



February 2020

This newsletter alerts providers to upcoming changes and other information or procedural updates from Empower.

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February is American Heart Month: 10 Tips for A Healthy Heart

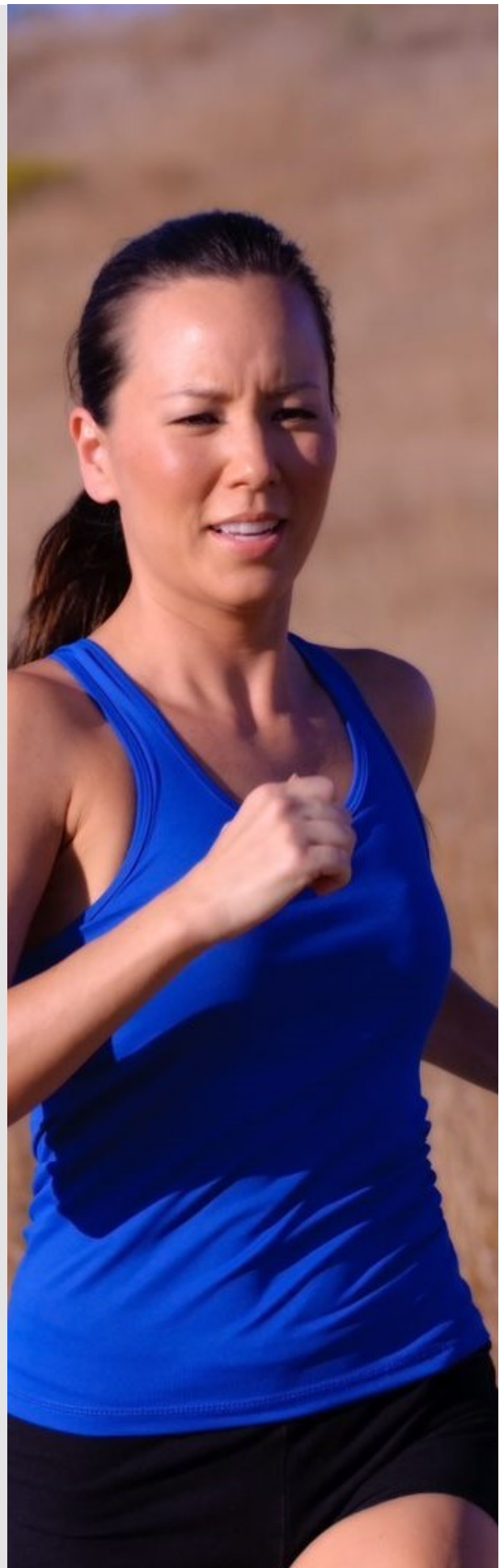
With Valentine's Day just around the corner, many view February as the month of love, but it is also American Heart Month. Heart disease is the leading killer of Americans, taking the lives of 2,200 people each day. In addition, 103 million adults have high blood pressure and 6.5 million are living with heart failure. While genetic factors do play a part in cardiovascular disease, the good news is 80 percent of cardiovascular diseases may be preventable with education and action. Simple lifestyle changes can make a big impact when it comes to heart health. Show your heart some love with these 10 tips.

- 1) Stop Smoking: Quitting smoking is the best thing that can be done for the heart and for overall health. Smoking is the most preventable cause of premature death in the United States, and smokers have a higher risk of developing many chronic disorders, including atherosclerosis, or the buildup of fatty substances in the arteries. When combined with other heart disease risk factors, smoking increases the risks associated with those factors. Quitting is never easy, but there are lots of helpful [resources](#) for those looking to start.
- 2) Know Your Numbers: Maintaining a healthy weight, blood pressure and [total cholesterol](#) play a significant role in maintaining a healthy heart. While there are standard guidelines for [blood pressure](#) and cholesterol, ideal weight goals are individual to each person. A physician can help determine an appropriate goal weight based on additional factors such as age and height.

