



January 2020

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

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Being Mentally Healthy

January is Mental Wellness month. Mental Health is one of your greatest assets. It helps you focus at work, overcome obstacles, get along with the people around you—and get well and stay well.

Staying positive helps. It's likely our species survived because of our knack for detecting danger. But our worry-filled thoughts can present dangers of their own: Thinking negatively can drag down our moods, our actions and even our health. Experts say it's worthwhile, and possible, to learn how to think more positively.

Consider what researchers found about the benefits of staying positive:

- People who were pessimistic had a nearly 20 percent higher risk of dying over a 30-year period than those who were optimistic
- People who kept track of their gratitude once a week were more upbeat and had fewer physical complaints than others.
- People who obsessively repeated negative thoughts and behaviors were able to change their unhealthy patterns, and their brain activity actually changed too.

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Change unhealthy self-talk. You may have been running negative messages in your head for a long time. But research shows that you can learn to shift your thoughts and that, over time, you can literally change your brain. Consider trying some techniques from cognitive-behavioral therapy, which works in part by looking at how changing your thoughts can change your life.

The 10 Tools to Stay Positive:

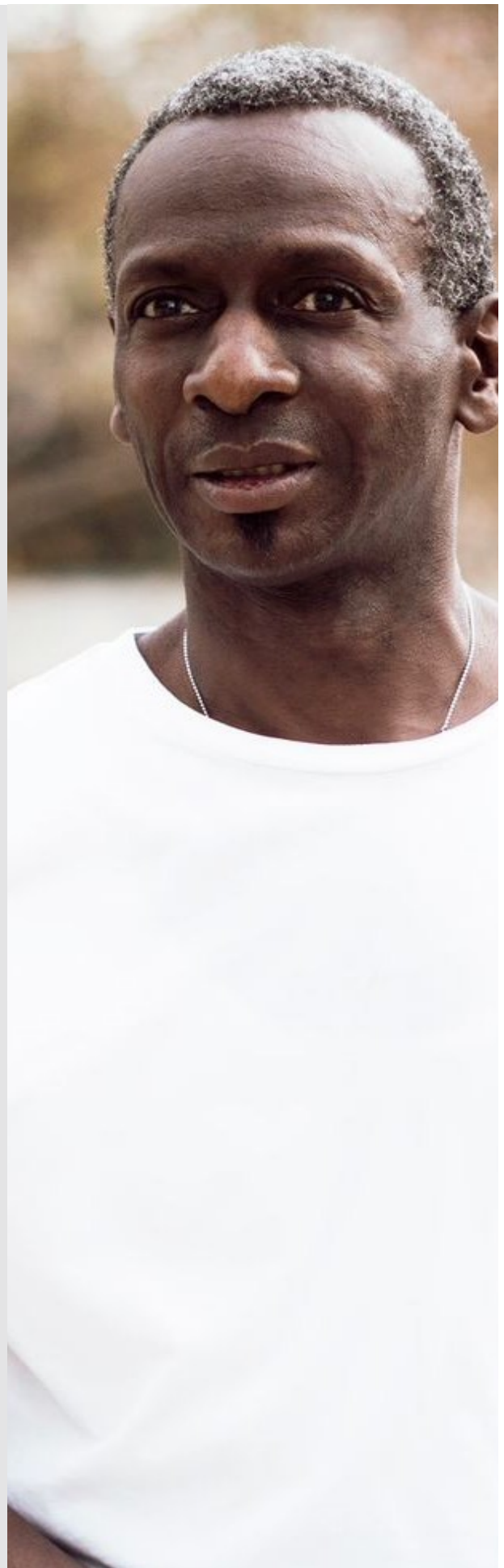
- Connect with others
- Stay positive
- Get physically active
- Help others
- Get enough sleep
- Create joy and satisfaction
- Eat well
- Take care of your spirit
- Deal better with hard times
- Get professional help if you need it

If you want to feel positive, it pays to decrease the downers in your life. With practice, you can resist worrisome thoughts and perhaps even transform your internal critic into more of a cheering squad.

- Avoid dwelling on downers. Focusing on negatives isn't just unpleasant, it also can make you less effective in tackling tasks you face. In a study of test-takers, those who fixated on worrisome thoughts performed worse than those who were distracted from their worries. To stifle your obsessing:
 - Ask yourself if the issue is really worth your energy. Will this issue matter in a year, for example?
 - Tell yourself you'll worry about it at a specific time later. Chances are you'll feel better by the appointed time.
 - Instead of just spinning your worry wheels, try a concrete problem-solving exercise.
 - Distract yourself: Go to a movie, pump up some music, find something fun to do.
- Remember any achievements that disprove your insecurity. If you think you'll flop at the office party, remember other social occasions when you were outgoing and confident.
- Consider alternative explanations. If your boss hasn't responded to your proposal, it could be because he's busy and not because he doesn't like it.

For more information on Mental Health Wellness go to:
<https://www.mhanational.org/stay-positive>.

Excerpt "How Staying Positive Helps" taken from www.mhanational.org



Provider Alerts

Physical, Occupational, and Speech Therapy Codes Corrected

Physical, Occupational, and Speech Therapy providers should use CPT codes, found in the link below, to bill Empower for services. Providers will need to request an Extension of Benefits (EOB) for services that have exceeded the benefit maximum listed for each individual CPT code. The benefit limits began accruing on 9/1/19. For the Occupational, Physical, and Speech Therapy Code list go to: [Occupational Physical and Speech Therapy Codes](#).

Independent Assessment Date on Empower Portal

Empower Healthcare Solutions is pleased to announce the date the Independent Assessment (IA) was completed can now be seen on the Empower Provider 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:

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	NBHT2	Medical	EMPOWER		09/01/2019	12/31/9999	No

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

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 Alerts (continued)

Inpatient Acute and Residential Treatment Center

Effective immediately, Empower will create a separate authorization and authorization number for acute requests that are denied for the acute level of care but are approved at the Residential level of care. If approved at the residential level of care, please use code 0124 to bill for those days. Days approved at the acute level of care and days approved at the residential level of care will have to be billed separately. It is the responsibility of the provider to only bill for services they are approved for and certified to provide.

Inpatient Service	Revenue Code	Age Limit
Acute Inpatient Psychiatric	0114	under 21
Acute Inpatient Psychiatric	0154	over 21
RTC attached to acute hospital	0124	under 21

Empower Voluntary Self-Disclosure of Overpayment

To report an overpayment to Empower, please complete the [Empower Voluntary Self Disclosure of Overpayment](#) form and return to Empower in one of the following ways:

If you are attaching a check/payment, please mail the completed form, along with any payment to:

ATTN: Empower – Overpayment

Simmons Bank
P.O. Box 8005
Little Rock, AR 72203

If you are requesting that funds be recouped or withheld from future payments, please submit this completed form to:

ATTN: Empower – Claims Overpayment

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

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, January 21, 2020	10:00 am—11:30 am	Register Here!

Developmental Disability Waiver Transition— This webinar will review Empower’s authorization workflow, rates, and description of services.

Developmental Disability Waiver Transition		
Wednesday, January 22, 2020	11:00 am—12:30 pm	Register Here!
Wednesday, January 29, 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, January 2, 2020	11:00 am—12:00 pm	Register Here!
Thursday, January 16, 2020	11:00 am—12:00 pm	Register Here!
Thursday, January 30, 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:

- 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)
- 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

Provider Services

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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