



## APPROVAL to Empower!

# Arkansas DHS issues final readiness approval to Empower Healthcare Solutions, LLC

Empower Healthcare Solutions LLC, the largest Provider-led Arkansas Shared Savings Entity (PASSE), has been authorized by state regulators to continue empowering its members with developmental disabilities and complex behavioral and intellectual health needs to lead fuller, healthier lives at home and in their communities, Empower administrators announced Feb. 1.

The Arkansas Division of Medical Services, a branch of the Department of Human Services (DHS), issued final readiness approval to Empower Jan. 31, following the company's recent ownership transition. As a PASSE, Empower was required to clearly demonstrate complete and seamless operational readiness defined by DHS as a result of the ownership transfer.

According to correspondence from DHS, Empower Healthcare Solutions, LLC., has fulfilled all of the requirements within the stipulated time-frames. DHS has determined that these requirements were met and has finalized the formal readiness review. On Feb. 7, auto assignments to Empower resumed.

Company leaders appreciate DHS oversight and collaboration and look

forward to welcoming more members into enrollment with Empower during 2022 and beyond.

"Empower Healthcare Solutions maintains our members as #1 priority in everything we do," stressed Mitch Morris, Empower Chief Executive Officer. "We have every intention of providing the highest quality services to our members and the providers that care for them."

## DHS updates incident report form

On Jan. 1, 2022, the Arkansas Department of Human Services (DHS) updated the Arkansas PASSE Incident Report Form. You can find the form [here](#).

This form is to be used as a reporting tool for providers, not only to DHS but also to Empower. In the upcoming quarterly newsletters, each section will be covered in detail, from which incidents are required to be reported and the time frames for reporting to the state and to Empower.

Every incident that is reported will have at least, an initial report and a final report. A follow-up report should be used if there is pertinent information that is found after the

initial report is made and before the report is finalized. The same form (electronic version) should be used each time.

Resources for reporting requirements can be found here:  
[•Manual for Empower providers](#)  
[•Arkansas DHS Policy 1090.0 Incident Reporting.](#)

The Quality Management Department at Empower is here to answer any reporting questions you have. Please email us at: [incident.reporting@empowerarkansas.com](mailto:incident.reporting@empowerarkansas.com)

Thank you for ensuring the health and safety of Empower members and reporting incidents that put the health and safety of members at risk.

### IN THIS ISSUE

- ◆ DHS issues readiness
- ◆ Out-of-network authorization
- ◆ Roster updates
- ◆ Appointment reminders

# Reminders for Empower providers

## Appointment availability, after hours memo

A provider must be enrolled in Arkansas Medicaid to participate with Empower.

A provider must provide timely and adequate access to routine and emergent appointments and provide a process for members to have after-hours in the evenings and/or weekend appointments. All Empower providers are required to comply with the Americans with Disabilities Act of 1990 and Section

504 of the Rehabilitation Act of 1973 in providing physical accessibility standards in their physical locations.

Please see table below with appointment type and access standard.

For additional information on appointment requirements, see the Empower Healthcare Solutions Provider Handbook on our website, [getempowerhealth.com](http://getempowerhealth.com) or contact Empower Provider Services at 855-429-1028.



Appointment Type	Access Standard
<ul style="list-style-type: none"> <li>■ Emergency Care - Medical, Behavioral Health, Substance Abuse</li> <li>■ Behavioral Health Service and Developmental Disability Service Mobile Crisis Response</li> <li>■ Urgent Care - Medical, Behavioral Health, Substance Abuse</li> <li>■ Primary Care - Routine, non-urgent symptoms</li> <li>■ Behavioral Health, Substance Abuse Care - Routine, non-urgent, non-emergency</li> <li>■ Prenatal Care</li> <li>■ Primary Care Access to after-hours care</li> </ul>	<ul style="list-style-type: none"> <li>■ 24 hours a day, seven days a week</li> <li>■ 24 hours a day, seven days a week</li> <li>■ Within 24 hours</li> <li>■ Within 21 calendar days</li> <li>■ Within 21 calendar days</li> <li>■ Within 14 calendar days</li> <li>■ Office number answered 24 hours/seven days a week by answering service or instructions on how to reach a physician</li> <li>■ Within 30 calendar days</li> <li>■ Within 60 calendar days</li> </ul>
<ul style="list-style-type: none"> <li>■ Preventative visit/well visits</li> <li>■ Specialty Care - non-urgent</li> </ul>	

# Attention Providers:

Please contact Utilization Management via the following communication portals:

1. Call Provider Services at 1-855-429-1028 and press 2 after the prompt, where our UM team can answer questions or route you to the correct team member to answer any questions.
2. Go to <https://myidentifi.com> where you will be able to check the status of authorizations.
3. Contact UM via fax - Medical UM Fax, 1-800-878-8264 or BHDD UM Fax, 1-800-886-6839.

