



May 17, 2021

Dear Valued Provider:

We are writing to advise you of some changes that are coming soon at Empower Healthcare Solutions.

As you may know, there are 3 licensed and certified PASSEs in Arkansas, Arkansas Total Care, Summit Community Care, and Empower Healthcare Solutions. Each of the three PASSEs is primarily owned by Arkansas providers. Moreover, each PASSE has a traditional healthcare insurance company as an owner. For Empower, there are 5 provider-based organizations and 1 insurance company, Beacon Health Options.

By the end of 2021, Empower and Beacon Health Options (Beacon) will end their relationship, and the functions performed by Beacon will be performed either by Empower or another services organization. We commit to you that these changes will be smooth and with minimal impact to you, your patients, and our members.

The things that matter most to Empower's members and providers will not change:

- ✓ Empower's commitment to our provider and members is not changing. Our top priority is to ensure the continuity of care coordination and other direct supports without interruption to our 19,000 members.
- ✓ Empower will continue to be governed and led by the same provider owner/members as before.
- ✓ Empower's management, less Beacon's departure, is not changing.
- ✓ Empower is committed to maintaining our network and will be reaching out to our BH / IDD providers in order to ensure a seamless transition.
- ✓ Claims submission and processing, member services, and the tools which members have become accustomed are not changing.

However, Beacon managed the care coordination process on behalf of Empower so some internal management changes will occur. As a result, Empower will take on direct control and management of care coordination responsibilities. The other changes occurring are primarily back-office functions, such as accounting, which will have virtually no visibility to the member and provider community.



Empower will continue to work closely with DHS, AID, the provider community, and all members to retain your trust and confidence.

This process will take a few months, but the good news is that Empower doesn't expect any disruption in services to providers and members. Empower is excited about the opportunities this will present and looks forward to continuing to serve members all around Arkansas.

If you have any questions about this process, please contact Mitch Morris, CEO, at Mitch.Morris@empowerarkansas.com. We will keep you updated as things progress.

Sincerely,

A handwritten signature in black ink that reads "Mitch Morris". The signature is written in a cursive, slightly slanted style.

Mr. Mitch Morris
Chief Executive Officer