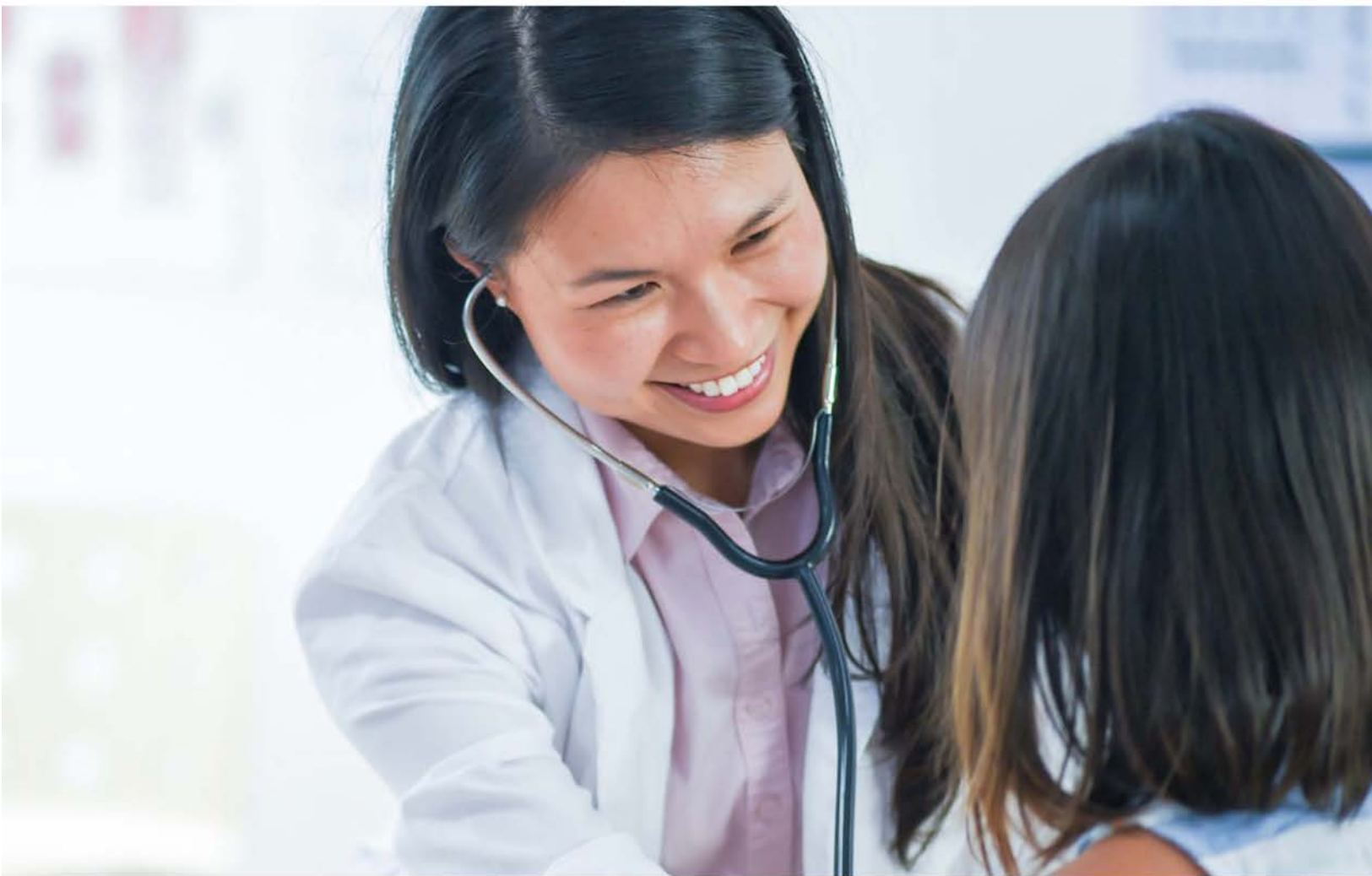


EMPOWER HEALTHCARE SOLUTIONS  
WĀWEEN KŌJBAROK EJMOUR KO AN EMPOWER

# Member Handbook Ro Uwaan Bok in Kōmelele



Empower Healthcare Solutions (Empower) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Empower does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Empower provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Customer Service at 1-866-261-1286.

If you believe that Empower has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our Complaints and Grievance Coordinator at:

Empower, Attention: Complaints and Grievance Coordinator –  
Attention Grievance Department  
P.O. Box 211446  
Eagan, MN 55121

Telephone: 1-866-261-1286; TTY (711)  
Fax: 888-614-5168  
Email:  
[member.service@empowerarkansas.com](mailto:member.service@empowerarkansas.com)

You can file a grievance by mail, fax or email. If you need help in filing a grievance, our Complaints and Grievance Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)  
Complaint forms are available at  
<http://www.hhs.gov/ocr/office/file/index.html>.

