

## September 2020

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## September is Suicide Prevention Month

In 2018, 547 Arkansans died by suicide. That is more than double the rate of homicides that occurred that year. The Arkansas Department of Health has been designated by the Arkansas General Assembly as the state agency in charge of suicide prevention in order to combat this issue. While the program is not a crisis center or hotline, they are there to promote the right programs for your particular needs. The ADH Suicide Prevention Program is working to provide educational programs that encourage people from all walks of life to become knowledgeable about suicide prevention.

Below are some helpful resources from Arkansas Department of Health

- For a list of Suicide Prevention Helpful Sites click [here](#).
- For a list of Suicide Prevention Programs promoted by and/or implemented by Arkansas Department of Health click [here](#).
- Click [here](#) to see a suicide prevention "After a suicide toolkit".

NAMI (National Alliance on Mental Illness) also gives us good information on suicide prevention.

<https://www.nami.org/Get-Involved/Awareness-Events/Suicide-Prevention-Awareness-Month>



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September 10th is World Suicide Prevention Day. NAMI observes these events by talking about suicide prevention and promoting resources and awareness, including: How you can help others and how to talk about suicide.

You can help promote awareness by [sharing images and graphics](#) on your website and social media accounts. Use #SuicidePrevention or #StigmaFree.

While suicide prevention is important to address year-round, Suicide Prevention Awareness Month provides a dedicated time to come together with collective passion and strength around a difficult topic. The truth is, we can all benefit from honest conversations about mental health conditions and suicide, because just one conversation can change a life.

NAMI reported on September 5, 2018 that charities reported a 67% growth in giving to suicide prevention.

Over the last five years, five of the country's largest, most respected suicide prevention organizations have reported a 67 percent increase in revenue growth. These funds have been used to provide crisis services and mental health resources, fund research, and launch creative campaigns to reach new, vulnerable audiences.

For more information on these charities click [here](#).

Excerpts: <https://www.healthy.arkansas.gov/suicide-prevention>; <https://www.nami.org/Get-Involved/Awareness-Events/Suicide-Prevention-Awareness-Month>

## September is National Childhood Obesity Month

The prevalence of childhood obesity has increased dramatically over the past few decades in the United States and other countries, and obesity during adolescence is associated with significant medical morbidity during adulthood. Eating disorders (EDs) are the third most common chronic condition in adolescents, after obesity and asthma. Most adolescents who develop an ED did not have obesity previously, but some adolescents may misinterpret what “healthy eating” is and engage in unhealthy behaviors, such as skipping meals or using fad diets in an attempt to “be healthier,” the result of which could be the development of an ED. Messages from pediatricians addressing obesity and reviewing constructive ways to manage weight can be safely and supportively incorporated into health care visits.

Avoiding certain weight-based language and using motivational interviewing (MI) techniques may improve communication and promote successful outcomes when providing weight-management counseling.



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This clinical report “The role of the pediatrician in primary prevention of obesity” complements existing American Academy of Pediatrics (AAP) reports on EDs and obesity prevention. The aim is to address the interaction between obesity prevention and EDs in teenagers and to stress that obesity prevention does not promote the development of EDs in adolescents.

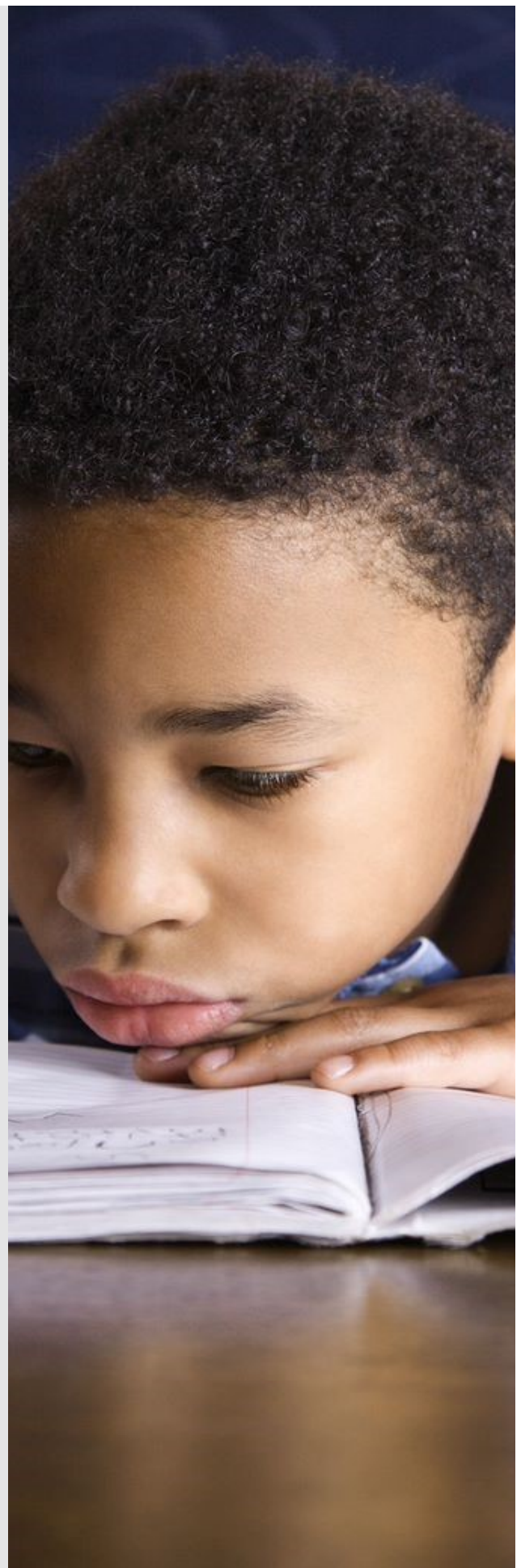
“Prevention of Pediatric Overweight and Obesity” provides the pediatrician with office-based, evidence-informed tools to identify behaviors that predispose to both obesity and EDs and to provide guidance about obesity and ED prevention messages. <https://pediatrics.aappublications.org/content/136/1/e275.full>

