



March 12, 2020

RE: Coronavirus

Providers,

We are writing to inform you of steps we are taking to prepare for potential unique challenges related to the developing Coronavirus outbreak (COVID-19) 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.

COVID-19 Specific Action Steps and Mitigation Preparation for Pharmacy:

- Members can get early refills on any maintenance medication they have filled in the past 90 days.
- Effective Monday, March 16, 2020, members can get up to 30 days per fill.
- Controlled substances are excluded at this time.

COVID-19 Specific Action Steps and Mitigation Preparation for Out of Network Providers:

- The Out of Network prior authorization requirements will be lifted effective 3/16/2020.
- All standard provider authorization requirements will remain in place.
- As a reminder, only Medicaid enrolled providers can bill for services rendered to Empower members.

Our plan will ensure that Empower meets its commitments to members, providers, and stakeholders. A primary focus is that members continue to have access to care when they need it most. As we execute that plan, we will keep you updated via alerts, our [website](#), and our [Facebook](#) page.

Members should reach out to their Care Coordinators or [carecoordination@empowerhcs.com](mailto:carecoordination@empowerhcs.com) regarding issues as it relates to access to services.

Providers should reach out to Provider Relations at [EmpowerHealthcareSolutionsPR@empowerhcs.com](mailto:EmpowerHealthcareSolutionsPR@empowerhcs.com) regarding questions for claims, and authorizations.

For up to date and additional key information from the CDC on Coronavirus, go to <https://www.cdc.gov/coronavirus/index.html>.

For up to date and additional key information regarding Coronavirus in Arkansas, visit Arkansas Department of Health at <https://www.healthy.arkansas.gov/>.

Thank you.