



March 24, 2020

RE: Coronavirus – New Modifier for Supplemental Support Services

Providers,

Empower is working to implement plans for the unique challenges related to Coronavirus (COVID-19) in Arkansas for our members and providers. To mitigate the spread of COVID-19, Empower is committed to enabling members to remain in their homes to reduce exposure and transmission, and to preserve our network’s capacity for the duration of this public health emergency.

Effective **March 23, 2020**, clinics (provider type 24), Outpatient Behavioral Health (provider type 26), and CES Waiver (provider type 67) can bill the below code/ modifier combination for Supplemental Support Services per 15 minutes. We will notify you via Provider Alert once configuration is complete and you can bill Empower for these services. This is a temporary code due to the COVID-19 state of emergency.

T2020 **UB** Supplemental Support Services (new modifier to indicate 15 minute units)

This supplemental support service, traditionally offered under the CES Waiver, should be used to help improve or enable the continuance of community living for our members. Supplemental support service will be based on demonstrated needs as unforeseen problems arise that, unless remedied, could cause disruptions in the member’s services, placement, or place him or her at risk of institutionalization.

To bill Empower:

Code	Modifier	Description		Max Allowed	Fee
T2020	UB	Supplemental Support Services	1 unit = 15 minutes	4 units a day 24 units per calendar year EOB allowed	\$15.00

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

Thank you,

Empower Healthcare Solutions