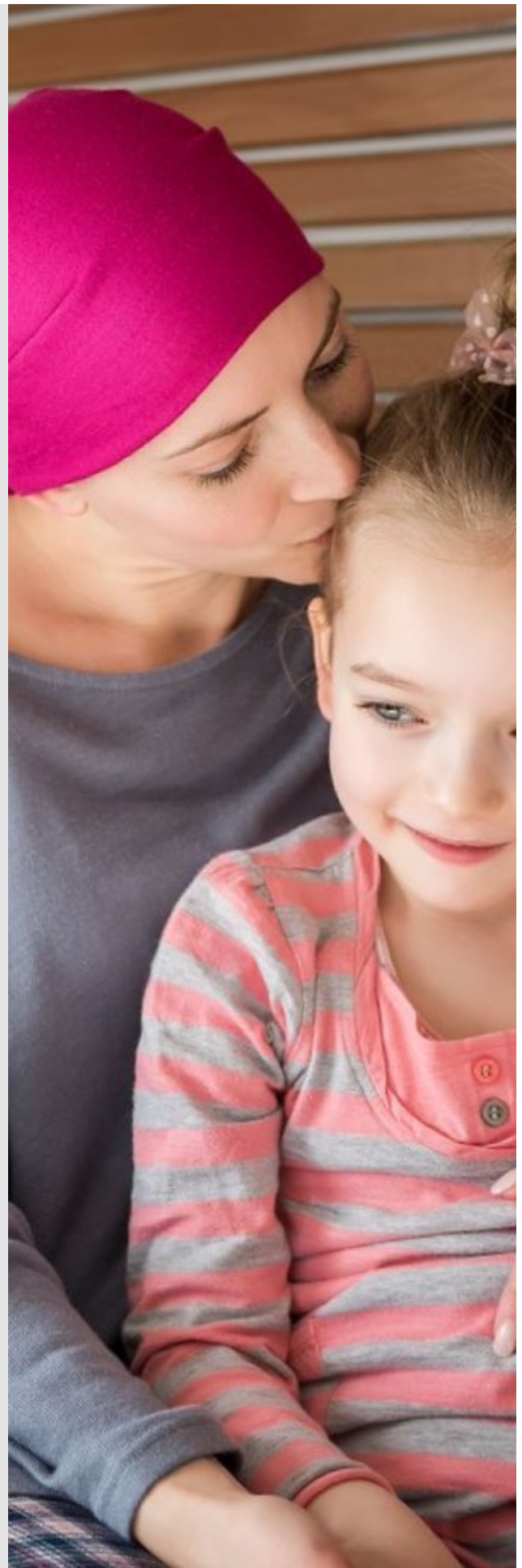
Why Breast Cancer Awareness Month Is Important

- A) **It Promotes Self-Care:** Breast Cancer Awareness Month reminds women (and men) that monthly breast cancer exams should be a regular part of one's self care.
- B) **It Focuses on Treatment:** There are several different types of breast cancer. Treatment options depend on various patient factors: the stage and specific type of cancer, age and overall health at the time of diagnosis, and the patient's personal and family history.
- C) **It Shouts the Good News:** The National Cancer Institute recently declared that the U.S. cancer rate fell for diagnosed women between 2006—2015. Also, the FDA approved an at-home genetic testing kit for women to assess whether they carry any of the three gene mutations associated with breast cancer. Oncoplastic surgery, another positive option, is a surgical "two-fer" allowing the removal of cancerous breast tissue immediately followed by the re-sculpting of the breast's remaining tissue, restoring symmetry and a more natural appearance.

How to Observe Breast Cancer Awareness Month

Below are a few recommendations by [National Today](#) that can be done to observe Breast Cancer Awareness Month.

1. **Share a Story:** Cancer survivors, family members, caregivers and medical professionals have a chance to share their perspectives on how cancer impacts their lives. Do an online search of Breast Cancer Awareness Month and you'll discover various organizations that have links to social media blogs, video platforms and more. Upload your story and feel proud that you are one more voice of victory against this disease.
2. **Think Pink:** Pink is the color du jour for October's campaign. Some people change their website's background colors to pink for the month. Others rummage through their closets and pull out pink everything—sweaters, scarves, hats, gloves, entire outfits—even wigs! Many workplaces hold Pink Days to encourage coworkers to get involved in the fight against breast cancer.