MI was developed by Miller and Rollnick in 1991 to treat patients with addiction. Although MI has been well studied in adults with addictions and obesity, fewer studies have evaluated the effect of MI on patients with EDs and the use of MI in children and adolescents. Studies to date on the use of MI for patients with EDs and for children and adolescents with obesity have been promising. The most recent book on MI by Miller and Rollnick defines MI as “a collaborative, goal-oriented style of communication with particular attention to the language of change. It is designed to strengthen personal motivation for and commitment to a specific goal by eliciting and exploring the person’s own reasons for change within an atmosphere of acceptance and compassion.”

A study conducted through the AAP Pediatric Research in Office Settings (PROS) network assessed the effect of MI delivered by pediatricians and found that pediatricians and dietitians who used MI to counsel families with overweight children were successful in reducing children’s BMI percentile by 3.1 more points than a control group in which MI was not used. The AAP Web and mobile app called “Change Talk: Childhood Obesity” (<https://ihcw.aap.org/resources/Pages/default.aspx>) uses an interactive virtual practice environment to train pediatricians about the basics of MI. Pediatricians can successfully facilitate their patients’ lifestyle behavior changes. Concerns from pediatricians and parents that obesity counseling can lead to an ED can be addressed by understanding the effectiveness of family-centered MI to promote healthy behaviors.

For complete story :

<https://pediatrics.aappublications.org/content/138/3/e20161649>





## 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 SIU

### Documentation Requirements – What is required?

Empower SIU audits provider documentation to ensure compliance with the Empower Provider Handbook, the Arkansas Medicaid Provider Manual, and any other applicable requirements.

Per the Empower Provider Handbook, providers must keep accurate and complete medical records for Empower members. Medical records are defined as, “the complete, comprehensive member records including, but not limited to, x-rays, laboratory tests, results, examinations and notes, accessible at the site of the member’s participating primary care physician or other provider, that documents all medical services received by the member, including inpatient, ambulatory, ancillary, and emergency care, prepared in accordance with all applicable state rules and regulations, and signed by the medical professional rendering the services.”

For more information on medical record standards and documentation requirements, please refer to the Empower Provider Handbook and the Arkansas Medicaid Provider Manual.

Please note – failure to adequately document billed services may result in the recoupment of funds or other adverse actions.

Empower Provider Handbook:

<https://www.getempowerhealth.com/>

Arkansas Medicaid Provider Documents:

<https://medicaid.mmis.arkansas.gov/provider/docs/docs.aspx>

## Provider Satisfaction Survey

Empower Healthcare Solutions will launch its first Provider Satisfaction Survey in September 2020. SPH Analytics (SPH), a research firm, has been contracted by Empower to administer the survey. This Provider Satisfaction Survey will be conducted with PCPs and medical and behavioral health physicians in the Empower network to measure their satisfaction with the health plan. SPH includes both physicians and office managers in the survey because research indicates that both have unique experiences working with the health plan that they can share and each perspective is important to capture.

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# Provider Satisfaction Survey (Continued)

## Provider Satisfaction Survey Timeline

The Provider Satisfaction Survey process is expected to begin September 15, 2020. Providers will receive the survey, a cover letter, and an invitation to take the survey electronically. The communication will include a URL link to complete the survey via the internet. For those who do not respond initially, a replacement survey letter will be sent. For those who do not complete the survey electronically, surveyors will then make telephone calls (up to three attempts) in order to complete the survey by telephone.

