**September 2019**

This newsletter alerts providers to upcoming changes and other information

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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.getetempowerhealth.com](http://www.getetempowerhealth.com)

## Out-of-Network Provider Extension

Empower is pleased to announce our network will remain open to Out-of-Network providers and they will be treated as though they are In-Network providers through 12/31/19. This extension will allow providers to continue to familiarize themselves with the Empower Prior Authorization (PA) process and requirements.

Beginning 9/1/19 any service requiring a true Prior Authorization (PA) or Extension of Benefits (EOB) will be required for all providers including In-Network and Out-of-Network. The Empower Quick Reference Guide, listing the services that require a PA from Empower, is available at [Quick Reference Guide for Key Contact Information and Prior Authorization](#)

If you have question about this information, please contact Provider Services at 855-429-1028 or email [EmpowerHealthcarePR@empowerhcs.com](mailto:EmpowerHealthcarePR@empowerhcs.com).

## Open Enrollment

Open enrollment will be October 1—October 31, 2019. Members may switch to another PASSE when members are initially enrolled or during open enrollment, unless the member can show cause. Any changes made during open enrollment take effect December 1, 2019.

## Are You In Network?

Here's how to check. Go to Empower's website [www.getempowerhealth.com](http://www.getempowerhealth.com). Click on "Find a Provider".

FIND A PROVIDER

DD AND BH PROVIDER DIRECTORY CAREERS CONTACT US



About Us Care Coordination Providers Pharmacy Members Resources

Provider Type (Optional)

Select

Location

(Zip Code or City and State)

Provider/Organization Name

(eg: Smith, Sally or Stroger Hospital)

Reset All

Find

## Is a Member Eligible?

Here's how to check. Go to Empower's website [www.getempowerhealth.com](http://www.getempowerhealth.com). Under the Provider tab click on "Provider Portal". You can search by date of service, plus any one of the following:

- Member first name, last name and date of birth
- Empower ID number

FIND A PROVIDER

DD AND BH PROVIDER DIRECTORY CAREERS CONTACT US



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Eligibility ▾

Claims ▾

# Empower Healthcare Solutions

## Hires CEO



Empower Healthcare Solutions is pleased to announce that Robert Slattery has joined the Empower team as Chief Executive Officer, effective August 1st. Rob joins Empower with over 30 years of experience in the healthcare industry. Prior to joining Empower, Rob was the President and CEO of Integrated Solutions Health Network (ISHN) - a clinically integrated delivery network based in southeast Tennessee, and serving a four-state region, including Tennessee, Virginia, Kentucky, and North Carolina. Under Rob's leadership, ISHN, a subsidiary of Mountain States Health Alliance, developed a successful provider sponsored health plan and accountable care organization (ACO) that helped to improve access to quality, coordinated care for its members and patients.

Throughout his successful career, Rob has also served in a variety of executive positions within both provider and managed care organizations, making him a uniquely qualified leader for Empower as we continue implementing and improving the PASSE program, and charting the course for the future of this exciting program.

Rob is relocating to Little Rock from his home in Maine with his wife, Wendy, and their youngest son, Peter, and is excited to become an integral member of our Arkansas community.

The Empower Board of Managers would also like to express our deepest gratitude to Nicole May for her nearly two years of service as Interim Executive Director. Nicole's tireless efforts and leadership have been critical throughout the planning and ultimate launch of the PASSE program. Her deep knowledge of the system, great relationships within the provider community, and her work ethic are admirable and reflect the values that we as an organization live by. Nicole will remain on in her position at Beacon as Vice President, and will work hand in hand with Rob to ensure that Empower is able to continue serving its members with the highest quality care, and delivering excellent customer service to our provider and state government partners.

We look forward to everyone having the opportunity to meet Rob, as he settles into his new role. Please continue using all established channels of communication and processes for standard business activities relating to Empower and the PASSE Program.

## Empower's Special Investigations Unit

Empower's Special Investigations Unit (SIU) reviews and monitors claims and billing practices of providers by conducting audits to ensure compliance with Federal and State documentation and billing requirements, as well as to monitor the providers for fraud, waste, and abuse (FWA). The SIU is required by law to recover any identified overpayment. Providers are expected to follow the Empower Provider Handbook and all requirements set forth by the Arkansas Department of Human Services Division of Medical Services (DHS/DMS).

