

November 2021

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November is American Diabetes Month

There are two types of Diabetes. Type 1, which is also called: Juvenile Diabetes; Insulin – Dependent Diabetes;. Type 2 Diabetes is also called Adult – Onset Diabetes.

Our focus for this newsletter is on Type 1 Diabetes. UAMS Health describes that in Type 1 diabetes, little or no insulin is produced and the cells cannot get glucose from the bloodstream. The glucose remains in the blood causing high blood glucose, also known as hyperglycemia. Without the insulin, your body cannot use glucose or the energy it supplies.

Type 1 diabetes has a genetic component meaning that there are families in which multiple generations will be diagnosed with the same disease. For most people however, when they are diagnosed, there may be no other relatives with the disease. If you take a look thorough history however you may find that other autoimmune diseases run in the family such as thyroid disease, lupus, rheumatoid arthritis, celiac disease, or adrenal insufficiency.

Unlike type 2 diabetes, there is no relationship between diet and weight and the development of type 1 diabetes.

Below are some resources that can be shared with school personnel by providers and case managers.

Training Resources for School Staff for Students with Type 1 Diabetes

The American Diabetes Association website www.diabetes.org offer some “Training Resources for School Staff” for students with Type 1 Diabetes.

The Association has many training and support materials that can prepare and educate school staff to provide needed care to students with diabetes.

Using these resources and working in collaboration with students, their parents, and their diabetes providers, schools can ensure that every child with diabetes has the best opportunity to get a great education and can safely participate in all school activities.

Diabetes Care Tasks at School: What Key Personnel Need to Know

Check out the PowerPoint module online training curriculum on www.diabetes.org designed to train school staff in diabetes care tasks. Whether school staff are providing diabetes care for the first time or just need a refresher, this is a useful resource. Each module consists of a short PowerPoint presentation and a post-test at the end. Videos accompany most of the modules. [Read More](#)

State Diabetes Resources

Many states have created specific diabetes resources, guidelines, and materials for schools. These materials are found on the Association's state-specific pages and most may also be accessed through the state's education and/or health department. Check out your Arkansas policies for additional resources. [Read More](#)

UAMS Studies Highlight Endocrine Disorders that Put Children at Higher Risk for COVID-19 Complications, Death

COVID-19 infections put children at much higher risk for complications and death if they have either poorly controlled diabetes or adrenal insufficiency, according to two studies by researchers at the University of Arkansas for Medical Sciences (UAMS).





November is American Diabetes Month (continued from Page 2)

One study found that children with poorly controlled Type 1 diabetes have a much higher risk of COVID-19-related complications and death compared to those with well-controlled diabetes.

The other study found that adrenal insufficiency increases the risk of COVID-19 complications and death compared to children with normal adrenal glands. Adrenal insufficiency is a disorder of the adrenal glands, located just above the kidneys, when they do not make enough of the hormone cortisol. The primary form of the disorder is called Addison's disease.

Excerpts: <https://uamshealth.com> ; [UAMS Studies Highlight Endocrine Disorders that Put Children at Higher Risk for COVID-19 Complications, Death | UAMS News](#) ; www.diabetes.org

Empower Diabetes Management

Disease Management (DM) services are based on a system of coordinated care management interventions and communications. These resources are designed to assist physicians and other health care professionals in managing members with chronic conditions. DM services include a holistic, member centric care management approach that allows case managers and care coordinators to focus on multiple needs of members. Our disease management program is focused on diabetes management.

Program Features:

- Proactive population identification processes
- Evidence-based national practice guidelines from recognized sources
- Collaborative practice models to include physician and support-service providers in treatment planning for members
- Continuous patient self-management education
- Ongoing process and outcomes measurement, evaluation and management
- Ongoing communication with providers as needed regarding patient status

Who is Eligible?

Any adult members with type 1 or type 2 diabetes. We identify members through:

- Care Coordination
- Claims data (e.g. Diagnoses, Utilization)
- Referrals

As a valued provider, we welcome your referrals of patients who can benefit from additional education and care coordination and case manager support. Our staff will work collaboratively with you to obtain your input in the development of person centered service plans.

Members Identified for participation in the program are stratified based on claims data. They are provided with continuous education on self-management concepts, which include primary prevention, behavior modification and compliance/surveillance as well as care management for high-risk members.

Program evaluation, outcome measurement and process improvement are built into the program.

To refer adult members to our Disease Management Program, contact our Care Coordination Department at 866-261-1286.