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- 3. Raise Some Money:** October is the primary fundraising month for Breast Cancer Awareness and whatever you give is appreciated. Hold a raffle, coordinate a talent show or simply write a check. It all helps to fund life-saving cancer research. Large corporations use October to make mega-sized donations. On the small scale, fill up a dozen pink piggy banks and make your donation.

Five Reasons Why October is the Pinkest Month

- 1. Breast Cancer Doesn't Discriminate:** Although breast cancer is more prevalent among American white women, African-American women tend to die from the disease more often.
- 2. Breast Cancer Can Baffle Scientists:** Scientists don't really understand why the left breast seems to develop cancer more often than the right breast.
- 3. Breast Cancer Surgery Was A Trailblazer:** The very first operation to use anesthesia to deaden pain was a breast cancer surgery.
- 4. Men Get It Too:** Overall, only one percent of American males are diagnosed with breast cancer, but African—American men just like women in their community, are more prone to die from the disease.
- 5. Breast Cancer—The Nuns' Disease:** At one time, breast cancer was called “the nuns' disease” because it seemed to afflict more nuns than women in the general population.

Excerpt: <https://nationaltoday.com/breast-cancer-awareness-month/>

National Suicide Hotline Designation Act Passes

Congress passed the National Suicide Hotline Designation Act on September 21, 2020. It is vital, now more than ever, to ensure mental health crisis services are easily accessible to the public. A national three-digit phone number will expand access to needed crisis services, increase the effectiveness of suicide prevention efforts, help reduce the stigma around mental health, and ultimately, save lives.

The Federal Communications Commission (FCC) designated 988 as the three-digit number on July 16, 2020, paving the way for this important step forward in mental health support in the United States. Substance Abuse and Mental Health Services Administration (SAMHSA), the FCC and others are working to ensure that the 988 phone number and the necessary infrastructure to support this essential service, are available to the public on or before July 16, 2022. **Until July 16, 2022, we encourage people in need of support to continue calling the Suicide Hotline at 1-888-274-7472.**

Provider Alert

Empower EVV vendor HHAX 9-18-20

Empower Healthcare Solutions (Empower) has partnered with HHAeXchange to facilitate Electronic Visit Verification (EVV) for our **Personal Care providers**. This is to fulfill a federal mandate effective January 1, 2021 that all Personal Care providers must submit EVV when billing for Personal Care health services. HHAeXchange specializes in working with Provider-Led Arkansas Shared Savings Entities (PASSEs) and we are excited to collaborate with them. Empower will utilize the HHAeXchange (HHAX) platform and providers must use the HHAX platform to service Empower members starting December 4, 2020.

The HHAX Platform

There are two ways that Empower Providers can utilize the HHAX platform, and both are free of charge for the provider.

- Option 1 Use your existing EVV tool and import that data into HHAeXchange
- Option 2 Use free EVV tools from HHAeXchange

Providers have the option to leverage the HHAeXchange Portal to:

- View recipient demographics and authorizations electronically in real-time
- Two-way secure messaging
- Bill multiple confirmed visits
- Minimize the likelihood of claims denials with pre-bill scrubbing
- Schedule services online in real-time
- Track time and attendance electronically

In order for HHAeXchange to configure your new Provider Portal coinciding with the federal EVV mandate, please complete the HHAeXchange Provider Portal Configuration Questionnaire by going to <https://hhaexchange.com/ar-reg> no later than 10/9/2020. Once you have completed the questionnaire you will be prompted to register for the upcoming HHAX Information Session in October 2020.

If you have already completed the Provider Portal Configuration Questionnaire for another PASSE, you do not need to fill it out again. You will be sent a follow-up email with registration information for the Information Session.

You may also receive a welcome letter from Empower and HHAX. If you have already completed the Provider Portal Configuration Questionnaire and registration, you will not need to do so again.

