

Empower Healthcare Solutions

Provider Town Hall

April 2019



Agenda

- PASSE Overview
- About Empower
- Provider Participation
- Member Eligibility
- Claims Submission Guidelines
- Empower Provider Portal
- Provider Resources

PASSE Overview



PASSE Overview

- A PASSE is a Provider-led Arkansas Shared Savings Entity
- Created by Act 775
- DHS defines the PASSE as “A new model of Organized Care that will address the needs of certain Medicaid Beneficiaries who have complex behavioral health and intellectual and developmental disabilities service needs.”
- Provider-led in that providers must own at least 51% of the new company
- To learn more about the PASSE program visit Medicaid’s website at: <https://humanservices.arkansas.gov/about-dhs/dms/passe>

PASSE Overview



To improve the health of Arkansans who have need of intensive levels of specialized care due to mental health, intellectual or developmental disabilities



To link providers of physical health care with providers of behavioral health care and services for individuals with developmental disabilities



To coordinate care for all community-based services for individuals with intensive levels of specialized care needs



To reduce excess cost of care due to under-utilization and over-utilization of services



To allow flexibility in the array of services offered to the population served



To reduce costs by organizing care, not just by managing finances



To increase the number of service providers available in the community to the population covered

About Empower



About Empower

Our goal is to empower individuals to lead fuller, healthier lives at home and in their communities.

Empower is a partnership between **Beacon Health Options** and five provider organizations:

- **Arkansas Community Health Network (ACHN)**
- **Woodruff Health Group**
- **The Arkansas Healthcare Alliance**
- **Stratera**
- **Independent Case Management (ICM)**

Empower currently has **19,000+** enrolled members with over **80** contracted hospitals, **5,000+** physicians, and nearly **700** behavioral health and developmental disability contracted providers statewide.

Empower integrates physical health, behavioral health, developmental and intellectual disability care, and social support services in order to increase access to care while improving the quality of life for our members.

Provider Participation



Provider Participation

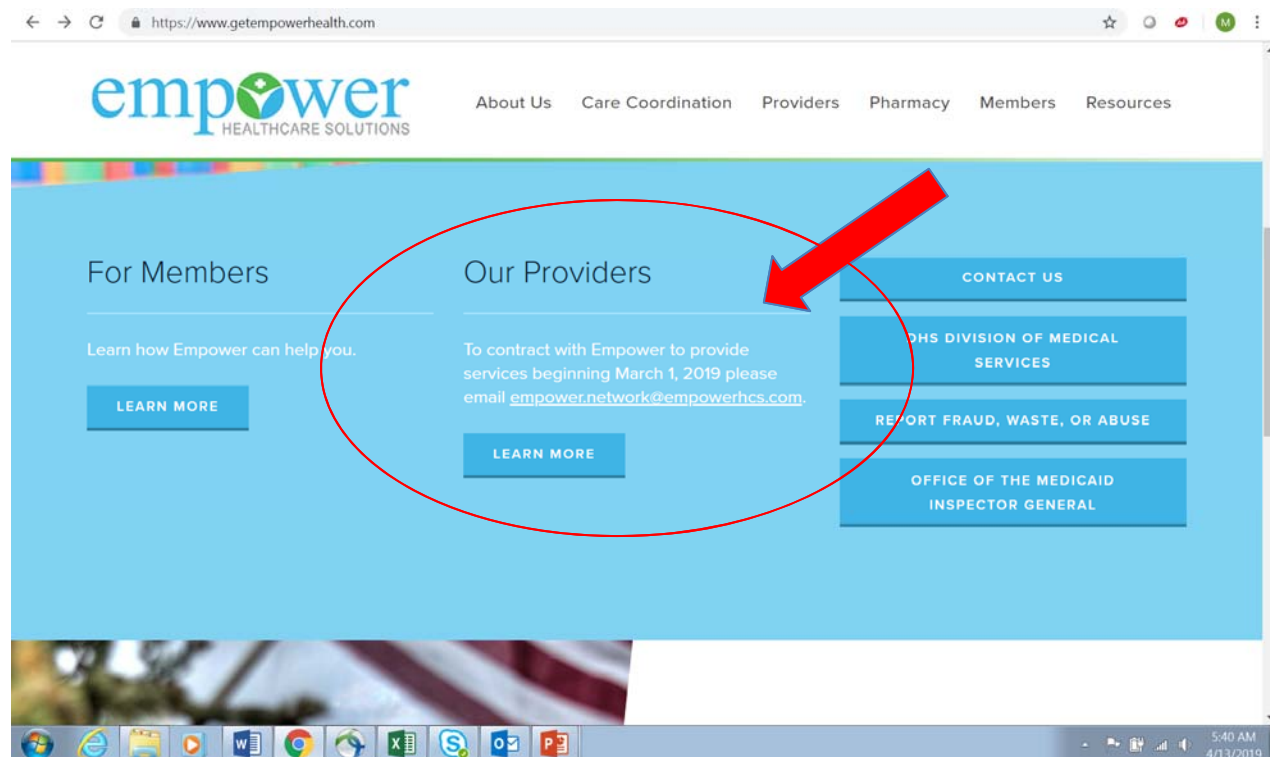
As an **Empower** provider you can rely on having access and resources readily available to you to assist you with navigating through the PASSE efficiently and effectively.