Survey Activities	Timeline	Approximate Dates ± 2 weeks
<b>Initial Survey</b> Survey, cover letter, and invitation to take the survey via internet is mailed.		9/15/2020
<b>Replacement Survey</b> Survey, cover letter, and invitation to take the survey via internet is mailed to non-responders.	20 days following Initial Survey	10/4/2020
<b>Telephone Interviews</b> Telephone calls to conduct survey via telephone interview for those who did not respond to internet-based survey	20 days following Replacement Survey Continue for 30 days	10/24/2020 through 11/24/2020
<b>Survey Data Collection Ends</b>		11/24/2020
<b>Survey Results Published</b> On the Empower website and in the Empower Provider Newsletter		Winter 2020-2021

## Provider Satisfaction Survey Tool

The SPH Provider Satisfaction Survey was developed to measure and compare the performance of health plans in key service areas among providers and office staff of the provider community. The current survey was tested and released in 2013. The survey includes 33 scaled questions, 7 demographic questions, and one open-ended question.

The Survey includes the following themes:

- Empower's Call Center Service
- Empower's Finance and Claims Processing Services
- Coordination of Care between Empower Medical and Behavioral Health Network Providers
- Utilization Management Services
- Pharmacy Services
- Provider Relations Services
- Overall Satisfaction and Loyalty

## Provider Satisfaction Survey Results

At the conclusion of the Empower Provider Satisfaction Survey, the results will be used to identify improvement opportunities and will be shared with providers, members, and Arkansas DHS. The results will be published and available via the Empower Healthcare Solutions website and provider newsletter.

## Credentialing

- Credentialing began early January 2020
- Credentialing must be completed by January 1, 2021
- Full Credentialing is required by Empower Healthcare Solutions

### Required Documentation

- Completed Application
- Completed Service Location Addendum – One per service location
- Copies of all applicable state or agency licenses
- Copy of current medical malpractice, comprehensive professional, general and/or liability insurance certificates which identifies the limits of liability and the policy period.— Document must show “Professional Liability”
- Copy of a completed W-9 form or IRS letter
- National Provider Identification
- Staff Roster (if applicable)
- Accreditation Certificates
- Other Certifications

### Credentialing for BH and DD Independent Practitioners

Beacon is contracted to provide the behavioral health credentialing functions for Empower for the following Independently Licensed Practitioners:

- Psychologists
- Independently Licensed Practitioners
- Licensed Clinical Social Worker (LCSW),
- Licensed Professional Counselor (LPC),
- Licensed Marriage/Family Therapist (LMFT),
- Licensed Independent Substance Abuse Counselor (LISAC)
- Board Certified Behavioral Analysts (BCBAs)
- Independent/Non-Facility based Behavior Health APN

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







## Credentialing for BH and DD Facilities

Beacon is contracted to provide the behavioral health and developmental credentialing functions for Empower for facilities or organizations.

Once the facility has been approved for credentialing and is contracted with Empower, or their affiliates, on behalf of Empower to serve members **all licensed or certified professionals listed on the provider roster** may treat members in the facility setting.

To start the credentialing process for your facility, please reach out to [empower.network@empowerhcs.com](mailto:empower.network@empowerhcs.com)

## Credentialing for Medical Providers

Access is contracted to provide the Medical credentialing functions for Empower for the following:

- Medical Doctors (MD)
- Doctor of Osteopathic Medicine (DOM)
- Nurse Practitioners (NP)
- Advanced Practice Nurse
- Physician Assistant (PA)
- Certified Nurse Midwives
- Doctor of Podiatric Medicine
- Doctor of Chiropractic Medicine
- Optometrist
- Physical Therapist
- Occupational Therapist
- Speech and Language Pathologist

***\*\*Note: This may not be a complete list of provider types requiring credentialing.***

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

For general questions about the credentialing process please contact Empower Provider Relations at [empowerhealthcaresolutionsPR@empowerhcs.com](mailto:empowerhealthcaresolutionsPR@empowerhcs.com)



## 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 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](mailto: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, September 15, 2020	10:00 am—11:30 am	<a href="#">Register Here!</a>
Tuesday, October 20, 2020	10:00 am—11:30 am	<a href="#">Register Here!</a>

## 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](#)

## Care Coordination Helps Members Returning Back to School

School looks different this year in Arkansas during a Global Pandemic with active quarantines, virtual and in person learning. Empower Care Coordinators assisted Empower members with obtaining back packs, needed school supplies, and school clothes to start the year off right. With assistance from the local churches, schools, and other community resources Empower was able to provide 11 large bags of clothing and shoes as well as backpacks with school supplies for the new school year to some members in need.

This was just one example of how Empower Care Coordinators assist members every day. If you have a member in need, please reach out to the Care Coordination team at [CareCoordination@empowerhcs.com](mailto:CareCoordination@empowerhcs.com).



# Important Contact Information

## Provider Services

855-429-1028

## Member Services

866-261-1286

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### Provider Complaints and Grievances

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### Contracting

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### Incident Reporting

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### Provider Relations

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### Special Investigations Unit

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

### Utilization Management

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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 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**