For questions about the integration process, please contact Empower at 1-855-429-1028 or email EmpowerHealthcareSolutionsPR@empowerhcs.com

For questions regarding the HHAX platform, contact HHAeXchange via email at support@hhaexchange.com or visit the Arkansas Provider Info Center at www.hhaexchange.com/ar.





Coronavirus Provider Alerts

Empower is taking steps to prepare for the unique challenges related to the developing COVID-19 outbreak and resulting declared state of emergency in Arkansas. The uncertainty posed by a public health emergency can cause stress and anxiety among many individuals. Therefore, core to our plan is ensuring that members have access to routine and emergency services.

The following is a list of alerts related to COVID-19:

- ◆ [Coronavirus - Updated Laboratory Diagnostic Testing for COVID-19 8.12.20](#)
- ◆ [Coronavirus Use of Telemedicine Services for Substance Abuse Assessment 7.7.20](#)
- ◆ [Use of T2020 UA Supplemental Support Services 6.12.20](#)
- ◆ [Use of Well Checks for EIDT and ADDT providers during COVID-19 Outbreak 6.1.20](#)
- ◆ [Coronavirus - Telemedicine Services to be Provided by FQHC and RHC 5.8.20](#)
- ◆ [Coronavirus - Provider Alert Summary 4.27.20](#)
- ◆ [Coronavirus - Additional Services Ready to Bill 4.23.20](#)
- ◆ [Coronavirus-FQHC & RHC Flexibilities in Service Provision 4.21.20](#)
- ◆ [Coronavirus-Additional Services Ready to Bill 4.17.20](#)
- ◆ [Coronavirus - Services Ready to Bill 4.14.20](#)
- ◆ [Coronavirus - Telemedicine Mental Health Diagnosis 4.14.20](#)
- ◆ [Coronavirus - Telemedicine Master Treatment Plan Services 4.10.20](#)
- ◆ [Coronavirus - Telemedicine Marital and Family Behavioral Health Counseling 4.10.20](#)
- ◆ [Coronavirus - Telemedicine Crisis Intervention 4.10.20](#)
- ◆ [Coronavirus - Mobile Clinics and COVID-19 Screenings 4.7.20](#)
- ◆ [Coronavirus - EIDT/ADDT Nursing 4.7.20](#)
- ◆ [Coronavirus - Autism EPSDT 4.7.20](#)
- ◆ [Coronavirus - PT, OT, ST Assistant Telehealth 4.3.20](#)
- ◆ [Coronavirus - Nurse Practitioners Telehealth 4.3.20](#)
- ◆ [COVID-19 Lab Fees 3-26-20](#)
- ◆ [Coronavirus - Behavioral Assistance 3.24.20](#)
- ◆ [Coronavirus - New Modifier for Supplemental Support Services 3.24.20](#)
- ◆ [Coronavirus - PT, OT, ST Telehealth 3.24.20](#)
- ◆ [Coronavirus - BH Telehealth 3.20.20](#)
- ◆ [Coronavirus - Physician Telehealth 3.20.20](#)
- ◆ [Coronavirus - Developmental Disability CES Waiver Billing 3.16.20](#)
- ◆ [COVID-19 CMS Codes 3.13.20](#)
- ◆ [Coronavirus - Provider Voluntary Self-Report 3.13.20](#)
- ◆ [Coronavirus 3.12.20](#)

As we execute our plan, we will keep you updated via alerts, our [website](#), and our [Facebook](#) page. Please click [here](#) for the most up to date 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/>

Empower's Quality Team to Launch First Medical Record Documentation Audit

Empower Healthcare Solutions will launch its first Provider Medical Record Documentation Audit in October 2020. These Medical Record Documentation (MRD) Audits will be conducted with Primary Care Physicians (PCPs) and behavioral health physicians in the Empower network. These audits are an integral part of Empower's Quality Improvement process, which seeks to improve member care and treatment outcomes. The audits are conducted with the intent of improving the quality of providers' medical recordkeeping and assuring that providers comply with state and federal regulations and other established standards, such as the Empower Provider Manual.