Participating providers receive:

- Secured portal access for claims submission, claims status, member eligibility verification, and authorization submission
- Ongoing Provider Relations support to provide telephonic or onsite assistance
- Training and educational resources
- No referrals and limited prior authorizations requests

To Join the Empower Network:

- Email: empower.network@empowerhcs.com



Provider Participation

- **Enroll** as a qualified Arkansas Medicaid provider
- Complying with **credentialing and re-credentialing** requirements
(NOTE: Credentialing is waived, and not required, for 2019)
- Accommodate **physical access and scheduling flexibility** to meet the needs of members
- Work with the members **Care Coordinator** to facilitate care
- Meet **prior authorization** guidelines
- Provide **culturally competent care** and covered services to members to meet or exceed professionally recognized standards
- **Participate** in Empower's provider education and training efforts
- **Submitting clean claims** in a timely manner
- **Informing members** of their rights and responsibilities



Member Eligibility



Member Eligibility



Obtain a copy of the member's Empower ID Card at the time of the visit



Routinely verify eligibility of the member at www.getempowerhealth.com or by calling 855-429-1028



Obtain prior authorizations, when required, prior to rendering services



Verify type of coverage as benefits may not be the same for all members with Empower

Member Eligibility



- Members should present their ID cards at the time of service
- The ID card will contain the following information:
 - Member's name, Date of Birth, and Gender
 - Member's PASSE ID number (*needed for claim submission*)
 - Pharmacy ID number
 - Empower contact information
 - Claims filing address

Claims Submission



Claims Submission



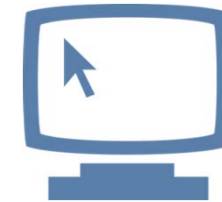
Timely Filing Requirements

- Timely filing: 365 days from date of service
- Corrected claims/adjustment requests submitted within 90 days of Remittance Advice



Accepted Methods

- Electronic (EDI) – Change Healthcare. Payer ID: **12956**
- Paper Claim Forms: CMS-1500 or UB04
- Web Portal: **Professional Claims Only**



EFT/ERA

- InstaMed – Please visit www.instamed.com/eraeft to register
- If you are currently enrolled with InstaMed, you will be able to add Empower to your InstaMed profile

www.getempowerhealth.com

Claims Submission

Electronic Claim Submission Process

- Empower's clearinghouse is **Change Healthcare** (formerly Emdeon)
- Empower's **Payor ID 12956**
- Empower can receive ANSI X12N 837, or most current version, professional, institution or encounter transactions. In addition, it can generate an ANSI X12N 835, or most current version electronic remittance advice known as an Explanation of Payment (EOP)
- Providers can submit **professional claims only** online through the provider portal at this time (please note that facility claims will need to be submitted through a clearinghouse or paper claim form)

Claims Submission

Paper Claim Submission Process

- Providers without electronic billing capability may submit paper claims using the appropriate National Standard Claim Forms
- Claims for professional services and durable medical equipment should be submitted on a CMS-1500 form and claims for hospital based inpatient and outpatient services and behavioral health facility services (ICF/RTC) on a UB-04 (CMS 1450) form

- All paper claims should be mailed to:

Empower Healthcare Solutions LLC

PO Box 211446

Eagan, MN 55121

Claims Submission

Claim Form Requirements

Please confirm with Empower's Network department that the following information is current and matches state enrollment files:

- Provider name (as noted on current W-9 form)
- National Provider Identifier (NPI) – **does not apply to atypical providers unless NPI is registered with state*
- Provider Medicaid ID # - ****Required for atypical providers***
- Tax Identification Number (TIN)
- Taxonomy code
- Physical location address
- Billing name and address (as noted on current W-9 form)
- Empower's Member ID # must be submitted on all claims

This information also needs to be current with Arkansas Medicaid.

