

**June 2021**

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Empower Healthcare Solutions  
P.O. Box 211446  
Eagan, MN 55121

Member Services: [866-261-1286](tel:866-261-1286) | TTY [711](tel:711)

Provider Services: [855-429-1028](tel:855-429-1028)

Fax: [888-614-5168](tel:888-614-5168)

Website: [www.getempowerhealth.com](http://www.getempowerhealth.com)

## Empower Announces New CEO, Mitch Morris



Mitch Morris joins Empower Healthcare Solutions after 20 years working in various segments of healthcare within the state of Mississippi. Mitch spent approximately 10 years with Federally Qualified Health Centers and other safety net providers in program development and administration, as well as various state and federal advocacy efforts. He joined UnitedHealthcare in 2012 as Director of Network Strategy

and subsequently advanced to the role of Chief Operating Officer in 2015. In addition to daily oversight of health plan operations, Mitch has successfully directed a number of large-scale health plan projects such as new benefit initiatives, multiple program expansion efforts, and numerous state contract procurement and implementation cycles. Mitch holds a master's degree in public health policy and administration from the University of Southern Mississippi, as well as a bachelor's degree in biology from William Carey University. As lifelong Mississippians, Mitch and his family are thrilled to be relocating to Little Rock and look forward to advancing Empower's mission to help individuals achieve improved quality of life within their home communities.

## Upcoming Changes for 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 providers 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.





#### Upcoming Changes for Empower (continued from Page 2)

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.

We will keep you updated as things progress.

## Healthcare Effectiveness Data and Information Set (HEDIS) Project

The *Healthcare Effectiveness Data and Information Set*, or HEDIS, is a set of standardized performance measures used to compare the performance of managed care plans and physicians based on value rather than cost. HEDIS is coordinated and administered by the National Committee for Quality Assurance (NCQA) and is one of the most widely used sets of health care performance measures in the United States.

Like the quality measures utilized by Centers for Medicaid and Medicare Services (CMS), Joint Commission, and other external stakeholders, HEDIS measures have specific, standardized rules for calculation and reporting. These measures allow consumers, purchasers of health care, and other stakeholders to compare performance across different health plans.

Empower monitors and evaluates HEDIS measure performance as an ongoing effort to improve the delivery of care and efficacy of health services provided to members.

Based upon the needs of our Empower members, the HEDIS measures on the following page have been prioritized for Quality monitoring.

**(FUH) Follow-Up After Hospitalization for Mental Illness \*6-17 yr. old**

Percentage of members with hospitalization for mental illness with a follow-up visit to behavioral health provider within 7 days of discharge

**(FUH) Follow-Up After Hospitalization for Mental Illness \*6-17 yr. old**

Percentage of members with hospitalizations for mental illness with a follow-up visit to behavioral health provider within 30 days of discharge

**(FUH) Follow-Up After Hospitalization for Mental Illness \*18 - 64 yr. old**

Percentage of members with hospitalizations for mental illness with a follow-up visit to behavioral health provider within 7 days of discharge

**(FUH) Follow-Up After Hospitalization for Mental Illness \*18 - 64 yr. old**

Percentage of members with hospitalizations for mental illness with a follow-up visit to behavioral health provider within 30 days of discharge

**(ADD) Follow-Up Care for Children Prescribed ADHD Medication \*6-12 yr. old**

Percentage of members with newly prescribed ADHD medication with 1 follow-up visit during the 30-day initiation phase

**(ADD) Follow-Up Care for Children Prescribed ADHD Medication \*6-12 yr. old**

Percentage of members with newly prescribed ADHD medication with at least 2 follow-up visits during the 10-month continuation and maintenance phase

**(APC) Children and Adolescents on 2 or more Antipsychotics \*12-17 yr. old**

Percentage of members on two or more concurrent antipsychotic medications (Lower rates are better)

**(AMM) Antidepressant Medication Management \*18+ yr. old**

Effective Acute Phase Treatment: Percentage of members diagnosed with major depression who were treated with and remained on antidepressant medication for 12 weeks

**(AMM) Antidepressant Medication Management, Effective Continuation Phase Treatment \*18+ yr. old**

Percentage of members diagnosed with major depression who were treated with and remained on antidepressant medication for 6 months

**(SAA) Adherence to Antipsychotic Medications for Individuals With Schizophrenia \*18+ yr. old**

Percentage of members with Schizophrenia who were dispensed and remained on antipsychotic medication for at least 80 percent of their treatment period.