Medical Record Documentation Audit Timeline

The MRD Audit process is expected to begin the first two weeks of October 2020. Providers will receive a notification letter telling them that they have been chosen via a random sampling to participate in the MRD Audit. The letter will include a copy of the applicable MRD Audit Checklist (based upon provider type) that will be utilized, an explanation of the MRD Audit process, and information regarding Empower training opportunities regarding the audits.

At the end of October, providers will receive a list of five (5) members whose records will be audited. Requested records must be submitted to Empower within fourteen (14) **calendar days**. Records will be reviewed by experienced Quality Management staff.

Feedback will be given to providers whose records have been reviewed, but results from individual provider audits will not be published. Empower will aggregate the results of all record audits and review the data analysis of aggregate findings in order to identify key processes for quality improvement.

More Information will be shared with providers throughout the process via Provider Alert, the Empower website, this newsletter, and provider trainings. [See Upcoming Webinars]

Medical Record Documentation Audit Activities	Approximate Dates ± 2 weeks
Provider Information Providers informed of the launch of Medical Record Audits and the Checklists that will be utilized via Provider Newsletter, Provider Alert, and Empower Website	10/5/2020
Provider Selection Random selection of 10 PCPs and 10 behavioral health physicians for the audits	10/9/2020
Provider Notification Letter Letters sent to Providers who have been randomly chosen for MR audits	10/12/2020 through 10/16/2020
Provider Training Training opportunities for providers, with focus on providers who have been chosen for MR audits	10/19/2020 through 10/30/2020
Member Record Selection Random selection of five (5) member records for each of the 10 PCPs and 10 behavioral health physicians selected for the audits	10/19/2020 through 10/26/2020
Provider Notification Letter of Selected Member Records Letters sent to Providers identifying the members whose records will be chosen for MRD audit, the list of records to be submitted, and submission process	10/30/2020
Submission of Member Records Due (14 calendar days)	11/13/2020
2nd Request for Missing Records	11/19/2020
Submission of Missing Records Due	11/25/2020
Record Audits	November and December 2020
Audit Results Shared	Winter 2021

NAMIWalks Your Way

NAMIWalks Your Way Arkansas, A national day of hope is Saturday, October 10, 2020.

Join the National Alliance on Mental Illness (NAMI) team to:

- **Promote awareness** of mental health and reduce stigma, in this difficult year more than ever by sharing stories widely.
- **Raise funds** for NAMI's mission of advocacy, support and public awareness
- **Build community** and reassure people they are not alone

Together, we are moving closer to a world where all people affected by mental illness live healthy, fulfilling lives supported by a community that cares.

For more information go to <https://www.namiwalks.org/index.cfm?fuseaction=donorDrive.team&teamID=40076>

Credentialing Reminder

Full Credentialing is required by Empower Healthcare Solutions and must be completed by January 1, 2021.

[Credentialing for BH and DD Facilities and Independent Practitioners](#)

To start the credentialing process for your facility, please reach out to empower.network@empowerhcs.com.

To credential for BH and DD Independent Practitioners click [here](#) and follow the instructions.

[Credentialing for Medical Providers](#)

To credential or for questions, regarding Credentialing for Medical Providers please contact Annie Daniell at (870) 675-8574 or adaniell@accesshealth.services.