Claims Submission

TPL - Medicare Crossover

- If a member has Medicare primary you will initially need to submit those claims to Medicare. Once they have processed you will need to submit your claim to us with a copy of the remittance from Medicare. Empower is working on establishing a data transfer with CMS – Providers will only bill Medicare. CMS will then send Empower a file with claims information to complete the Medicaid billing portion of the claim.
- Medicare Advantage plans – will have to be billed first, then submitted to Empower on the paper form with EOPs attached.
- Empower has identified BH and DD codes not covered by Medicare in order to bypass Medicare TPL edits.

TPL - Commercial Insurance

- Medicaid is the payer of last resort. The Commercial insurance will have to be billed first, then submitted to Empower on the paper form with EOPs attached.
- The PASSE must always apply TPL with the exception of pregnancy related claims, EPSDT services to include VFC, and services covered by TPL that are derived from an absent parent whose obligation to pay support is being enforced by Child Support Enforcement.

Claims Submission

- If a provider is inpatient the effective date of their eligibility with the PASSE, the IP provider will bill FFS Medicaid initial 7 days and then bill the PASSE
- **Hospital, FQHC, and RHC rates** will be provided to us from DHS monthly. Rate updates will apply retrospectively to the effective date once notified by DHS.
- DHS **published fee schedules** are used for all other services with the exception of CES Waiver

Claims Submission

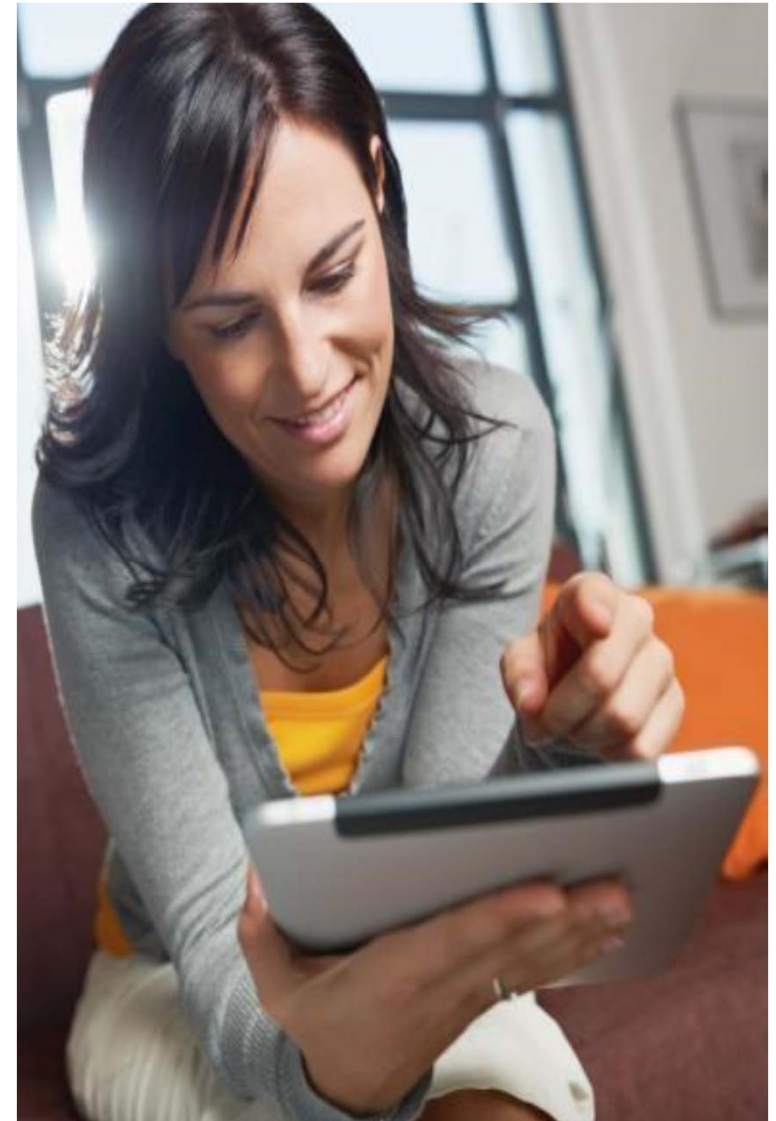
Continuity of Care

- Empower will currently honor any authorization for services approved by DHS for services scheduled on or after March 1, 2019
- Authorizations for **Outpatient services** will be **waived** until July 1, 2019
- Authorizations for **Inpatient services** will be required and will **not be waived**
- Reimbursement for Out-of-Network providers will be 100% of Medicaid until June 30, 2019
- All **Out-of-Network services will require an authorization** and be **reimbursed at 90%** beginning on July 1, 2019 (*with the exception of consent decree codes, which will continue to reimburse at 100% of Medicaid FS*)
- **DD/CES Waiver services** currently reimbursed under an approved budget will be reimbursed (and current authorizations extended) at current budgeted rate through August 31, 2019

