

CORRECTED
prior auth. error

Empower amends Prior Authorization list

Empower Healthcare Solutions previously updated the Prior Authorization (PA) list and changes that went into effect June 1. The codes below were inadvertently listed as requiring a Prior Authorization. Empower apologizes for the inconvenience, as this was an error. Empower has addressed this issue and an updated PA list can be found at getempowerhealth.com.

All claims that were denied as a result of this error will be reprocessed. This

does not require any further action as the claims will be adjusted by Empower on behalf of the impacted providers.

See list below of service codes NOT requiring a prior authorization for in-network providers.

Please follow benefit limit guidelines

regarding Extension of Benefits (EOB).

For questions, please contact the Empower Provider Relations department at empowerhealthcaresolutionspr@empowerarkansas.com. [Find a complete PA list at getempowerhealth.com/providers](http://getempowerhealth.com/providers).

Service Codes NOT Requiring a Prior Authorization for In-Network Providers:

- | | |
|----------------|--------------------------------|
| 90885 | H2017, HQ, U4, UC (Ages 16-20) |
| 90887 | H2017, U3, U4 (Ages 18-99) |
| H0014, U4 | H2017, U3, U4 (Ages 18-99) |
| H0015 | H2017, U4, U1 |
| H0018 | H2017, U4, U2 |
| H0034 U4 HQ TD | H2017, U4, U5 (Ages 18-99) |
| H0034 U4 TD | H2017, U4, U6 (Ages 16-20) |
| H0038 | H2017, U4, U6, HQ (Ages 16-20) |
| H0038, U4 | H2017, U4, UA |
| H0038, UC, U4 | H2017, U4, UB |
| H2014 | H2017, U4, UC (Ages 16-20) |
| H2014, U4 | H2019 |
| H2014, UC, U4 | H2019, U4, UC (Ages 04-17) |
| H2015 | H2019, U4 (Ages 04-17) |
| H2015, U1, U4 | H2023, U4 (Ages 18-99) |
| H2015, UC, U4 | T1023 |
| H2017 | |

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Empower Quality Team conducting provider surveys to enhance, strengthen services

Empower Healthcare Solutions is excited to announce two crucial surveys that the Empower Quality Team is conducting this summer, designed to enhance services and strengthen Empower's commitment to providing exceptional healthcare experiences. These surveys are the National Committee for Quality Assurance (NCQA)-based Provider Satisfaction, and the Provider Access and Availability surveys. Provider participation and valuable feedback are essential to shaping the future of Empower and ensuring the well-being of our members.

Provider Satisfaction Survey: Share Your Feedback, Drive Improvement

Empower staff constantly strives to improve and simplify company processes, and provider input is vital in achieving this goal. The Provider Satisfaction Survey is a brief questionnaire that allows providers to give Empower valuable feedback on interactions with Empower. Staff members value provider perspectives, insights and suggestions, which will help Empower enhance collaboration and deliver even better services to members.

Provider participation in the Provider Satisfaction Survey will contribute to a culture of continuous improvement, where Empower will address any

challenges, implement necessary changes and refine practices. By working together, Empower and providers can ensure that Empower remains a trusted partner in delivering exceptional healthcare.

Provider Access and Availability Survey: Elevate Healthcare Standards

Empower recognizes the significance of access and availability in delivering comprehensive healthcare to its members. To that end, Empower is launching the Provider Access and Availability Survey, which aims to measure and improve provider compliance with healthcare access and availability standards.

The primary objective of this survey is to ensure that Empower members have ample access to primary care, behavioral health and specialty providers, not just during regular business hours but also outside of them. By participating in this survey, providers will play a crucial role in helping Empower identify areas of improvement, eliminate barriers to care and enhance overall member experience.

The Provider Access and Availability Survey will take only a few minutes of time to complete, yet its impact will be significant and long-lasting. Provider insights will enable Empower staff to address any gaps in provider availability and optimize Empower network to meet the evolving needs of our members.



Together, Let's Empower Better Healthcare

Empower believes that every provider within the Empower network is an invaluable asset in the company's goal to provide exceptional healthcare experiences. Provider participation in these surveys will contribute directly to the ongoing improvement of Empower's services, ultimately benefiting members and the communities Empower serves.

