



May 8, 2020

RE: Coronavirus –Telemedicine Services to be Provided by Federally Qualified Health Centers (FQHCs) and Rural Health Clinics (RHCs)

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.

Empower will be following the DMS Telemedicine Services to be provided by FQHCs and RHCs.

To see the DMS memorandum click here:

https://humanservices.arkansas.gov/images/uploads/resources/Memorandum_DMS-37_%28FQHC-RHC_telemedicine%29_AR_4.27.2020.pdf

To see the DMS Billing Guidance for RHS's click here:

https://humanservices.arkansas.gov/images/uploads/resources/COVID-19_RHC_G2012_MEMORANDUM_5.1.2020_.pdf

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.

To see a complete summary of Empower Coronavirus Provider Alerts and if codes are ready to bill click here:

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

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

Thank you,

Empower Healthcare Solutions