**(SSD) Diabetes Screening for People With Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications \*18+ yr. old**

Percentage of members with Schizophrenia or Bipolar Disorder who were dispensed an antipsychotic medication and had a Diabetes screening test

<b>*(CDC) Comprehensive Diabetes Care *18+ yr. old</b> Percentage of members with Diabetes who received an Hemoglobin A1c(HbA1c) test
<b>*(CDC) Comprehensive Diabetes Care *18+ yr. old</b> Percentage of members with Diabetes whose HbA1c score indicated poor control (>9.0%)
<b>*(CDC) Comprehensive Diabetes Care *18+ yr. old</b> Percentage of members with Diabetes whose HbA1c score indicated good control (< 8.0%)
<b>*(CDC) Comprehensive Diabetes Care *18+ yr. old</b> Percentage of members with Diabetes who had an eye exam (retinal) performed
<b>*(CDC) Comprehensive Diabetes Care *18+ yr. old</b> Percentage of members with Diabetes who had medical attention for nephropathy
<b>*(CDC) Comprehensive Diabetes Care *18+ yr. old</b> BP control (<140/90mm Hg)
<b>*(KED) Kidney Health Evaluation for Patients with Diabetes * 18-75 years of age</b> Percentage of members with diabetes who received a kidney health evaluation

◇ **New HEDIS Measures added for 2021**

The outcomes from the most recent Empower annual HEDIS project can be found on the Empower website [here](#).

If you have any questions, comments, or concerns related to the annual HEDIS project, please contact Empower Provider Relations [EmpowerHealthcareSolutionsPR@Empowerhcs.com](mailto:EmpowerHealthcareSolutionsPR@Empowerhcs.com).

## 2020 Provider Satisfaction Survey

Last fall 165 providers responded to Empowers Provider Satisfaction Survey. Respondents included Primary Care, Specialists and Behavioral Health clinicians and ranged from solo practice groups to group practices of five or more. Respondents replied to questions concerning financial issues, utilization and quality management, network providers and pharmacy.

Overall, Empower received average or above average scores from over 80% of the responses. Fifty-seven percent of providers were overall satisfied with Empower.

To see the detailed results of the survey click [here](#) .

## Care Coordination Training

The second quarterly training series for the Care Coordination team was held on 5/21/2021 with a focus on training for Chronic Physical Health Conditions. The trainings included presentations on Diabetes, Hypertension, and Wellness presented by our Nurse Case Manager Deborah Pennington. ARCare participated as the Provider Spotlight and discussed ways for our teams to collaborate for our shared Empower members.

# Empower Utilizing Interactive Tools to Locate PR Managers and Care Coordinator Supervisors

Empower has two new tools on our Website. One is to assist Providers in finding the Provider Relations Manager for their region and the other to help assist members with finding the Care Coordinator/Supervisor for their County.

The map below shows how to find the Provider Relations Manager.

Go to the Empower Website - Provider Home page [here](#).

Once on the home page, hover over the region for your county and a popup will show the PR Manager and their contact information.