Clinical Updates—Authorizations

Please see the below clinical updates and reminders:

- ABA Services rendered require a Prior Authorization (PA) from Empower. Documentation will be required for all authorizations including the initial assessment indicating the Autism Diagnosis.
- Authorization requests submitted in the portal must contain specific billable ICD-10 codes on the authorization in order to reconcile claims payments for members.
- Authorization requests that are faxed or emailed MUST contain prior authorization requests forms which can be found on the Empower website under Provider Forms and Resources.
- Authorization requests submitted to Empower should contain clinical documentation to be reviewed at the time the request is made in order to ensure providers and members are receiving determination information timely.



Utilization Management Reminder— Benefit Packages Renew on 1/1/22

Annual benefit packages are based on the calendar year. Services that have annual benefit packages will start over January 1, 2022. Also, keep in mind that any extension of benefit authorization requests that providers currently have will also end on 12/31/21.

Please see the [Prior Authorization Resources](#) below regarding benefit limits.

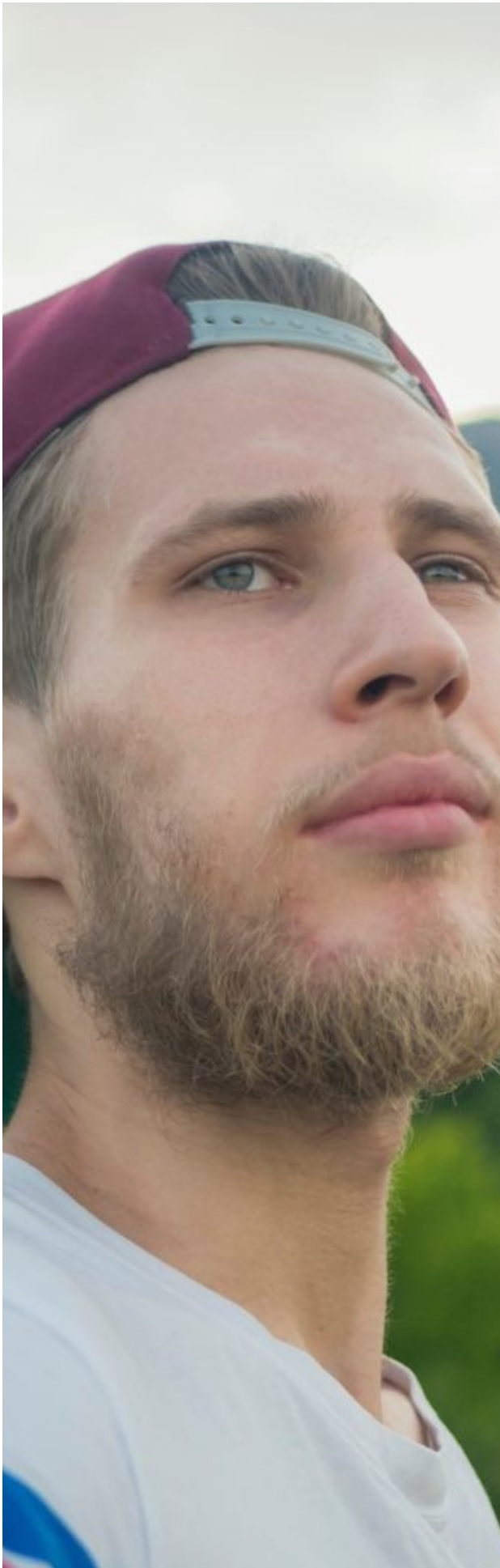
- [Quick Reference Guide for Key Contact Information and Prior Authorization](#)
- [Outpatient Behavioral Health Benefit Limits](#)
- [Outpatient Day Treatment Benefit Limits](#)
- [Outpatient Medical Benefit Limits](#)
- [Empower DME Specific Benefit Limits](#)

Update on Organizational Changes and 2022 BH/DD Provider Contracting

As previously reported, Empower is undergoing an exciting transition with a few organizational changes that will be complete by the end of this year. As always, we appreciate you as you support us through this transition as you tirelessly serve our members.

Last month, we explained the value of the continued relationship with key partners to ensure that there is no impact to operational activities such as data management, claim processing and provider payments.

This month, we want to remind our Behavioral Health and ID/DD service providers that you will need to contract directly with Empower. It is key to your continued status as an In-Network provider beginning January 1, 2022 for the continuity of care to the members you serve so that they nor their families have any disruption in their service plans. If you are an Empower BH/IDD provider, and have not completed your 2022 and beyond contracting with Empower which is through Access Health, please complete the contracting documents that have been provided and return them to EmpowerBHDD@accesshealth.services. Additional copies of the required contracting documents may also be requested from Access Health at the above link.



