



IMPROVING quality of care

Empower's Quality Improvement team launches clinical Performance Improvement Project

Empower is introducing a new clinical Performance Improvement Project (PIP) as required by the 2023 PASSE Agreement Section 8.1.2 and 42 CFR 438.330.

This program, aimed at improving the quality of care and cost effectiveness in Psychiatric Residential Treatment Facilities (PRTF), will be called the Quality Metrics Tracking Improvement Program (QTIP-R). The QTIP will work towards fostering a collaborative relationship between Empower and PRTFs to close gaps in care and enhance operational efficiencies.

PRTFs will be contacted in early 2023 and an initial in-person meeting will be scheduled to introduce the program and answer any questions the provider may have. Of note, the program is completely voluntary and there is no downside to not participating.

The new program will use data to identify patterns and trends related to Healthcare Effectiveness Data and Information Set-inspired quality measures such as readmission and follow-up rates. Other quality measures such as length of stay may be discussed as well. Clinical and quality data are compared with other PRTFs so the provider has opportunities to improve performance year after year.

According to Tripp Franks, LCSW, Quality Improvement Senior Analyst and QTIP-R team leader, the overall focus of the program is to collaborate with providers to improve the quality of care and health outcomes for Empower members. According to Franks, traditionally, there has been an adversarial role between insurance companies and providers, but the QTIP-R is set up to be a program that

uses the combined resources of both entities to improve the effectiveness and efficiency of care. This results in improved services at the patient, provider and systems level, he said.

Once all providers have been introduced to the program, Franks will meet with each PRTF quarterly and review quality data specifically related to that facility. A strategic plan will then be developed to identify strengths and opportunities for improvement. Franks again notes that the strategic plan is a collaborative effort between the provider and Empower. Each plan will have tasks that Empower and the provider are to perform. In each quarterly meeting, Franks will review data and identify successes and any barriers to achieving strategic goals. The relationship with providers will be long term, and clinical and technical support will help providers focus on patient care and quality initiatives.

Providers that have any questions about the new QTIP program or would like additional information should contact Franks at (501) 813-9987 or at tripp.franks@empowerarkansas.com.

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Reminder: Use 2022 DHS Incident Report Form

On March 16, 2022, the Arkansas Department of Human Services (DHS) updated the Arkansas Provider-led Arkansas Shared Savings Entity (PASSE) Incident Report Form. You can find the form here: https://humanservices.arkansas.gov/wp-content/uploads/Arkansas_PASSE_Incident_Report_Form_Effective_2022_03_16.pdf

This form is to be used as a reporting tool for providers, not only to DHS but also to the Empower.

Every incident that is reported will have at least, an initial report and a final report. A follow-up report should be used if there is pertinent information that is found after the initial report is made and before the report is finalized. The same form should be used each time, and with the electronic version of this report information can be added easily.

Resources for reporting requirements can be found here:

■ [Empower Healthcare Solution Provider Handbook](https://getempowerhealth.com/wp-content/uploads/2022/01/Provider-Handbook-2022128.pdf)
<https://getempowerhealth.com/wp-content/uploads/2022/01/Provider-Handbook-2022128.pdf>

■ [Arkansas DHS Policy 1090.Incident Reporting \(May 15, 1999\)](https://humanservices.arkansas.gov/wp-content/uploads/Attachment-J-DHS-Incident-Reporting-Policy-1090.pdf)
<https://humanservices.arkansas.gov/wp-content/uploads/Attachment-J-DHS-Incident-Reporting-Policy-1090.pdf>

The Quality Improvement Department at Empower is available to answer any reporting questions. Please email

the Quality team at: incident.reporting@empowerarkansas.com.

The Quality teams appreciates providers support.

“Thank you for ensuring the health and safety of individuals who are enrolled in the Arkansas Medicaid PASSE program and reporting incidents that put the health and safety of members at risk,” shared Jennifer Garrison, Empower Quality Control manager.

In upcoming quarterly provider newsletters, Empower’s Quality team will provide in-depth information on incident types and reporting time-frames for reporting to the state and to Empower. Stay tuned.



Reminder: Multiple options for claims, eligibility and prior authorization status

Empower providers are encouraged to utilize the Empower Provider Portal



on the Empower website, getempowerhealth.com, for eligibility, claims and prior authorization status.