Shelly Rhodes, Manager, Provider Relations

[Shelly.Rhodes@empowerhcs.com](mailto:Shelly.Rhodes@empowerhcs.com)

Phone: [501-813-9031](tel:501-813-9031)

Janna Brown, Provider Relations Manager

[Janna.Brown@empowerhcs.com](mailto:Janna.Brown@empowerhcs.com)

Phone: [501-813-9033](tel:501-813-9033)

Debbie McGilton, Provider Relations Manager

[Debbie.McGilton@empowerhcs.com](mailto:Debbie.McGilton@empowerhcs.com)

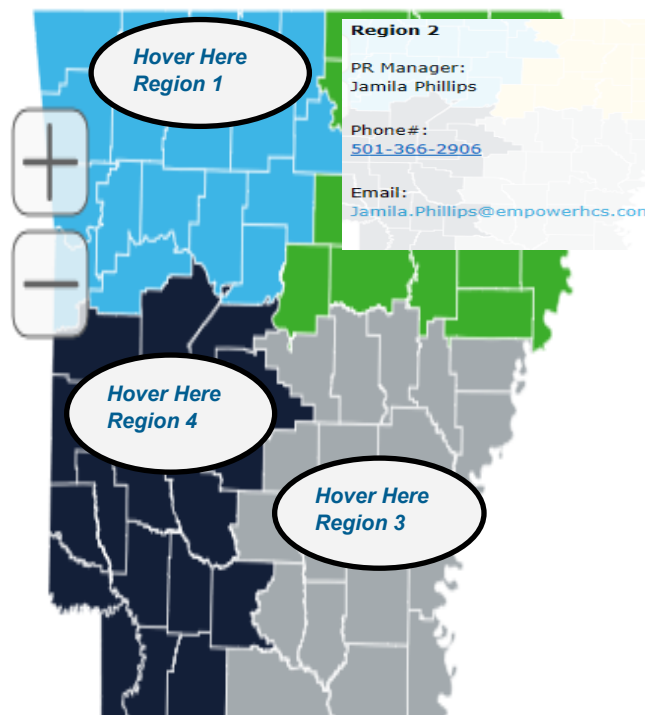
Phone: [501-353-5796](tel:501-353-5796)

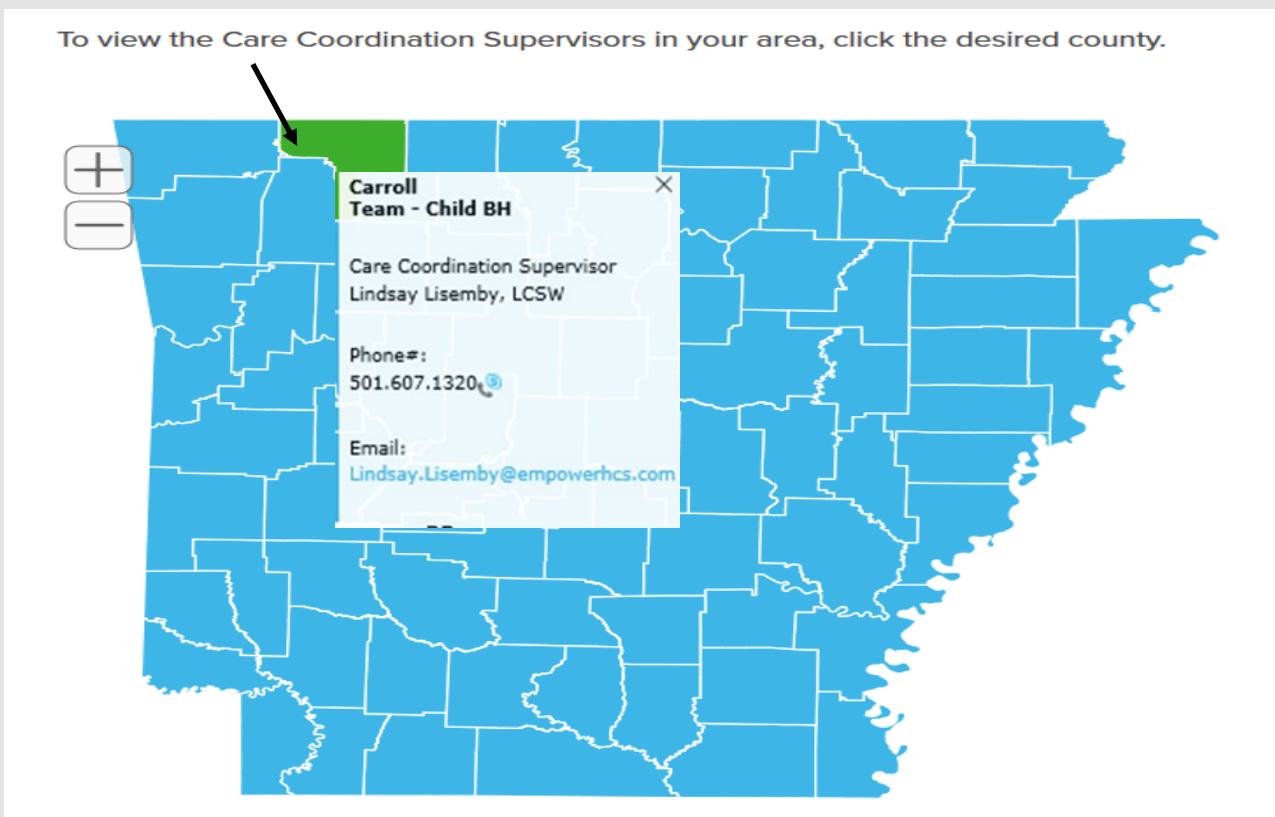
Jamila Phillips, Provider Relations Manager

