



March 16, 2020

RE: Coronavirus –Development Disability/CES Waiver

Providers,

Empower has implemented a plan preparing for the unique challenges related to Coronavirus (COVID-19) in Arkansas for our members and providers.

The uncertainty posed by this public health emergency is causing stress and anxiety among our members and the Arkansas public. A critical part of our plan ensures members have necessary access to needed care.

Between March 13, 2020 and April 30, 2020, CES Waiver providers who may need extended Supportive Living hours related to a decrease in other services due to the COVID-19 may bill under Supplemental Support Services for additional hours/amount needed to ensure the continuing care of Empower members.

Empower Process:

- Providers will continue to bill Supportive Living (H2016 or H2016 TF) under the current approved budget.
- Hours needed for care of the member beyond the approved budget will need to be billed under the Supplemental Support Services code identified below.
 - Bill 1 unit per day
 - Submit the total billed charges for the hours needed beyond the current approved budget.
 - Documentation should be available in the record regarding the reason for increased need in services
- Once the yearly max has been met for the code, the provider will need to request an Extension of Benefit for additional time/amount needed. Please include in the EOB request the need for increased services such as closure of EIDT/ADDT, lack of available staff, etc.
- Empower expects that providers will maintain documentation supporting the need for extended services during the time this additional billing is submitted.

Code	Modifier	Description		Max Allowed
T2020	UA	Supplemental Support Services	1 unit per day	\$6500

*Maximum allowed for T2020 has been increased to allow for flexibility with this service.

If you have questions about this please contact empowerhealthcaresolutionspr@empowerhcs.com

Thank you,

Empower Healthcare Solutions