



January 20, 2022

RE: Empower Utilization Management

Providers,

Please contact Utilization Management (UM) via the following communication methods:

1. Call Provider Services at 1-855-429-1028 and press 2 after the prompt where the Empower UM Team can assist or route you to the correct team member to answer questions.
2. Access the Empower portal at <https://www.myidentifi.com> to check the status of authorizations.
3. Contact UM via fax –  
Medical UM Fax 1-800-878-8264  
Behavioral Health/Intellectual & Developmental Disabilities UM Fax 1-800-886-6839.

Please note that the [UtilizationManagement@empowerarkansas.com](mailto:UtilizationManagement@empowerarkansas.com) will no longer be in operation and all questions related to Utilization Management need to go through Empower Provider Services at 1-855-429-1028, the Empower portal, or the fax numbers listed above.

Please visit our website at [www.getempowerhealth.com](http://www.getempowerhealth.com) if you have additional questions about Empower.

Thank you,  
Empower Provider Relations