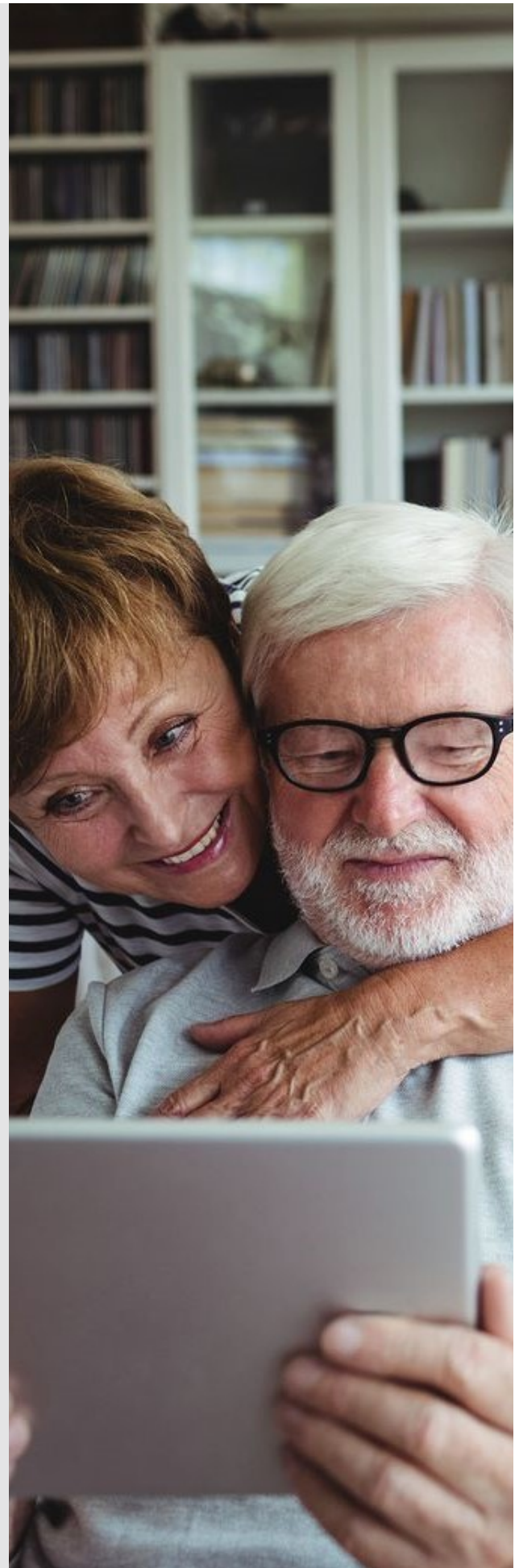
SIU activities are initiated by Leads, which are concerns submitted to, or identified by, the SIU that indicated potential FWA. The SIU receives Leads from internal and external sources such as:

- Government agencies – Federal, state and other regulatory agencies
- Empower staff
- Providers
- Members
- Empower's Compliance and Ethics Hotline

### SIU Audit Process

All Leads are reviewed and evaluated by Empower SIU staff to determine the appropriate next steps. Potential actions may include:

- Accepting the Lead for investigation and conducting claims data analysis and/or an audit of the provider's records
- Referring the Lead to a more appropriate Empower department for review and handling
- Closing the Lead without investigation because the Lead does not represent a potential FWA issue or the associated risk is low.





## Empower's Special Investigations Unit Continued

When conducting an SIU audit, the Auditor assigned to the case will review the provider's claims data for suspicious billing activity and select a random or targeted sample of member claims for audit. The provider will be notified of the audit and the request for member records. The Auditor will review the records submitted by the provider and determine if the services were documented and billed properly per Arkansas Medicaid rules and other applicable requirements. Upon completion of the audit, the provider will receive an audit report detailing the audit findings. If the provider disagrees with the findings and requests an appeal, the appeal will be reviewed by the Empower SIU Appeals Committee and the provider will be informed of the Committee's final decision.

When billing and/or documentation errors are identified, the following corrective actions may be required:

- Submitting a Corrective Action Plan identifying the steps the provider will take to correct the deficiencies
- Repaying the claims that were not adequately supported or billed correctly
- Referring the provider to Empower's Credentialing Committee for potential contract termination or suspension of referrals

If fraud is suspected or confirmed during the audit, the SIU will follow regulatory and contractual requirements, which may include notifying Arkansas Medicaid and/or law enforcement.

### Reporting FWA

To report Fraud, Waste or Abuse to Empower's SIU: Call the Empower Compliance and Ethics Hotline at 844-487-0329 or <https://empower.ethix360.com/>

Email: [SIU@beaconhealthoptions.com](mailto:SIU@beaconhealthoptions.com)

Mail: Empower Healthcare Solutions, LLC  
PO BOX 211446  
Eagan, MN 55121



# Incident Reporting FAQ's

## What is the form I use to report an Incident?

DHS QA Incident Report Form Revised: 04/05/2019

## Where do I find the Incident Report form?

This form can be found on the Empower website:

[Getempowerhealth.com](http://Getempowerhealth.com)

Go to: Providers Home \* Provider Forms and Resources  
\*Incident Reporting Forms \* Arkansas PASSE Incident Report Form

## Where do I send my Incident Report?

Empower Healthcare Solutions Email:

[Incident.Reporting@empowerhcs.com](mailto:Incident.Reporting@empowerhcs.com)

DDS PASSE Monitoring & Assurances Email:

[DHS.DDS.Central@arkansas.gov](mailto:DHS.DDS.Central@arkansas.gov)

**Note:** Secure email is required to submit Incident Reports via email. When submitting the report to DHS, please copy Empower on the email in order to reduce duplication of reports sent to DHS, as Empower must submit the report if there is no evidence that it was sent to DHS.