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- 3) Screen for Diabetes: Untreated [diabetes](#) can lead to heart disease, among many other complications. Diabetes can be easily detected through a simple blood test and managed a variety of ways under the care of a physician.
- 4) Get Active: Heart pumping physical activity not only helps to prevent cardiovascular disease but can also improve overall mental and physical health. The American Heart Association recommends five 30 minute moderate exercise sessions each week. While this may seem daunting, it is important to note that these sessions can be broken up into two or three 10 or 15-minute segments throughout the day. Walking, jogging, biking and swimming are all great forms of exercise. It is important to remember that something is always better than nothing. Opting to take the stairs and parking farther back in the parking lot are great ways to squeeze in activity when the time is short.
- 5) Build Some Muscle: Strength training compliments cardiovascular exercise by toning muscles and burning fat. In addition, proper strength training can improve daily functional movements, decreasing the chance of injury. The American Heart Association recommends getting in two days of moderate to high-intensity strength training each week.
- 6) Eat Smart: A healthy diet full of heart-smart foods is essential to a healthy heart and lifestyle. Salmon, nuts, berries, and oats are just a few of the heart “superfoods” that may help reduce the risk of atherosclerosis. Dark chocolate is also on the list and is a great way to satisfy a sweet tooth (in moderation).
- 7) Limit Junk: To reap the full benefits of a heart-healthy diet, it’s important to limit intake of nutrient-poor junk foods. Added sugars, saturated fat and excessive sodium can all negatively impact heart health, as well as overall physical health. These foods, when eaten in excess, can cause weight gain, raise blood pressure and clog arteries, which are all risk factors for heart disease.
- 8) Stress Less: Stress increases cortisol, which leads to weight gain, a key risk factor for heart disease. In addition, stress can lead to other unhealthy habits, making it harder to stick to a heart-healthy program. Stress can also decrease overall happiness and increase the risk for anxiety and depression. Many of the items on this list can also help with [reducing stress](#), in addition to practicing positive self-talk and incorporating mindfulness meditation breaks throughout the day.
- 9) Sleep More: Sleeping restores the body, helps decrease stress and increases overall happiness. To reap the full benefits, clocking seven hours each night is key. A calming bedtime routine and going to bed and waking at the same time each day are all great ways to establish [healthy sleep patterns](#). Getting ample sunshine and physical activity throughout the day also aid in improving sleep quality.
- 10) Smile: A happy heart is a healthy heart. Making time for enjoyable activities and hobbies helps relieve stress and improves the overall mood, providing a great foundation for a heart-healthy lifestyle.

Excerpt “February is American Heart Month: 10 Tips for a Healthy Heart” taken from <https://www.bioiq.com/10-tips-for-a-healthy-heart/>





Independent Assessments—Updates for 2020

- Independent Assessment information for members is now available on the Empower Provider Portal and Medicaid Provider Portal.
- Members who received a behavioral health independent assessment will lose PASSE eligibility on the 1 year expiration date from the previous assessment (365th day).
 - ◊ *For example, Member's Independent Assessment (IA) was completed on 8/29/19, member will lose PASSE Eligibility on 8/28/20 if not completed.*
- Contact Joey Gardner at Joey.Gardner@empowerhcs.com if you would like to host an Empower Independent Assessment (IA) event at your site.
- Ongoing training for providers every 2 weeks in February and March.

To see the training schedule and to register for these trainings go to page 5 of this newsletter or click [here](#) for Empower's website training page.

Independent Assessment Date on Empower Portal

The IA date can be found by checking member eligibility.

On the portal:

- Go to the Patient drop down
- Choose Member Eligibility Search
- Enter First Name, Last Name, Date of Birth or the Empower Member ID
- Click Search
- Results will show the following:

Active														Export	Printer Friendly Format	
Order Entered	Eligible as of Date	PASSE ID#	Medicaid ID#	DOB	Member	SSN	Effective Dates	IA Date	Policy Benefit Name	Group No	Coverage Type Code	Network Name	Provider	Effective Date	Paid Thru Date	In Grace Period
1	11/25/2019						03/01/2019	01/10/2019	Empower PASSE - Plan 1	NIGHT2	Medical	EMPOWER		06/01/2019	12/31/9999	No

The IA date can also be found by clicking the member name.