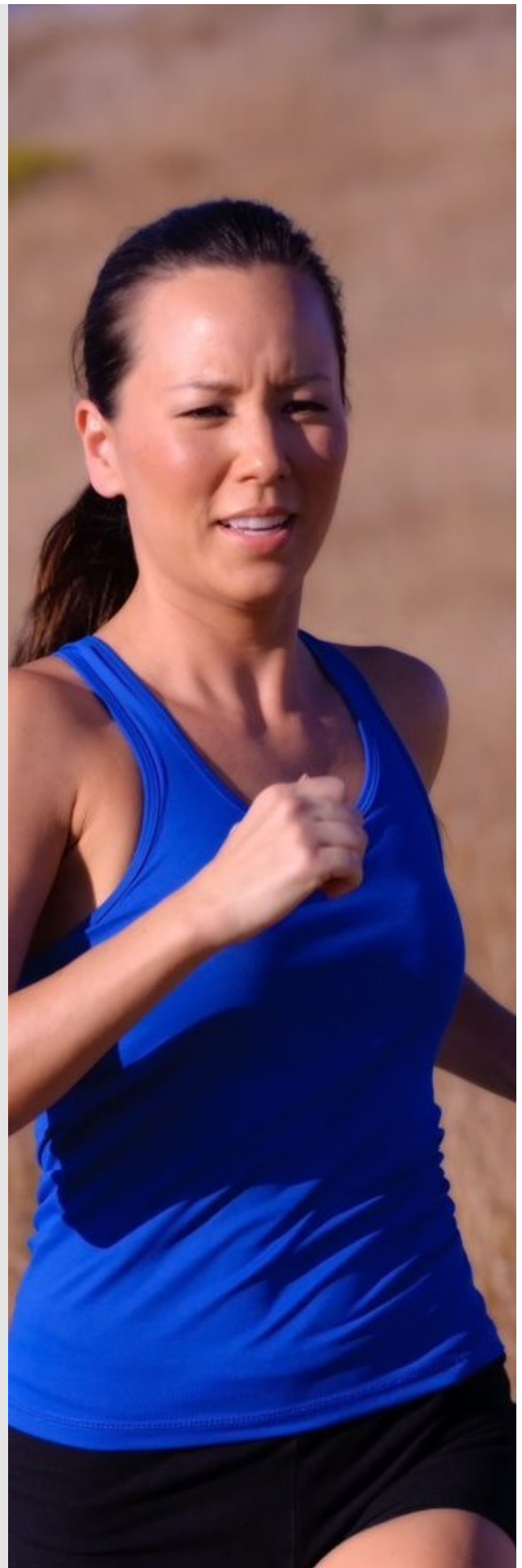
For general questions about the credentialing process please contact Empower Provider Relations at empowerhealthcaresolutionsPR@empowerhcs.com

Use of Well Checks for EIDT and ADDT Providers during COVID-19

Empower recommends providers continue to utilize the New Modifier for Supplemental Support Services when billing Empower for Use of Well Checks.

Code	Modifier	Description	Max Allowed	Fee
T2020	UB	Supplemental Support Services	4 units a day 24 units per calendar year EOB allowed	\$15.00

Empower recommends providers follow the DMS guidelines regarding EIDT/ADDT Use of Well Checks for Established Patients during COVID-19 when billing Fee For Service (FFS).





Psychiatric Inpatient Providers and Hospitals

Empower Healthcare Solutions has updated the billing codes for Psychiatric Inpatient services to align with CMS guidelines. Empower will begin using the CMS codes below effective October 1, 2020. For claims to be processed timely and with no errors, please use the codes listed below when billing Empower for Psychiatric Inpatient services.

It is a Medicaid requirement that the appropriate condition code be submitted on the claim for private room justification.

Service/Bed Type	Current Code Until 09-30-2020	CMS Codes Effective 10-01-2020
Acute Inpatient < 21	0014	0114 - private; 0124 –semi private
Acute Inpatient > 21	0154	0114 - private; 0124 –semi private
Psych Residential – Acute Hospital	0124	1000 –General Psychiatric
Psych Residential – Free Standing	1001	1001

Accessing Person Centered Service Plan on Identifi

The Care Coordinator is the single point of contact for all of the member’s providers, ensuring the development and effective execution of the member’s Person-Centered Service Plan (PSCP). The Care Coordinator works to proactively integrate service delivery based on the member’s PCSP. The PCSP is a document that captures all needs of a member to ensure that all providers are coordinating care.

If you need more information:

The Care Coordinators monitor the delivery of integrated services through regular contacts with our members and ongoing communication with other providers, establishing linkages to family service agencies, community services organizations, the court system, schools, and other appropriate resources.

The goal of the Care Coordination program is to collaborate with the member, their PCP and all of his/her providers to achieve the highest possible levels of wellness, functioning and quality of life. The model is designed to help members obtain needed services and assist them in coordination of their healthcare and other needs.

On the following page are instructions on how providers can access a member’s PCSP on Identifi.

