



March 12, 2019

RE: Billing Tips

Providers,

Please see the tips below to help avoid front-end rejections and claim denials when billing Empower Healthcare Solutions.

- **Atypical Providers** - All atypical providers (Medicaid ID # ends in 95) will need to bill their Medicaid ID number in lieu of NPI in the rendering provider field in order to get the claims to process appropriately.
- **Avoid EDI Rejections** – Many claims submitted via the clearinghouse are currently rejecting, as the referring provider information is not populating correctly. Empower does not require a referring provider to be submitted with your claim. Please remove the referring provider information when submitting claims to Empower in order to avoid front-end rejections. If you choose to add the referring provider information, please add the information at the claim level and service level when submitting claims electronically.
- **Empower Portal Claim Submission** – Providers can only submit professional claims via the Empower web portal. If you are a provider that typically submits facility claims on a UB-04 claim form, please submit claims via a clearinghouse or via paper claim submission to avoid unnecessary claim denials.
- **Avoid Claim Denials and Rejections** – In order to avoid claim rejections or claim denials, please make sure that rendering and billing NPI and TIN match the information as provided and listed by the state for the services rendered. All provider data is validated against the state's provider data files for accuracy.
- **Medicare Crossover Claims** - While Empower continues to finalize the Medicare crossover process, please submit claims for dually eligible members to Medicare first and then file to Empower through paper submission process by attaching the Medicare EOP to the Medicaid claim and mail to:

Empower Healthcare Solutions  
PO BOX 211446  
Eagan, MN 55121

We anticipate having the automated crossover process completed in the near future.

- **Member Empower ID** – As a reminder, please ensure that you are billing the member's Empower Medicaid ID number when filing claims for Empower members.
- **Correcting claims submitted incorrectly via the PORTAL only** - There is no way to 'correct' or 'resubmit' a claim in the portal. Please call Provider Services and give them the claim number and a brief description of what is wrong. Please 'void' that claim and resubmit it.

Thank you.

If you have any questions, please contact Empower Provider Relations at [EmpowerHealthcareSolutionsPR@empowerhcs.com](mailto:EmpowerHealthcareSolutionsPR@empowerhcs.com).