Eligibility Information						
Policy Benefit Name	Coverage Type Code	Coverage Level Code	Effective Date	Expiration Date	IA Date	Paid Thru Date
Empower PASSE - Plan 1	Medical	Individual	03/01/2019		01/10/2019	12/31/9999

Please note the date shown is the date the Independent Assessment was completed. The due date for Behavioral Health members is one year from the date shown. The due date for Developmental Disability members is three years from the date shown.

Provider Alert

Empower Community and Employment Supports (CES) Waiver Transition

The Community and Employment Supports (CES) Waiver codes and modifiers, descriptions, and rates for Empower are posted on the Empower website at www.getempowerhealth.com.

CES Waiver Codes

<https://s18637.pcdn.co/wp-content/uploads/sites/17/Waiver-Codes-for-2020.pdf>

New codes will be effective April 1, 2020, and old codes denoted with an asterisk (*) will expire June 30, 2020.

CES Waiver Code Descriptions

<https://s18637.pcdn.co/wp-content/uploads/sites/17/Waiver-Code-Descriptions.pdf>

Transition trainings are scheduled every Wednesday beginning January 22, 2020 and ending March 11, 2020 from 11:00 a.m. -12:30 p.m. Register here: <https://www.getempowerhealth.com/providers/provider-training/>

Empower will be conducting on-site or webinar trainings for all waiver providers to assist with converting budgets and entering authorization requests.

If you have questions about this information, please contact Provider Services at 855-429-1028 or email EmpowerHealthcareSolutionsPR@empowerhcs.com.

Out-of-Network Providers Required to Have Prior Authorizations

Effective January 1, 2020 all Out-of-Network providers will need a Prior Authorization for all services (except emergency) provided to Empower members. See the [Empower Provider Training](#) page for educational opportunities including how to submit authorizations and InterQual criteria.

Searching for a member in Identifi

When searching for a member in the Identifi portal, providers should use the Empower member ID. The additional 001 after the member ID is no longer required.



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, February 18, 2020	10:00 am—11:30 am	Register Here!
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Developmental Disability Waiver Transition— This webinar will review Empower’s authorization workflow, rates, and description of services.

Developmental Disability Waiver Transition

Wednesday, February 5, 2020	11:00 am—12:30 pm	Register Here!
Wednesday, February 12, 2020	11:00 am—12:30 pm	Register Here!
Wednesday, February 19, 2020	11:00 am—12:30 pm	Register Here!
Wednesday, February 26, 2020	11:00 am—12:30 pm	Register Here!

Assisting Providers with Independent Assessments at Empower—This webinar will cover how to effectively manage your members’ Independent Assessment data including scheduling, assessment definitions, Empower IA Events, and Saturday options.

Assisting Providers with Independent Assessments at Empower

Thursday, February 13, 2020	11:00 am—12:00 pm	Register Here!
Thursday, February 27, 2020	11:00 am—12:00 pm	Register Here!

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](#)

Educational Opportunities:

- Assisting Providers with Independent Assessments at Empower
- Developmental Disability Waiver Transition
- Care Coordination Overview
- Person Centered Service Plan
- Incident Reporting for Empower Providers
- Empower Provider Orientation
- InterQual and Medical Necessity Evaluations
- Personal Care Services
- Provider Portal: Prior Authorization and Claims
- Developmental Disability Services
- Psychiatric Residential Treatment and Intermediate Care Facilities (ICF)
- Inpatient Authorizations: Navigating Identifi and Medical Necessity
- Outpatient Services and Home and Community Based Services
- Overview of PT, OT, ST and Day Treatment Services

Important Contact Information

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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 member 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