



February 8, 2023

RE: **UPDATED** Outpatient Behavioral Health Services Rate Increase (Includes New Information)

Providers,

Previously, Empower Healthcare Solutions sent an acknowledgment of the Arkansas Medicaid rate increase effective October 1, 2022, for certain Outpatient Behavioral Health Services as published at <https://humanservices.arkansas.gov/covid-19/dhs-response-to-covid-19/updates-for-providers/>. Empower is actively working to configure our system in compliance with the rate update with an estimated completion date of mid-February.

For the OBHS claims that have not yet been submitted to Empower with dates of service from October 1, 2022, and forward, please submit the claims with the updated rate.

For claims previously submitted back to October 1, 2022, please submit corrected claims with the updated rate. You will receive a denial stating the claim(s) are a duplicate, but upon completion of our system configuration, those claims will be reprocessed at the increased rate at that time.

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

Thank you,

Empower Healthcare Solutions