Providers can also access real-time, automated services for eligibility, claims and prior authorization status by dialing Provider Services at 855-429-1028 and selecting option #1. This feature allows callers to:

Access eligibility, claims and prior authorization status without waiting for an agent.

Access this same feature during the After-Hours menus.



Survey helps Empower better serve providers

Empower leadership encourages all providers who contact Provider Services, via 855-429-1028, to share feedback about their experience with Provider Services by taking the post-contact survey.

The Provider Services post-contact surveys allow Empower to:

- Gain detailed feedback from callers to better understand what is working well, and what areas need improvement
- Enable us to improve agent performance through specific and quantified interaction details for better coaching and to recognize high performers
- Construct a mechanism to measure the ability to resolve a caller’s issue, as determined by the caller.

The brief survey allows Empower to continually seek ways to improve service to providers.

QI launches Chronic Condition Management Program

The Quality Improvement team of Empower is launching a new Chronic Condition Management (CCM) program, which encompasses the quality of acute, chronic and preventive healthcare services. The program defines chronic conditions such as Asthma; Diabetes Mellitus; Chronic Obstructive Pulmonary Disease; Congestive Heart Failure; and Cardiac irregularities, including but not limited to hypertension, dysrhyth-

mias and post cardiac surgeries.

The CCM program incorporates assessment, education, motivational and emotional support; easy to read materials and group; and individual resources in alignment with the member's conditions, needs and readiness for behavior change.

The CCM goal is to help Empower members live their lives to the fullest potential by transforming the lives of

those we serve through promotion, support and facilitation of high quality, cost effective, evidence-based care and service known to improve health outcomes.

Help us help you. Do you have current patients or members struggling to manage their chronic condition? If so, please reach out to Empower's Chronic Condition Nurse Specialist Alicia Hedrick at 501-813-9796 or via email at Alicia.hedrick@empowerarkansas.com.

Attention: Empower recognizes Medicaid rate increase

Empower Healthcare Solutions acknowledges the Arkansas Medicaid rate increase effective Oct. 1, 2022, for certain Outpatient Behavioral Health Services (OBHS) as published at <https://humanservices.arkansas.gov/covid-19/dhs-response-to-covid-19/updates-for-providers/>.

Empower is actively working to configure our system in compliance with the rate update. For the OBHS claims that have not yet been submitted to Empower with dates of service from Oct. 1, 2022, and forward, please sub-

mit the claims at the updated rate.

For claims previously submitted back to Oct. 1, 2022, please submit corrected claims with the updated rate. You will receive a denial stating the claim(s) are a duplicate, but upon completion of our system configuration, those claims will be reprocessed at the increased rate at that time.

For questions, contact Empower Provider Services at (855) 429-1028 or the Empower Provider Relations team at empowerhealthcaresolutionspr@empowerarkansas.com.



Provider Services

(855) 429-1028
www.getempowerhealth.com

Corporate Offices:
1401 W. Capitol Avenue
Suite 430
Little Rock, AR 72201

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

Contracting/Credentialing
(855) 429-1028
empower.network@empowerarkansas.com

Administration

Mitch Morris, Chief Executive Officer

Greg Lueck, Chief Operating Officer

Marty Catron, Chief Financial Officer

Dr. Brad Diner, Chief Medical Officer

Suzanne Tipton, Chief Compliance Officer

Amy Cobb, Ph.D, V.P. of Care Coordination

Provider Relations

empowerhealthcaresolutionspr@empowerarkansas.com

Provider Connections newsletter is produced quarterly. Please feel free to share this newsletter. If you would like to receive the newsletter, provider alerts or training information please email: empowerhealthcaresolutionspr@empowerarkansas.com

PROVIDER NOTES

Visit our website at
www.getempowerhealth.com
TO FIND RESOURCES FOR PROVIDERS:

- ◆ Clinical practice guidelines
- ◆ Contracting/credentialing
- ◆ Cultural competency plan
- ◆ EW
- ◆ Provider forms/resources
- ◆ Incident reporting
- ◆ Provider alerts
- ◆ Provider FAQ
- ◆ Provider handbook
- ◆ Provider portal
- ◆ Pharmacy provider guidelines
- ◆ Provider quality improvement activities

