

October 26, 2022

RE: Empower transitions to new clearinghouse vendor

**PLEASE FORWARD TO YOUR TEAM AS APPROPRIATE.**

Provider Notice: Empower is transitioning from Change Healthcare (CHC) to a new vendor, Availity, to provide EDI (electronic data interchange) clearinghouse services effective 12/15/22.

* Empower’s Payer Name and Payer ID will remain the same as they are today:
	+ Payer Name: Empower Arkansas
	+ Payer ID: 12956
* Claims submitted through CHC after 12/15 cannot be adjudicated, Availity must be used.
* Please refer to chart below to determine if any action is needed depending on your current claim submission method:

|  |  |
| --- | --- |
| Your Current Claim Submission Method: | Action Required by You |
| You have a claim submission vendor who submits claims to CHC on your behalf | No action required. Availity will notify your submission vendor of the change so your submission vendor can begin routing transactions to Availity on 12/15/22. |
| You submit claims via the Empower Provider Portal | No action required. You can continue to submit claims via the Empower Provider Portal |
| You submit paper claims via mail  | No action required. You can continue to mail paper claims in.  |
| You use CHC’s manual claims entry portal called Connect Center | ACTION REQUIRED. You must register for an Availity Essentials Portal account at [www.availity.com](http://www.availity.com), and start using this portal for claims entry on 12/15/22. For registration guidance or tips, please refer to the following resources: * [Register and Get Started with Availity Portal microsite](https://apps.availity.com/availity/Demos/LP_AP_GetStarted/index.html)
* [EDI Quick Start Guide for Availity](https://apps.availity.com/availity/documents/EDI_ConnectionServices_QuickStartGuide.pdf)

For claim submission and other guidance or tips, please refer to the following demos and resources AFTER you have registered for the Availity Essentials portal:* Submitting a Professional claim on the Availity Essentials portal: [Professional Claim - new - Training Demo](https://apps.availity.com/public/apps/home/)
	+ Supplemental handout: [Use Availity Essentials to Submit Professional Claims - Webinar Handout](https://availitylearning.learnupon.com/r/x7s3yo290kf6jt0ec0vbmvtni1som2y)
* Submitting a Facility (institutional) Claim on the Availity Essentials portal: [Facility Claim - Training Demo](https://apps.availity.com/public/apps/home/)
* [Submitting a Claim on Availity Essentials](https://apps.availity.com/public/apps/home/)
* Reviewing response files from web-entered claims on Availity: [Follow up on Web-entered Claim - Online Course](https://apps.availity.com/public/apps/home/)
* How to change EDI reporting preferences on Availity: [EDI Reporting Preferences - Training Demo](https://apps.availity.com/public/apps/home/)
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* For assistance with any Availity-specific topics such as registration or using the Availity Essentials portal, please contact Availity Client Services at 1-800-282-4548.
	+ If you are a registered user, you also have the option to submit an eTicket on the Availity Essentials portal.

For questions, please contact Empower Provider Services at (855) 429-1028 or Empower Provider Relations at empowerhealthcaresolutionspr@empowerarkansas.com.

Thank you,

Empower Provider Relations