



April 10, 2020

RE: Coronavirus –Use of Telemedicine for Crisis Intervention Services during COVID-19 Outbreak

Behavioral Health Providers,

We appreciate your patience over the past several days as we looked for ways to increase members' access to telehealth and to help you continue to provide quality behavioral health services to our members during this unprecedented time.

To mitigate the spread of COVID-19, Empower is committed to enabling members to remain in their homes to reduce exposure and transmission, and to preserve our network's capacity for the duration of this public health emergency consistent with the Arkansas Division of Medical Services (DMS) mandates.

Empower will be following the DMS Use of Telemedicine for Crisis Intervention Services. We will notify you via Provider Alert once configuration is complete and you can bill Empower for these services.

To see the DMS memorandum click here:

[https://humanservices.arkansas.gov/images/uploads/resources/Memorandum\\_DMS-29\\_Crisis\\_Intervention\\_AR\\_final\\_4.8.20.pdf](https://humanservices.arkansas.gov/images/uploads/resources/Memorandum_DMS-29_Crisis_Intervention_AR_final_4.8.20.pdf)

To bill Empower for these services:

- Please use Place of Service "02".
- Please bill with GT modifier.

Our focus remains on supporting our providers, customers and members during the declared state of emergency. Because of the fluid nature of the situation, we will continue to adjust our policies and procedures and provide updates to you as changes occur.

If you have questions about this please contact [empowerhealthcaresolutionspr@empowerhcs.com](mailto:empowerhealthcaresolutionspr@empowerhcs.com)

Thank you,

Empower Healthcare Solutions