Please note this UM contact information for future references. The following email, [UtilizationManagement@empowerarkansas.com](mailto:UtilizationManagement@empowerarkansas.com), is no longer in operation and all UM questions need to go to our automated call number above; [myidentifi.com](http://myidentifi.com); or either of the fax numbers above.



# Required updates to provider staff rosters

Updating your professional provider staff roster on a regular basis helps satisfy your contractual requirement to regularly review and approve the care provider information Empower has about your practice, organization or program. Having correct information also helps Empower process and reimburse claims correctly.

As a reminder, please include non-physician professionals, such as nurse practitioners, licensed therapists, licensed counselors, clinical nurse specialists and physician assistants in your rosters. Rosters are also required from home and community-based providers who provide services under the CES Waiver or the 1915(i) authority; board certified Behavioral Analysts (BCBAs); and community support systems providers (CSSP).

If providers do not keep rosters updated, Empower may deny claims or may reimburse claims incorrectly. Required data elements for roster updates are listed in provider contracts. Providers can submit updates to their rosters via the [Empower Roster Form](#).

Upon updates, roster submissions can be directed to [empower.network@empowerarkansas.com](mailto:empower.network@empowerarkansas.com). Additional questions can be directed to [empower.network@empowerarkansas.com](mailto:empower.network@empowerarkansas.com).

Remember that the roster form contains PHI and must be transmitted to Empower Healthcare Solutions via secured email or fax in accordance with federal regulations. Additional site locations will need to have an additional roster filled out.

## Out-of-network PA reinstatement effective March 1

A large, blue, distressed-style stamp with the word "ALERT" in all caps, slanted slightly to the right.

Effective March 1, Empower Healthcare Solutions will be reinstating the Out-of-Network Prior Authorization requirements. This means that all services performed by an out of network provider will require a prior authorization. This includes physicians, hospital and ancillary service.

As a reminder, only Arkansas Medicaid enrolled providers can bill for services rendered to

Empower members. Providers should reach out to Empower Provider Services at 855-429-1028 or [empowerhealthcaresolutionspr@empowerarkansas.com](mailto:empowerhealthcaresolutionspr@empowerarkansas.com) for additional questions, concerns related to prior authorizations.

Providers can access the website 24 hours a day, seven days a week. Utilizing the website can reduce the need for making telephone calls regarding coverage.



### Provider Services

(855) 429-1028  
[www.getempowerhealth.com](http://www.getempowerhealth.com)

Corporate Offices:  
1401 W. Capitol Avenue  
Suite 430  
Little Rock, AR 72201

Correspondence:  
Empower Healthcare Solutions  
P.O. Box 211445  
Eagan, MN 55121

Contracting/Credentialing  
(855) 429-1028  
[empower.network@empowerarkansas.com](mailto:empower.network@empowerarkansas.com)

### Administration

Mitch Morris, Chief Executive Officer

Greg Lueck, Chief Operating Officer

Marty Catron, Chief Financial Officer

Dr. Brad Diner, Chief Medical Officer

Suzanne Tipton, Chief Compliance Officer

### Provider Relations

[empowerhealthcaresolutionspr@empowerarkansas.com](mailto:empowerhealthcaresolutionspr@empowerarkansas.com)

*Provider Connections* newsletter is produced quarterly. Please feel free to share this newsletter. If you would like to receive the newsletter, provider alerts or training information please email: [empowerhealthcaresolutionspr@empowerarkansas.com](mailto:empowerhealthcaresolutionspr@empowerarkansas.com)

### PROVIDER NOTES

Visit our website at  
[www.getempowerhealth.com](http://www.getempowerhealth.com)  
TO FIND RESOURCES FOR PROVIDERS:

- ◆ Clinical practice guidelines
- ◆ Contracting/credentialing
- ◆ Cultural competency plan
- ◆ EW
- ◆ Provider forms/resources
- ◆ Incident reporting
- ◆ Provider alerts
- ◆ Provider FAQ
- ◆ Provider handbook
- ◆ Provider portal
- ◆ Pharmacy provider guidelines
- ◆ Provider quality improvement activities