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Step One: Search for patients or Select from Rosters

The screenshot shows the top navigation bar of the Identifi PRACTICE interface. A blue arrow points to the search icon in the top right corner, which is highlighted with a red box. Below the navigation bar, there are three summary cards: 'Total Patients', 'Patients Eligible for Risk Adjustment Evaluation', and 'Patients with Care Gaps'. On the right side, a 'Search for a Patient' modal is open, showing search criteria for 'SACCO, DOUGLAS (Active)' with fields for Patient ID, First Name, Last Name, and Date of Birth. A 'SEARCH' button is visible at the bottom of the modal.

Step Two: Navigate to Care Management + PCSP

The screenshot displays the patient profile page for a patient with ID (06/01/2001, M, 8551446). The page is divided into several sections: 'Contact Info', 'Conditions', 'Other Patient Info', 'Risk Adjustment', 'Gaps in Care', 'Care Management', and 'Care Notes'. The 'Care Management' tab is highlighted with a red box. A blue arrow points from the 'Care Management' tab to the 'VIEW CARE PLAN' button, which is also highlighted with a red box. Below the 'Care Management' tab, there is a section for 'Programs' showing 'Empower Care - Enrolled' with a care manager 'Seiders, Suzanne - (123) 456-7890'.

Step Three: Access PCSP as a Printable PDF

The screenshot shows a 'View Document' window overlaid on the patient profile page. The document is titled 'Person Centered Service Plan (PCSP)' and is from Empower Healthcare Solutions. It includes fields for Name, Empower ID (8551446), and Updated date (08/19/2020). Below the title, there is a section for 'Revision for New/Additional Services' and a list of validation IDs to be checked: Photo ID, Member ID, Other Validation ID, Participant ID, Birth Certificate, Medicare ID, Medicaid ID, Social Security Number, and Address & Phone. The 'Plan Information' section shows the Member Program as 'DUAL'. A 'DONE' button is located at the bottom right of the document viewer.



Billing Reminder: Third Party Liability

For claims submissions where members have a primary insurance and Empower is the secondary payer, providers will need to follow these steps:

1. Providers bill the primary insurance and obtain an EOB with payment information.
2. Providers attach the EOB to the claim submission to Empower for payment as secondary payer of any remaining payable costs.
3. EOB can be sent by:
 - Attaching to paper claim
 - Uploading to Empower Provider Portal (Attach Document)
 - Submit via 837 by completing COB data segments

Note: For secondary claims submitted to Empower all of the following must match the primary claim:

- Service Date
- Service Code/s
- Billed Amount

For more information regarding Empower's Third Party Liability Policy click [here](#).

To see Empower's Third Party Liability Bypass codes follow the appropriate link below.

[Empower Medicare Bypass Codes](#)

[Empower EIDT Medicare Bypass Codes](#)

[Empower ADDT Medicare Bypass Codes](#)

[Empower Third Party Liability Bypass Codes](#)

Resources:

Stay in the know with these useful links!

Empower Resource

Links:

[Provider Alerts](#)

[Provider Billing FAQ](#)

[Quick Reference Guide](#)

[Clinical Practice Guidelines](#)

[Provider FAQ](#)

[Empower Ethix360](#)

[Provider Handbook](#)

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:

- 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
- 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

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, October 20, 2020	10:00 am—11:30 am	Register Here!
Tuesday, November 17, 2020	10:00 am—11:30 am	Register Here!

Medical Record Documentation Audits—This webinar will cover the 2020 launch of the Empower Quality Medical Record Documentation Audits, including the checklist that will be utilized in the audits and the process and timelines for providers.

Medical Record Documentation Audits		
Wednesday, October 21, 2020	1:00 pm—2:00 pm	Register Here!
Monday, October 26, 2020	4:00 pm—5:00 pm	Register Here!
Friday, October 30, 2020	11:00 am—12:00 pm	Register Here!

Important Contact Information

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866-261-1286

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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
- Forms and Resources
- Incident Reporting
- Provider Alerts
- Provider FAQ
- Provider Billing FAQ
- Provider Handbook
- Provider Portal
- Pharmacy Provider Guideline

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