## What numbers do I call if I need to make a required notification of an incident within one hour if I cannot submit the Incident Report within one hour?

### Empower Healthcare Solutions

Emergency Number/Report Line: (866) 261-1286

### DHS PASSE Quality Assurance Unit

Emergency Number/Report Line: (501) 371-1329

Fax Line: (501) 682-8656

## Who do I contact if I have questions about or need assistance with incident reporting?

Email: [Incident.Reporting@empowerhcs.com](mailto:Incident.Reporting@empowerhcs.com)

Call:

Amelda Frazier, Grievance Coordinator

(501) 297-4559

Shannon Williams, Grievance Coordinator

(501) 757-1968

Apryll Sorg, Quality Management Specialist

(501) 353-7263

Janice Malone, Quality Management Trainer

(501) 351-4965

Updated







## Billing with Modifiers

Electronic claims may require modifiers in addition to National Standard Codes. Please refer to the Section II of your program's provider manual to determine the appropriate modifiers. Empower also has a few unique modifiers. These can be found on Empower's website [www.getempowerhealth.com](http://www.getempowerhealth.com) under Provider Alerts.

## Contract with Empower

We appreciate your time and consideration in joining our network and recognize that it is only through exceptional professionals like you that we can make high-quality healthcare more accessible to a greater number of people.

To become a participating provider with Empower, please email: [Empower.Network@empowerhcs.com](mailto:Empower.Network@empowerhcs.com)

## Educational Opportunities:

The following is a list of trainings offered by 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
- Personal Care Services
- An Overview of Physical Therapy, Occupational Therapy, Speech Therapy, and Day Treatment Services
- Developmental Disability Services

## 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		
Thursday, September 12, 2019	11:00 am—12:30 pm	<a href="#">Register Here!</a>

**Developmental Disabilities, Intermediate Care Facilities and Applied Behavioral Analysis**—This will be a review of DD services including HCBS, ICF programs, and ABA therapy services. There will also be a tutorial on using the Identifi portal.

Developmental Disabilities, Intermediate Care Facilities and Applied Behavioral Analysis		
Tuesday, October 1, 2019	11:00 am—12:30 pm	<a href="#">Register Here!</a>

## Upcoming Provider and Member Town Hall Meetings

Each Provider Town Hall will be from 2:00 pm—4:00 pm and each Member Town Hall will be from 5:00 pm—6:30 pm. The dates and locations listed below:

September 16, 2019	Fayetteville
Hilton Garden Inn—1325 North Palak Drive, Fayetteville, AR	
September 17, 2019	Little Rock
The Centre @ University Park—6401 West 12th Street, Little Rock, AR	
September 23, 2019	Little Rock
Hilton Garden Inn—10914 Kanis Road, Little Rock, AR	
September 24, 2019	Texarkana
AR Convention Center—5200 Convention Plaza Drive, Texarkana, AR	
September 30, 2019	Jonesboro
Hilton Garden Inn—2840 South Caraway Road, Jonesboro, AR	

## 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](#)



# Important Contact Information

## Provider Services

855-429-1028

## Member Services

866-261-1286

### Empower Chief Executive Officer

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### Vice President of Account Partnerships

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### Vice President of Clinical Services

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### Assistant Vice President of Operations, Southeast/Central Region

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### Vice President, Medical Director

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### Clinical Director, Children and Adolescents

Jamie Ables

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Office: 501-707-0961

### Clinical Director, Adults

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### Clinical Director, Developmental Disabilities

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### Manager Clinical Services UM

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Cell: 501-529-1204

### Quality Director AR PASSE

Suzanne Murray

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Cell: 803-608-7606

### Provider Relations Managers

Shelly Rhodes

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Office: 501-707-0920

Janna Vandiver

[Janna.Vandiver@empowerhcs.com](mailto:Janna.Vandiver@empowerhcs.com)

Office: 501-707-0928

### Care Coordination

[carecoordination@empowerhcs.com](mailto:carecoordination@empowerhcs.com)

### Complaints and Grievances

[complaintsandgrievance@empowerhcs.com](mailto:complaintsandgrievance@empowerhcs.com)

### Contracting

[empower.network@empowerhcs.com](mailto:empower.network@empowerhcs.com)

### Incident Reporting

[incident.reporting@empowerhcs.com](mailto:incident.reporting@empowerhcs.com)

### Provider Relations

[empowerhealthcaresolutionsPR@empowerhcs.com](mailto:empowerhealthcaresolutionsPR@empowerhcs.com)

### Special Investigations Unit

[SIU@beaconhealthoptions.com](mailto:SIU@beaconhealthoptions.com)

### Utilization Management

[utilizationmanagement@empowerhcs.com](mailto:utilizationmanagement@empowerhcs.com)



To visit our website please go to:

[www.getempowerhealth.com](http://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 email:

[EmpowerHealthcareSolutionsPR@empowerhcs.com](mailto:EmpowerHealthcareSolutionsPR@empowerhcs.com)

## 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**