



July 26, 2022

RE: Empower Utilization Management

Dear Valued Providers:

We are writing to remind you of the importance of sending clinicals with the requested services for prior authorization. As for medical services requiring the DMS (Division of Medical Service) form, please include this document along with any other supporting documentation for justification. As we all know, clinicals are needed to determine the medical needs of the member. With that, please be mindful when submitting requests as failure to include clinicals may result in an adverse determination.

If you have any questions about this process, please contact Provider Services at 855-429-1028 and select option 2 for Utilization Management. As always, we appreciate your prompt action in this matter.

Thank you,

Empower Healthcare Solutions