



April 27, 2020

RE: Coronavirus – Provider Alert Summary

Providers,

We appreciate your patience over the past several weeks as we looked for ways to increase members’ access to telemedicine and to help you continue to provide quality services to our members during this unprecedented time.

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 consistent with Arkansas Division of Medical Services (DMS) mandates. This includes maintaining all COVID-19 related service options at least until the end of the declared state of emergency.

In an attempt to cut down on the number of emails you get from Empower, we have created the Empower Coronavirus Provider Alert Summary. This is a comprehensive document for all COVID-19 Provider Alerts, including a link to the original alert, effective date, and if the code is ready to bill. This is the most up to date resource and is available in real time.

Empower Coronavirus Provider Alert Summary							
Provider Alert	Provider Type Affected	Effective Date	Allowed Telehealth Modality	Telehealth Place of Service	Telehealth Modifier	Ready to Bill Empower	Link to Empower Alert

To see the Coronavirus Provider Alert Summary click here:

https://docs.google.com/spreadsheets/d/1UhNQiFWv1dgg6C74x5tw5U2zMt1euaNik2zAO2vxl_Y/edit?usp=sharing

To see all of the DMS memorandums related to COVID-19 click here:

<https://humanservices.arkansas.gov/resources/response-covid-19/response-covid-19-providers>

Our focus remains on supporting our providers, customers and members during the declared state of emergency. Because of the fluid nature of the situation, we will continue to adjust our policies and procedures and provide updates to you as changes occur.

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

Thank you,

Empower Healthcare Solutions