[Jamila.Phillips@empowerhcs.com](mailto:Jamila.Phillips@empowerhcs.com)

Phone: [501-366-2906](tel:501-366-2906)

## FIND YOUR PR MANAGER





There will be a pop up showing the Child , Developmental Disability , and Adult Care Coordination supervisor contact information.

Empower hopes these will be helpful tools for you as providers and also allow you to assist our members with finding their Care Coordinators.

## Provider Alert

### Advanced Imaging Prior Authorization Requirements— May 19, 2021

Effective July 19, 2021, Empower will be implementing the following prior authorization requirements for advanced imaging.

<b>Advanced Imaging</b>	
<b>PA Required</b>	<b>Exclusions:</b> Imaging rendered in the following settings do not require a Prior Authorization
CT/CTA	Emergency Department
MRI/MRA	Inpatient Setting
PET/SPECT	Observation Unit
Nuclear Medicine Studies	
Gastrointestinal Tract Imaging with Endoscopy Capsule	

**\*\*Please note these requirements are regardless of the ordering physician type.**

## 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](#)

## 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, June 15, 2021	10:00 am—11:30 am	<a href="#">Register Here!</a>
Tuesday, July 20, 2021	10:00 am—11:30 am	<a href="#">Register Here!</a>
Tuesday, August 17, 2021	10:00 am—11:30 am	<a href="#">Register Here!</a>

**ACES Awareness Presentation**—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.

Invitations will go out soon. Recommended audience is Clinicians, Case Managers, Mental Health Professionals, Clinical Directors and Nurses for Psychiatric Residential Treatment Facilities. Keep checking our website [www.getempowerhealth.com](http://www.getempowerhealth.com) for more training dates and information on how to register.

ACES Awareness Presentation		
Thursday, June 24, 2021	11:00 am—12:00 pm	Invitations for this training date will go out soon.





## Educational Opportunities

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

- 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

To access a training slide deck click [here](#) and go to Educational Opportunities.