Empower Healthcare Solutions (Empower) ej lore wõt wāween ko rekkar ikkijien maroñin kakien ko an Kien eo an Federal ñan maroñ ko an armej im rejab kalijeklok ilo jermal bādbād ioon armej in ia, mōrōn in kil, aelōñ ta, joñan iiō, nañinmej in utamwe, ak mōmaan ke ak kōrā. Empower ejab jab kakobaik jet armej ak kōmman oktak ko ñan ir bādbād ioon armij in ia, mōrōn in kil, aelōñ ta, joñan iiō, nañinmej in utamwe, ak mōmaan ke ak kōrā. Empower ej lelok jibañ ko ejjelok wōnāān im jibañ ko ñan armej ro ewōr aer nañinmej in utamwe ñan kōmanman wāween kōnono ibbām, āinwōt:

- Rukok ñan ro rejarroñroñ im ewōr aer pepa in kwalok aer kabel
- Wāween jeje melele ko ilo jekjek ko jet (jeje kileb, ainikien, maroñ deloñlok in kōmadmōd ilo kein jermal ko rej kōjberbal jarom, im bar wāween ko jet)

Lelok ukok in kajin ilo ejjelok wōnāān ñan armij ro kajin ko aer ejab kajin belle. āinwōt:

- Juon eo ewōr an kabel ikkijien ukok
- Jejein melele ko ilo kajin ko jet

Elaññe kwj aikuiji jibañ kein, kurlok Jikin eo ej bōk eddo in Jibañ ilo 1-866-261-1286.

Ñe kwōj kile ke Empower ekar likjab jen aer lewōj jibañ kein ak kalijeklok ilo bar jet wāween bādbād ion armij in ia, mōrōn in kil, aelōñ ta, joñan iio, nañinmej in utamwe, ak mōmaan ke ak kōrā, kwj maroñ kōdeloñ pepa in kwalok bōd ko ibbān Ro Rej Kōlaajrak Abnōnō im Bōd ilo:

Empower, Iwōj ñan: Complaints and Grievance Coordinator-  
Ej iwj ñan Grievance Department  
P.O. Box 211446  
Eagan, MN 55121

Talpoon: 1-866-261-1286; TTY (711)  
Fax: 888-614-5168  
Email:  
[member.service@empowerarkansas.com](mailto:member.service@empowerarkansas.com)

Kwōj maroñ kōdeloñ pepa in kwalok bōd eo ilo mail, fax, ak email. Ñe kwōj aikuj jibañ kōdeloñ pepa in kwalok bōd eo, Rijerbal ro an Kōlaajrak Abnōnō im Bōd rej bojak ñan aer jibañ yuk. Kwōj maroñ barāinwōt kōman abnōnō kōn maroñ ko ñan kōjbarok armej ilo U.S. Ra eo an Ejmour kab Jibañ ko an Armij (Department of Health and Human Services), Wōpiij eo ej jermal ñan Maroñ ko ñan Kōjbarok armij, ilo am kōjberbal menin kabeel ko rej kōjberbal jarom ñan Portel eo ej ñan Abnōnō an Armij, bojak ilo <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> ak ilo mail ak Telpoon ilo:

U.S. Department of Health and Human  
Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)  
Pepa in kanne ñan abnōnō ko rej wōr ilo  
<http://www.hhs.gov/ocr/office/file/index.html>.

**ARABIC / [ARABIC TEXT]**

[ARABIC TEXT]

**ARMENIAN / [ARMENIAN TEXT]**  
[ARMENIAN TEXT]

**BENGALI / [BENGALI TEXT]**  
[BENGALI TEXT]



**CHINESE / [CHINESE TEXT]**  
[CHINESE TEXT]

**FARSI / [FARSI TEXT]**

[FARSI TEXT]

**FRENCH / Français**

Empower apporte des services gratuits pour vous permet de communiquer vos besoins. Cela comprend :

- Les interprètes en langue des signes
- Les documents écrits d'autres formats. Cela comprend les gros caractères, l'audio et les formats électroniques accessibles.

Empower apporte également une aide gratuite à la traduction. Cela comprend :

- Les interprètes
- Informations rédigées dans des langues étrangères.

Si vous avez besoin de ces services, appelez le Centre des services aux membres au 866-261-1286 | Appareils de Télécommunications pour Sourds (ATS) : 711

## **GERMAN**

Empower bietet kostenlose Dienste um Ihnen zu helfen, Ihre Bedürfnisse zu kommunizieren. Diese beinhalten:

- Gebärdensprachdolmetscher
- Schriftliches Material in anderen Formaten. Dies umfasst Großdruck-, Audio- und zugängliche elektronische Formate.

Empower bietet auch kostenlose Übersetzungshilfen. Diese beinhalten:

- Dolmetscher
- Schriftliche Informationen in anderen Sprachen

Wenn Sie diese Dienste benötigen, rufen Sie den Mitgliederservice unter 866-261-1286 an | Schreibtelefon: 711

## **HAITIAN CREOLE / Kreyòl Ayisyen**

Empower bay sèvis gratis pou ede ou kominike bezwen ou yo. Sa gen ladan:

- Entèprèt pou langaj siy yo
- Materyèl alekri nan lòt fòm yo. Sa gen ladan gwo karaktè, odyo, ak fòm elektwonik ki aksesib yo.

