



November 10, 2020

RE: EVV Rosters for HHAX system

Personal Care Providers:

Caregiver information must be loaded before you can use the HHAX system, and the only way this can be done is if Empower has your caregiver rosters. Please be aware that this is mandatory, and necessary for a successful EVV implementation. **If you do not complete this action, a delay in member services and provider payment will occur.** Empower must have the caregivers loaded before they can verify services or pay claims.

Please complete the attached roster form and return to empower.network@empowerhcs.com; identify "Personal Care Roster" in the email subject. Please send what information you currently have and update your roster as staff changes occur. Please share your caregiver rosters with Empower as soon as possible, **but no later than Friday, November 13, 2020.**

Thank you!

If you have any questions, please contact Empower Provider Relations at EmpowerHealthcareSolutionsPR@empowerhcs.com.