For more information or to schedule a training for your organization, please contact [empowerhealthcaresolutionsPR@empowerhcs.com](mailto:empowerhealthcaresolutionsPR@empowerhcs.com)

## Important Contact Information

<b>Provider Services</b>	<b>855-429-1028</b>
<b>Member Services</b>	<b>866-261-1286</b>
<b>Empower Chief Executive Officer</b> Mitch Morris <a href="mailto:Mitch.Morris@empowerarkansas.com">Mitch.Morris@empowerarkansas.com</a>	
<b>Empower SVP Health Management Services</b> Sylvia Sherrill <a href="mailto:Sylvia.Sherrill@empowerarkansas.com">Sylvia.Sherrill@empowerarkansas.com</a>	Cell: 501-539-1198
<b>Empower Chief Compliance &amp; Legal Officer</b> Suzanne Tipton <a href="mailto:Suzanne.Tipton@empowerarkansas.com">Suzanne.Tipton@empowerarkansas.com</a>	Office: 501-539-2688
<b>Vice President Client Partnerships</b> Melissa Ortega <a href="mailto:Melissa.Ortega@empowerhcs.com">Melissa.Ortega@empowerhcs.com</a>	Office: 501-707-0919
<b>Clinical Director, Children and Adolescents</b> Jamie Ables <a href="mailto:Jamie.Ables@empowerhcs.com">Jamie.Ables@empowerhcs.com</a>	Office: 501-707-0961
<b>Clinical Director, Developmental Disabilities</b> Harold Watts <a href="mailto:Harold.Watts@empowerhcs.com">Harold.Watts@empowerhcs.com</a>	Office: 501-707-0925
<b>Clinical Director, Adult BH Program</b> Lauren Pickens <a href="mailto:Lauren.Pickens@empowerhcs.com">Lauren.Pickens@empowerhcs.com</a>	Office: 501-607-8243
<b>Clinical Director, UM</b> LaTosha Brown <a href="mailto:LaTosha.Brown@empowerhcs.com">LaTosha.Brown@empowerhcs.com</a>	Office: 501-707-0969
<b>Manager, Provider Relations</b> Shelly Rhodes <a href="mailto:Shelly.Rhodes@empowerhcs.com">Shelly.Rhodes@empowerhcs.com</a>	Cell: 501-813-9031
<b>Provider Relations Managers</b> Janna Brown <a href="mailto:Janna.Brown@empowerhcs.com">Janna.Brown@empowerhcs.com</a>	Cell: 501-813-9033
Debbie McGilton <a href="mailto:Debbie.McGilton@empowerhcs.com">Debbie.McGilton@empowerhcs.com</a>	Cell: 501-353-5796
Jamila Phillips <a href="mailto:Jamila.Phillips@empowerhcs.com">Jamila.Phillips@empowerhcs.com</a>	Cell: 501-366-2906
<b>Care Coordination</b> <a href="mailto:carecoordination@empowerhcs.com">carecoordination@empowerhcs.com</a>	
<b>Provider Complaints and Grievances</b> <a href="mailto:providercomplaints@empowerhcs.com">providercomplaints@empowerhcs.com</a>	
<b>Contracting</b> <a href="mailto:empower.network@empowerhcs.com">empower.network@empowerhcs.com</a>	
<b>Incident Reporting</b> <a href="mailto:incident.reporting@empowerhcs.com">incident.reporting@empowerhcs.com</a>	
<b>Provider Relations</b> <a href="mailto:empowerhealthcaresolutionsPR@empowerhcs.com">empowerhealthcaresolutionsPR@empowerhcs.com</a>	
<b>Special Investigations Unit</b> <a href="mailto:SIU@beaconhealthoptions.com">SIU@beaconhealthoptions.com</a>	
<b>Utilization Management</b> <a href="mailto:utilizationmanagement@empowerhcs.com">utilizationmanagement@empowerhcs.com</a>	
<b>Appeals</b> <a href="mailto:AR_Appeals@empowerhcs.com">AR_Appeals@empowerhcs.com</a>	
<b>Improvement Program for PCPs</b> <a href="mailto:EmpowerPIP@Empowerhcs.com">EmpowerPIP@Empowerhcs.com</a>	
<b>Quality Incentive Program for Medical/Surgical Hospitals</b> <a href="mailto:EmpowerQIP@Empowerhcs.com">EmpowerQIP@Empowerhcs.com</a>	



To visit our website please go to:  
[www.getempowerhealth.com](http://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