



April 5, 2023

RE: Changes to Provider Administrative Reconsiderations

Providers,

Beginning 2023, the state defined Empower PASSE Agreement has changed regarding provider appeals. Below are the noted changes:

- Providers can submit an administrative reconsideration request to Empower, or they can file an appeal with Arkansas Department of Health (ADH) directly.
- A request to Empower for administrative reconsideration or an appeal submitted to ADH must be in writing and submitted within 30 calendar days of the date of the adverse action/determination. These requests can be for pre/post services. (This was previously 60 calendar days.)
- Providers can no longer file an appeal directly to Empower per the new PASSE agreement.
- A provider can no longer serve as an appellant for a member appeal without an Assignment of Rights (AOR).
- Providers can submit a complaint to Empower but a grievance can only be filed by Empower members.

The changes will be reflected in the Empower Provider Handbook which can be viewed on our website at www.getempowerhealth.com.

For questions, please contact Empower Provider Relations empowerhealthcaresolutionspr@empowerarkansas.com.

Thank you,

Empower Healthcare Solutions