



April 7, 2020

RE: Mobile Clinics and COVID-19 Screening

Providers,

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

Empower is committed to enabling members to reduce exposure to and transmission of COVID-19, and to preserve our network's capacity for the duration of this public health emergency consistent with Arkansas Division of Medical Services (DMS) mandates.

Effective April 3, 2020, Empower will be following the DMS guidelines regarding Mobile Clinics and COVID-19 Screenings during the COVID-19 Public Health Emergency.

To see the DMS memorandum click here:

[https://humanservices.arkansas.gov/images/uploads/resources/Memorandum\\_DMS-XX\\_%28Mobile\\_Unit\\_and\\_Screening%29.pdf](https://humanservices.arkansas.gov/images/uploads/resources/Memorandum_DMS-XX_%28Mobile_Unit_and_Screening%29.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.

If you have questions about this please contact [empowerhealthcaresolutionspr@empowerhcs.com](mailto:empowerhealthcaresolutionspr@empowerhcs.com)

Thank you,

Empower Healthcare Solutions