

PROVIDER CONNECTIONS

PARTNERING WITH PROVIDERS TO EMPOWER MEMBERS TO LEAD FULLER, HEALTHIER LIVES

SUMMER 2022



EMPOWER
quality initiative

2022 Empower Provider Medical Records Documentation review to begin in June

The Empower Quality Improvement (QI) Department is beginning the annual Provider Medical Records Documentation review, (MRDR), this month. These annual studies are a part of Empower’s quality improvement initiatives, which seek to improve member care and treatment outcomes. The purpose of the MRDR is to identify areas needed to improve medical record documentation compliance with state and federal regulations and quality standards.

Empower includes all providers that render healthcare services to our members in this ongoing quality initiative. For the 2022 MRDR, Empower is expanding the behavioral health and PCP groups to include psychiatrists, psychologists, licensed social workers, family medicine physicians and pediatricians. This inclusion of BH/PCP provider groups will allow for a more comprehensive representation of the services utilized by Empower members. More information on this and other provider information can be found in the Empower Provider Handbook <https://getempowerhealth.com/wp-content/uploads/2022/03/Provider-Handbook-030122.pdf>.

Providers will begin receiving direct notification of selection to participate beginning in mid-June. After the initial notification, the contact person for each provider will receive additional information about;

- on-line provider training,
- a list of Empower members whose

medical records will be reviewed,

- a checklist of required documentation,
- and the record submission process.

Providers that participate in the initiative will receive their individual results and feedback from the QI department upon completion of the review of all medical records. No individual provider results will be made public. Providers that are found to have deficits compared to the standards may be required to submit corrective action plans. Further updates on the 2022 Provider MRDR, along with additional provider tools and resources can be found on our website, www.getempowerhealth.com.

The Quality Improvement Department is available to address questions regarding this process. Virginia Marlow, quality records review coordinator, may be contacted for assistance at Virginia.Marlow@empowerarkansas.com or by calling (501) 804-7646.

IN THIS ISSUE

- ◆ Quality Improvement MRDR
- ◆ Incident reporting
- ◆ Roster updates
- ◆ PDN request

Timely incident reporting required for PASSE

What is the Incident Reporting Process?

The Provider-led Arkansas Shared Savings Entity (PASSE) and Empower Healthcare Solutions providers must submit incident reports upon the occurrence of any incident involving Empower members. As an Empower provider all incident reports must be submitted via email simultaneously to incident.reporting@empowerarkansas.com and to the Arkansas Department of Human Services (DHS) at DHS.DDS.Central@Arkansas.Gov.

Why should we report incidents?

Section 8.7.1 of the PASSE agreement documents indicate that, "...The PASSE and the provider must submit incident reports upon the occurrence of any of the following events:

- a. Death of a member; ***Requires Immediate Reporting within one hour of the PASSE becoming aware of the occurrence;**
- b. The use of restrictive interventions;
- c. Suspected maltreatment or abuse of member;
- d. Injury to a member that requires emergency room care, or a paramedic;
- e. Injury to a member that may result in a substantial permanent impairment; ***Requires Immediate reporting within one hour of the PASSE becoming aware of the occurrence;**
- f. Injury to a member that requires hospitalization;
- g. Threatening or attempting suicide;
- h. Arrest;
- i. Any situation where the member eloped from a service and cannot be located within two (2) hours;
- j. Any event where a PASSE HCBS provider staff threatens, abuses, or neglects a member; and



- k. Medication errors that cause serious injury to the member..."
- Incident reports must contain the following information:
- a. Date of Incident;
 - b. Member's Name, Date of Birth;
 - c. Time of Incident;
 - d. Location of Incident;
 - e. Persons involved;
 - f. Incident Description;
 - g. Any action taken by the Provider, staff, or PASSE; and
 - h. Name of Person that prepared the report with contact information.

When should we report?

According to Section 8.7.2 of the PASSE Agreement documents,
■ "... Other than Immediate Reporting, all other Incidents must be reported within twenty-four (24) hours of the PASSE becoming aware of the occurrence ..."

- A death of a member; ***Requires Immediate Reporting within one hour of the PASSE becoming aware of the occurrence.**

- Injury to a member that may result in a substantial permanent impairment; ***Requires Immediate reporting within one hour of the PASSE becoming aware of the occurrence.**

Additional information on incident reporting can be found on the DHS website at <https://humanservices.arkansas.gov/report-a-concern/>.

The Empower Quality Improvement (QI) Department is here to answer any reporting questions you may have. Please contact the QI department at: incident.reporting@empowerarkansas.com.

Thank you for ensuring the health and safety of individuals enrolled in the Arkansas Medicaid PASSE program and reporting incidents that put the health and safety of members at risk.

Thank you!

empower
HEALTHCARE SOLUTIONS

Thank you for being a part of our network of physicians, hospitals, agencies and other healthcare providers. Empower aims to furnish you and your staff with all of the tools and information that will enable you to successfully partner with us and to provide the highest quality of healthcare to our members. Provider Services support is available Monday through Friday from 8 a.m. to 5 p.m. CST, at 855-429-1028.

Staff rosters: complete updates essential

Complete updating of 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 thoroughly updated, Empower may deny claims or may reimburse claims incorrectly. Providers can submit updates to their rosters via the [Empower Roster Form](#).

Upon **completing** roster updates, roster submissions should be emailed to thester@accesshealth.services. Additional questions concerning roster updates can be directed to empower.network@empowerarkansas.com.

Remember that the roster form contains personal health information (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.

PDN cases: providers should request hours, submit health notes



Reminder to home health providers: When submitting a prior authorization request for private duty nursing (PDN) cases, please remember to request appropriate hours for your PDN case and submit patient's most recent clinical notes. The scheduled number of hours requested should reflect the daily care needs of the member. The physician's orders for PDN should be written in

hours per day and days per week.

If providers do not request appropriate hours, Empower may deny claims or may reimburse claims incorrectly. If you are unsure about a PDN denial letter you have received and need further clarification, please contact Empower Provider Services at 855-429-1028 and press 2 to speak to Empower's Utilization Management team.



Provider Services

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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

PROVIDER NOTES

Visit our website at
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