It is important to get your document in as quickly as you can so that you will be ready to serve the Empower membership as an In-Network provider beginning January 1, 2022. As always, please contact us if you have any questions and/or if you need any additional support as we work together to serve our members.

Notice of Amendment of Beacon Contract

Empower Healthcare Solutions (Empower) and Beacon Health Options (Beacon) will end their relationship at the end of 2021. As such, pursuant to Section 11.2 of the existing provider contract between you and Beacon, the contract is amended to remove Empower as a payor, effective on 12/31/2021. All other provisions of your existing provider contract will remain in place.

Empower will be the contracting entity as of 1/1/2022 to contract with providers under the PASSE Program, with the assistance of Access Health Services (AHS) to facilitate the contracting process. For additional information about this process, email

EmpowerBHDD@accesshealth.services

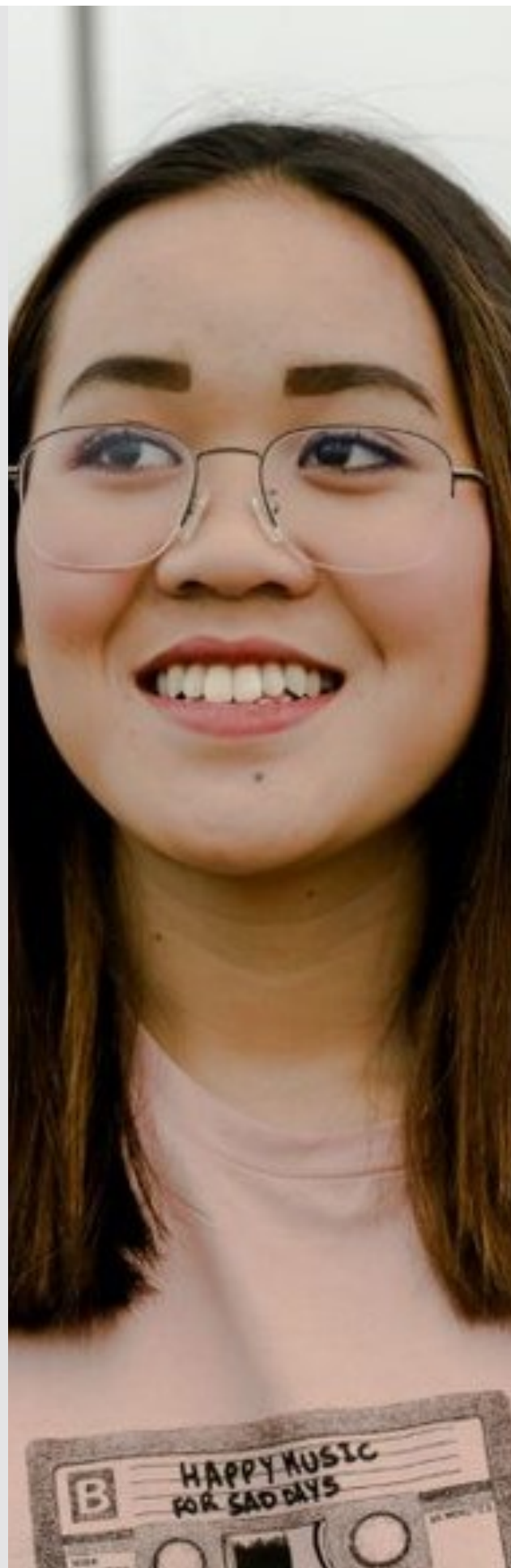
If you have questions during this transition, or if you need assistance with your Beacon Agreement, you may email

Empower.Network@Empowerhcs.com.

Denials for COVID Testing

A reminder that providers cannot bill for COVID testing with an unspecified diagnosis or Person with Feared Health Complaint. For COVID testing to pay they have to have a specific diagnosis.

Below is a list of the codes Empower has configured to pay for COVID testing.





Denials for COVID testing (continued from Page 6)

As of June 19, 2020, the following diagnosis codes may also be used to bill for a COVID-19 test. These diagnosis Codes will be added to all laboratory test claims that are billed for dates of service February 6, 2020 to current.