Stay tuned for further updates regarding the surveys, including specific timelines and instructions on how to participate. Empower appreciates providers time, dedication and commitment to excellence, and Empower staff look forward to partnering with providers in empowering better healthcare for all.

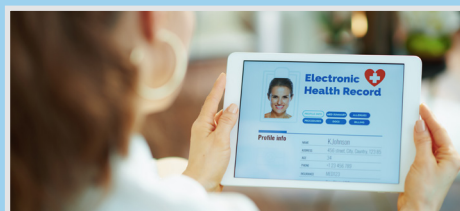
For more information, contact the Quality Team at qualityofcare@empowerarkansas.com.

Empower 2022 Medical Records Documentation Review completed

The 2022 Empower Healthcare Solutions Medical Records Documentation Review (MRDR) is all wrapped up.

According to the Empower Quality Review department, Empower was able to review medical records for 74 members from 15 providers and were very impressed with the quality of documentation Empower was provided.

All of the reviews received a score of, "Excellent," which means their records included 85 percent or more of the requested documentation. One of the 10 behavioral health (BH) providers and one of the five primary care physicians' (PCP) received 100 percent.



While the scores prove that Empower providers are taking the time to ensure they're meeting the highest standards, the most common area of concern for both PCP and BH providers was documentation of collaboration between providers. As a result, Empower staff asks providers to please make sure office contacts and records are included in documentation to Empower.

Empower staff praised this outstanding work from all providers that participated. "Thanks to all of our providers for making the 2022 MRDR successful," shared Rea Goynes, Empower Quality Review Nurse Manager. "It's just more proof that Empower's providers are dedicated to providing the best care for our members."

Roggow named senior director, provider engagement

Empower Healthcare Solutions has named Chad Roggow as Senior Director of Provider Engagement, effective immediately.

“Empower works closely with our participating network providers in collaborative efforts to improve the quality of care and achieve improved outcomes for our members,” shared Greg Lueck, Empower Chief Operating Officer, “Chad’s documented expertise and track record of successful provider collaborations will deliver significant value for both providers and members moving forward.”

In this newly-created role, Roggow will oversee the development, implementation and oversight of market-based provider support activities. He will lead Empower’s contracting and provider relations teams. Under Roggow’s leadership, his team will design a robust provider awareness program and develop and lead cross-functional initiatives that drive deeper engagement, activity and support of Empower’s provider network. In addition, he is responsible for identifying

and executing new areas of provider practice engagement, including the development of tools, services, value-based reimbursement strategies and activities.

Roggow brings a wealth of healthcare experience to Empower. Previously, he served as Director of Provider Relations, Health Plan - Sanford Health, Sioux Falls, S.D.; Director of Operations of Digestive Health - Sanford Health, Sioux Falls, S.D.; and Provider Relations Director, Dakota Care, Sioux Falls, S.D. Additionally, he served as branch manager for Healthcare Solutions/McKesson & Allscript VAR, Sioux Falls, S.C.; as well as served in marketing and sales roles, among others.

“I’m excited and honored to get to know the provider community of Arkansas,” shared Roggow. “What is happening at Empower Healthcare Solutions is unique and very special as we support the



Chad Roggow
Senior Director,
Provider Engagement

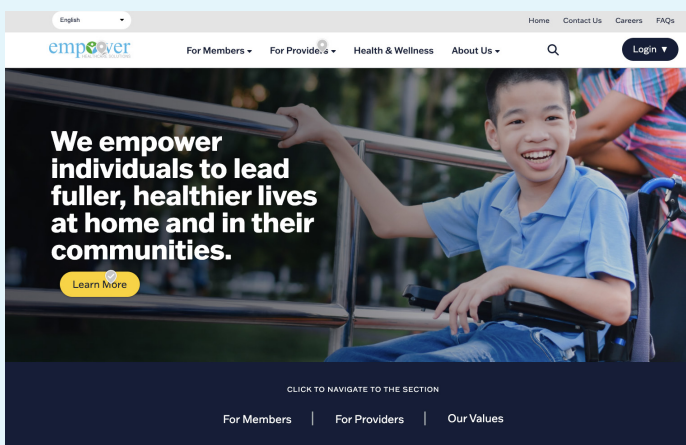
providers through extensive case management efforts.

