



September 3, 2019

RE: Extension for Out of Network Providers

Providers,

Empower is pleased to announce our network will remain open and Out-of-Network providers will be treated as though they are in Network providers through 12/31/19. This extension will allow providers to continue to familiarize themselves with the Empower Prior Authorization (PA) process and requirements.

Beginning 9/1/19 any service requiring a true Prior Authorization (PA) or Extension of Benefits (EOB) will be required for all providers including In-Network and Out-of-Network. The Empower Quick Reference Guide, listing the services that require a PA from Empower, is available at <https://s18637.pcdn.co/wp-content/uploads/sites/17/Quick-Reference-Guide-for-Key-Contact-Information-and-Prior-Authorization.pdf>.

If you have question about this information, please contact Provider Services at 855-429-1028 or email EmpowerHealthcarePR@empowerhcs.com.