- A41.89—Other specified sepsis
- O98.511—Other viral diseases complicating pregnancy, first trimester
- O98.512—Other viral diseases complicating pregnancy, second trimester
- O98.513—Other viral diseases complicating pregnancy, third trimester
- O98.519—Other viral diseases complicating pregnancy, unspecified trimester
- O98.52—Other viral disease complicating childbirth
- O98.53—Other viral disease complicating the puerperium
- U07.1—COVID-19
- Z03.818—Encounter for observation for suspected exposure to other biological agents ruled out
- Z09—Encounter for follow-up examination after completed treatment for conditions other than malignant neoplasm
- Z11.59—Encounter for screening for other viral diseases
- Z20.828—Contact with and (suspected) exposure to other viral communicable disease

If a provider has received a denial for a claim due to improper diagnosis code and you can use one of the diagnosis codes listed above, please rebill the claim. Please see the below link for an updated memorandum issued by the Department of Human Services concerning Laboratory Diagnostic Testing for COVID-19.

[Memorandum DMS-03A-2 Lab tests.revised 87462 AR 8 .4.2020 edits .pdf \(arkansas.gov\)](#)

Upcoming Webinars

Provider Orientation—This webinar will cover Empower related information including provider responsibilities, provider resources, member rights and responsibilities, eligibility, covered services, utilization management, care coordination, claims submission, quality improvement, the Empower portal, and more.

Provider Orientation		
Tuesday, November 16, 2021	10:00 am—11:30 am	Register Here!
Tuesday, December 21, 2021	10:00 am—11:30 am	Register Here!

ACES Awareness Presentation— There will be a pre-test to be completed before attending this presentation. The pre-test should be completed by 10:00 am the day of the presentation. There will be a post-test following the training.

This presentation will provide an overview of the Adverse Childhood Experiences (ACEs) tool and the importance of recognizing how adverse childhood experiences and trauma impact overall health and outcomes for adults.

Recommended audience is Clinicians, Case Managers, Mental Health Professionals, Clinical Directors and Nurses for Psychiatric Residential Treatment Facilities.

ACES Awareness Presentation		
Thursday, November 18, 2021	11:00 am—12:00 pm	Invitations for this training date will be sent by AFMC
Thursday, February 24, 2022	11:00 am—12:00 pm	Invitations for this training date will be sent by AFMC

Resources:

Stay in the know with these useful links!

Empower Resource Links:

[Electronic Visit Verification](#)
[Provider Alerts](#)
[Provider Billing FAQ](#)
[Quick Reference Guide](#)
[Clinical Practice Guidelines](#)
[Provider FAQ](#)
[Empower Ethix360](#)
[Provider Handbook](#)
[Provider Quality Improvement Activities](#)

Arkansas DHS Resource Links:

[DMS: PASSE](#)
[Office of PASSE Ombudsman](#)
[PASSE Information for Providers](#)
[Provider Enrollment](#)

Educational Opportunities

The following is a list of available trainings offered by Empower Healthcare Solutions:

- Cultural Competency
- Community and Employment Supports (CES) Waiver: The PCSP, Justification for Services, and Things to Know when Submitting for Authorization
- Acute and Psychiatric Residential Treatment
- Community and Employment Supports (CES) Waiver: An expansive overview of services, descriptions, and codes
- Assisting Providers with Independent Assessments at Empower
- Care Coordination Overview
- Person Centered Service Plan
- Incident Reporting for Empower Providers
- Empower Provider Orientation
- InterQual and Medical Necessity Evaluations
- Arkansas InterQual Inpatient Provider Training
- Provider Portal: Prior Authorization and Claims
- Psychiatric Residential Treatment and Intermediate Care Facilities (ICF)
- Inpatient Authorizations: Navigating Identifi and Medical Necessity
- Outpatient Services and Home and Community Based Services
- Personal Care Services
- Overview of Physical Therapy, Occupational Therapy, Speech Therapy, and Day Treatment Services
- Developmental Disabilities Services

For more information or to schedule a training for your organization, please contact empowerhealthcaresolutionsPR@empowerhcs.com



Important Contact Information

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Utilization Management

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Appeals

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Improvement Program for PCPs

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Quality Incentive Program for Medical/Surgical Hospitals

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To visit our website please go to:

www.getempowerhealth.com

On our website you will find:

- Clinical Practice Guidelines
- Contracting with Empower
- Cultural Competency Plan
- EVV
- Forms and Resources
- Incident Reporting
- Provider Alerts
- Provider FAQ
- Provider Billing FAQ
- Provider Handbook
- Provider Portal
- Pharmacy Provider Guideline
- Provider Quality Improvement Activities

Please feel free to share this newsletter.

If you would like to receive the newsletter, provider alerts, or training information please register for the provider distribution list at the following link.

[Provider Signup](#)

Division of Medical Services (DMS)

toll-free numbers:

Beneficiary Eligibility
800-482-8988

Beneficiary Coverage
800-482-5431

Office of PASSE Ombudsman
844-843-7351