Claims Submission

Common Claim Billing Errors

- Atypical providers not billing **Medicaid ID #** (*Atypical provider types **MUST** bill Medicaid ID #*)
- Billing with outdated provider billing information (*Note: all provide data elements **MUST** match current **DXC** master provider file*)
- **Transposed** member name, date of birth, Empower ID #
- Incorrect **span dates** for services with multiple units
- Incorrect **billing code** and/or modifier



Empower Web Portal



Empower Web Portal

SAVE TIME. SAVE MONEY. Use our secure online Provider Portal.



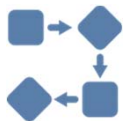
Check member eligibility and benefit limits



Submit and check the status of a Prior Authorization request



Submit claims and verify claim status



Review Empower resources



Access web portal 24/7 at www.getempowerhealth.com

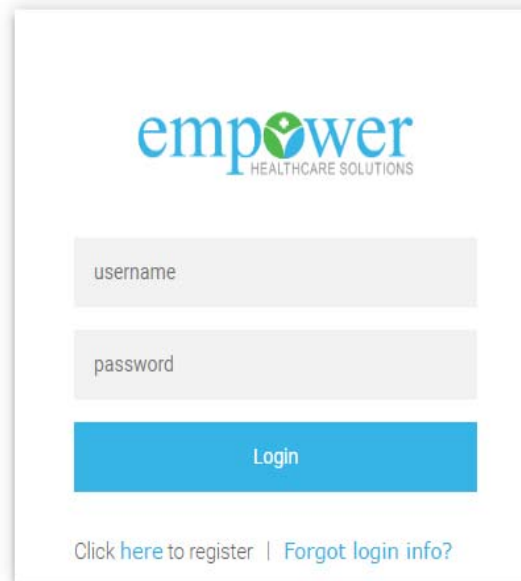
Empower Web Portal

Registering for Web Portal

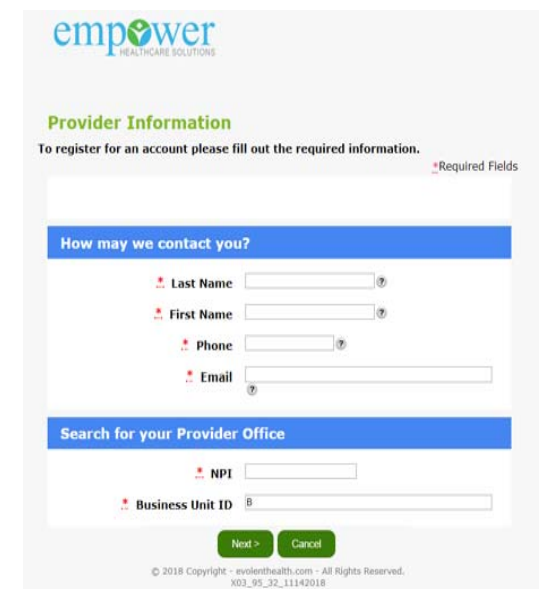
Providers must be a participating provider to enroll in the secured provider portal website. Resources and general information is available to all providers.

Providers must contact have a business unit ID to enroll in the portal.
Providers can contact Provider Services @ (855) 429-1028 to obtain their ID.

Providers can self register by clicking “here to register” and completing the registration form located on the website. A business unit ID will be required to enroll.



The login form features the Empower Healthcare Solutions logo at the top. Below the logo are two input fields: 'username' and 'password'. A blue 'Login' button is positioned below the password field. At the bottom of the form, there are two links: 'Click here to register' and 'Forgot login info?'.



The registration form is titled 'Provider Information' and includes the instruction: 'To register for an account please fill out the required information.' It contains several input fields: 'Last Name', 'First Name', 'Phone', and 'Email', each with a red asterisk indicating it is a required field. Below these is a section titled 'Search for your Provider Office' with 'NPI' and 'Business Unit ID' input fields, also marked as required. The form concludes with 'Next >' and 'Cancel' buttons. A copyright notice at the bottom reads: '© 2018 Copyright - evolverhealth.com - All Rights Reserved. 103_95_32_11142018'.

