February 22, 2021

RE: Provider Validation Required on Claim Submission

Providers,

Empower Healthcare Solutions (Empower) is excited to announce that we are enhancing our claims processing system. In an effort to reduce the need to adjust or correct claims periodically, the following adjustments are being made to our claims documentation requirements to enhance our claims processing accuracy.

Empower will be validating provider identifying and demographic data via front-end claims edits. If the data submitted on the claim does not match the data registered with Arkansas Medicaid, claims will reject and you will need to resubmit with appropriate data based on the state Master Provider File. If data on the registry is not current, please reach out to provider enrollment at 800-457-4454.

Effective April 19, 2021:

- Providers must include both the billing and the rendering NPI and Taxonomy numbers in the appropriate boxes on all HCFA 1500 (professional) paper claim submissions and/or the 837-p equivalent.

- Providers must include both the billing and the attending NPI and Taxonomy numbers in the appropriate boxes on all UB04 (institutional) paper claim submissions and/or the 837-I equivalent.

- If the billing and rendering provider is the same, only the billing NPI and Taxonomy numbers need to be submitted.

- Group and facility providers must submit the billing NPI and Taxonomy numbers as well as the rendering NPI and Taxonomy numbers of the professional performing the service in the appropriate fields. Please note, for group and facility providers, the billing NPI and Taxonomy numbers are different and distinct from the rendering NPI and Taxonomy numbers.

- Atypical Providers will submit their Medicaid ID/Pin in the appropriate billing and/or rendering fields.

Thank you in advance for taking the time to assist in our commitment to enhance the provider claims experience. Please ensure data is current with Arkansas Medicaid prior to **April 19, 2021** to avoid disruption of payment and processing.

Thank you,

Empower Healthcare Solutions