



Empower: Intermittent System Interruptions

August 7, 2020

Providers,

Effective 7:30 pm, August 6, 2020, Empower began experiencing intermittent system interruptions with the our on-line provider directory search function, Find a Provider, and the Empower Provider Portal resulting in the inability to search for a provider and to submit authorization requests and claims. All other system capabilities are operating properly at this time. Our technical staff members are working diligently to fully resolve the issue as quickly as possible.

If you need to submit an authorization request during this time, please use the attached forms for the indicated program type.

Behavioral Health and Developmental Disability Form:

<https://s18637.pcdn.co/wp-content/uploads/sites/17/Empower-PA-Form-for-BH-or-DD-Providers.pdf>

Medical Form:

<https://s18637.pcdn.co/wp-content/uploads/sites/17/Empower-PA-Form-for-Medical-Services.pdf>

Please submit the forms via secure fax to the following:

(800) 886-6839 - For Behavioral Health and Developmental Disability Authorizations:

(800) 878-8264 - For Medical Service Authorizations:

To submit a claim during this time, please submit via a clearinghouse or via paper with the standard claim forms CMS-1500 or UB-04 to:

Empower Healthcare Solutions
PO Box 211446
Eagan, MN 55121.

We will send another Provider Alert to advise when the Empower system interruptions have been resolved. We apologize for any inconvenience this has caused.

Please contact your Provider Relations Manager with questions,
EmpowerHealthcareSolutionsPR@empowerhcs.com

Empower Healthcare Solutions