“One of my goals ... is to ensure that the provider community is educated, supported and is being interacted with on a regular basis through our provider engagement team ... Our team will focus to ensure that the revenue cycle, on-boarding, enrollments and all other processes with our providers are working appropriately to help support an uninterrupted experience of caring for our members.”

Roggow holds a bachelor of arts and masters degree in business administration, Healthcare Emphasis from University of Sioux Falls. He is past president, secretary/treasurer of the South Dakota Medical Group Managers Association.

He and his wife, Mary Lou, are the parents of three adult sons, Chaden, Ethan and Zachary. The Roggows will reside in Little Rock. Reach Chad at chad.roggow@empowerarkansas.com.

Coming soon: Empower to launch new, user-friendly website



list of services offered.

In addition, Empower has introduced a new online application form for providers who wish to join the network; a new, improved contracting process; and a new online process for updating provider rosters. Behavioral Health/Intellectual and Developmental Disabilities (BH/IDD) providers can now submit their applications, updates to rosters (and more) electronically to Empower for approval and contracting. This streamlined process ensures a seamless experience for providers, while also maintaining the previously-used process for medical network applications. Stay tuned for additional information.

Furthermore, Empower has introduced a Prior Authorization Tool, which allows providers to quickly determine if a procedure code requires prior authorization. This tool eliminates the need for manual checks and provides instant information, saving time and improving efficiency.

“We are thrilled to launch our new website, which will greatly enhance the experience for both our providers and patients,” said Stella Prather, APR, Empower’s communications director. “With the introduction of these new features, we aim to empower our network of providers and ensure that our members receive the highest quality of care.”

The new website, getempowerhealth.com, is set to go live in early Fall, and Empower is confident that it will revolutionize the way healthcare services are accessed and delivered.

Empower is excited to announce the launch of its new website in early Fall. This innovative platform aims to enhance the user experience and provide a seamless process for both providers and members.

One of the key features of the new website, getempowerhealth.com, is an improved Provider Search Tool. This tool allows users to easily search for healthcare providers within the Empower network. With just a few clicks, members can find the right provider that meets their specific needs. The Provider Search Tool also provides detailed information about each provider, including highlights, new features, and a comprehensive

Empower celebrates corporate office relocation with grand opening celebration, town hall event

About 400 staff, guests and supporters took part in a grand opening and ribbon cutting event, July 11, to celebrate the relocation of Empower Healthcare Solutions corporate offices at 17500 Chenal Parkway, Suite 300, in Little Rock.

The celebration included a ribbon cutting by Empower executives and both the North Little Rock and Little Rock Chamber of Commerce leadership; building tour; recognition of dignitaries and community partners; and lunch. A staff town hall meeting followed. One highlight of the town hall was recognition of several Empower members whose art work is on display in the corporate offices.

The health coverage program now has over 400 staff serving thousands of Medicaid members in Arkansas. Expanding to the larger office space has provided the necessary infrastructure for the company to continue its model of care, ensuring individuals with intellectual and developmental disability or behavioral health needs receive the right care, in the right setting, at the right time to improve health outcomes. Empower Care Coordinators manage care across all individual providers, including medical, pharmacy, behavioral health, intellectual and developmental disability and long-term support services.

The relocation did not result in any direct changes with regard to current provider and beneficiary services.

The new headquarters features a modern design and amenities to promote team work, innovation and employee well-being. The office space includes open work areas, training and meeting rooms, a conference room and a variety of breakout spaces for staff members to collaborate and share ideas.



A July 11 grand opening event included a ribbon cutting (top) and the unveiling of member art work that is displayed in the new corporate offices.



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Provider Connections newsletter is produced quarterly. Please 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
- ◆ EV
- ◆ Provider forms/resources
- ◆ Incident reporting
- ◆ Provider alerts
- ◆ Provider FAQ
- ◆ Provider handbook
- ◆ Provider portal
- ◆ Pharmacy provider guidelines
- ◆ Provider quality improvement activities