Empower Web Portal

Please visit the **Empower** website frequently to see provider alerts, newsletters, schedule for upcoming webinars, and to view many of the educational opportunities.

www.getempowerhealth.com

The following is a list of trainings currently offered by Empower:

- Empower Provider Orientation
- Provider Portal: Prior Authorization and Claims
- Psychiatric Residential Treatment and Intermediate Care Facilities (ICF)
- Inpatient Authorizations: Navigating Identifi and Medical Necessity
- Outpatient Services
- Personal Care Services



Provider Resources



Provider Resources



Review the **Provider Manual** for more detailed information about provider requirements and partnering with Empower

Claims	Credentialing	Provider & Member Administrative Guidelines
Quality Improvement	Pharmacy Services	Utilization Management
Compliance	Appeals & Grievances	Care Coordination



Refer to the **Quick Reference Guide** for authorization requirements, addresses, phone numbers, and other important information



Refer to the **Clinical Practice Guidelines** to assist with determining medical necessity, criteria for coverage of services, and other relevant criteria related to services.



Contact your **Provider Relations Manager** to schedule an in-service meeting for to obtain additional information

Provider Resources

Empower Key Contact Information

Care Coordination Claims Clinical Appeals Complaints/Grievances Credentialing & Contracting Member Customer Service Member Benefits, Eligibility, and Authorizations	(866) 261-1286 TTY 711 getempowerhealth.com
Provider Services	(855) 429-1028
Fraud, Waste, Abuse (Ethix360)	(844) 478-0329
Pharmacy Help Desk <i>(Pharmacies Only)</i>	(800) 364-6331

Contact Us

Key Departments – Email Us

- **Care Coordination**
Carecoordination@empowerhcs.com
- **Complaints and Grievances**
ComplaintsandGrievance@empowerhcs.com
- **Contracting**
Empower.Networking@empowerhcs.com
- **Provider Relations**
EmpowerhealthcaresolutionsPR@empowerhcs.com

Care Coordinator Supervisors by Program

Care Coordinator Supervisors	Program	Email	Phone
Micah Pryor, LPC	Child BH	Micah.Pryor@empowerhcs.com	501.351.4598
April Bale, LCSW	Child BH	April.Bale@empowerhcs.com	501.519.5420
Lindsay Lisemby, LCSW	Child BH	Lindsay.Lisemby@empowerhcs.com	501.813.7104
Joey Gardner, LCSW	Child BH	Joey.Gardner@empowerhcs.com	501.813.7784
Kirsten Bird, RN	Child BH	Kirsten.Bird@empowerhcs.com	501.607.7797
Heather Hoggard, LMSW	Child BH	Heather.Hoggard@empowerhcs.com	501.607.7968
Liz Deere, LCSW	Child BH	Elizabeth.Deere@empowerhcs.com	501.680.6135
Lauren Pickens, LCSW	Child BH	Lauren.Pickens@empowerhcs.com	501.607.8243
Julie Rial, LPC	Child BH	Julie.Rial@empowerhcs.com	501.813.5821
Melanie Hilt, LPC	Child BH	Melanie.Hilt@empowerhcs.com	501.804.5612
JoVann Leek, RN	Adult BH	JoVann.Leek@empowerhcs.com	501.366.0018
Kim Robinson, LCSW	Adult BH	Kimberly.Robinson@empowerhcs.com	501.680.2554
Lance White, LPC	Adult BH	Lance.White@empowerhcs.com	501.607.1320
Stacy Crawford, LCSW	Adult BH	Stacy.Crawford@empowerhcs.com	501.813.5736
Jennifer Hennessee	DD	Jennifer.Hennessee@empowerhcs.com	501.607.8246
Christie Green	DD	Christie.Green@empowerhc.com	501.353.7218
Sherry Clements, RN	DD	Sherry.Clements@empowerhcs.com	501.297.4515

Additional Resources

- Empower Website www.getempowerhealth.com
 - [Provider Forms and Resources](#)
 - [Provider Alerts](#)
 - [Provider Handbook](#)
 - [Provider Trainings](#)
- Medicaid Provider Enrollment
<https://medicaid.mmis.arkansas.gov/Provider/Enroll/Enroll.aspx>
- PASSE- Provider-Led Arkansas Shared Saving Entity
<https://humanservices.arkansas.gov/about-dhs/dms/passe>
- Office of the PASSE Ombudsman
<https://humanservices.arkansas.gov/about-dhs/dms/passe-ombudsman>

Thank you

from



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