Empower bay tou tradiksyon gratis pou ede. Sa gen ladan:

- Entèprèt yo
- Enfòmasyon alekri nan lòt lang yo

Si ou bezwen sèvis sa yo, rele Manm Sèvis yo nan 866-261-1286 | TTY: 711

## **ITALIAN / Italiano**

Empower fornisce servizi gratuiti per aiutarla a comunicare le sue esigenze. Ciò include quanto segue:

- Interpreti per la lingua dei segni
- Materiale scritto in altri formati. Ciò include stampa a caratteri ingranditi, audio e formati elettronici accessibili.

Empower fornisce inoltre servizi di traduzione gratuiti. Ciò include quanto segue:

- Interpreti
- Informazioni scritte in altre lingue

Qualora Le servissero tali servizi, contatti il Servizio assistiti al numero 866-261-1286 | Numero TTY (utenti audiolesi): 711

## **JAPANESE / [JAPANESE TEXT]**

[JAPANESE TEXT]

## **KASHMIRI / कॉशु**

Empower छू मुफ्त खिदमात फ़राहम करन ताखक तोखह हैखकऊ पाखनन ज़रूरयात पुर कररत। अथ मंज़ छू शाखमल:

- ईशारन हंज़ जबाईन मंज़ मुतरजमीन।
- बाकी फॉमेटन मंज़ खलखित मवाद। यथ मंज़ छू शाखमल खवशाल खरंट, ऑखियो तः क्राखबल रसाई इलेक्ट्रॉखनक फॉमेट्स।

Empower छू मुफ्त अनुवाखदय खिदमात तः फ़राहम करन। अथ मंज़ छू शाखमल:

- मुतरजमीन।
- बाकी भाषावं मंज़ जानकारी

अगर तोखहय छू खयमन हंज़ ज़रूरत, कॉल कररऊ सानयं खिदमात खमंबरं 866-261-1286 | TTY: 711

## **KOREAN / 한국어**

Empower 는 필요한 사항을 귀하께서 소통하는 데 도움을 드릴 수 있는 무료 서비스를 제공합니다. 포함 사항:

- 수화통역사
- 기타 형식의 서면 자료. 여기엔 큰 활자체, 오디오 및 접속 가능한 전자 형식이 포함됩니다.

Empower 는 무료 번역 또한 제공합니다. 포함 사항:

- 통역사
- 기타 언어로 기록된 정보

이러한 서비스가 필요하다면, 가입자 서비스부 전화 866-261-1286 | TTY: 711 번으로 전화하십시오.

### **POLISH / Polski**

Empower zapewnia bezpłatne usługi ułatwiające komunikowanie o twoich potrzebach. Obejmuje to:

- Tłumacze języka migowego

Materiały pisemne w innych formatach. Obejmuje to duży druk, dźwięk i dostępne formaty elektroniczne.

Empower zapewnia również bezpłatną pomoc w tłumaczeniu. Obejmuje to:

- Tłumacze
- Informacje napisane w innych językach

Jeśli potrzebujesz tych usług, zadzwoń do działu obsługi klienta pod numer 866-261-1286 | TTY: 711

### **PORTUGUESE / Português**

A Empower oferece serviços gratuitos para o ajudar a comunicar as suas necessidades. Estes incluem:

- Intérpretes de linguagem gestual
- Material escrito em outros formatos. Tal inclui formatos grandes eletrónicos acessíveis, de impressão e de áudio.

A Empower também oferece ajuda de tradução gratuita. Esta inclui:

- Intérpretes
- Informação escrita em outros idiomas

Caso precise destes serviços, entre em contacto com os Serviços para membros ligando para o número 866-261-1286 | Tele-escrita: 711

### **PUNJABI / [PUNJABI TEXT]**

[PUNJABI TEXT]



## **RUSSIAN / Русский**

Empower предоставляет бесплатные услуги, с помощью которых вы всегда сможете сообщить о своих потребностях, в том числе:

- услуги сурдопереводчиков;
- письменную информацию в альтернативных форматах (в т. ч. напечатанную крупным шрифтом, в аудиоформате и доступных электронных форматах).

Empower также предлагает бесплатные услуги перевода, в том числе:

- услуги устных переводчиков;
- письменную информацию на других языках.

Если вы нуждаетесь в таких услугах, позвоните в отдел обслуживания участников по номеру 866-261-1286 | Телетайп: 711

## **TAGALOG / Tagalog**

Nagbibigay sa iyo ang Empower ng mga libreng serbisyo para tulungan kang ipakipag-usap ang iyong mga pangangailangan. Kabilang sa mga ito ang:

- Mga interpreter sa wikang pasensyas
- Nasusulat na materyal sa ibang mga format. Kabilang dito ang malalaking letra, audio, at naa-access na mga elektronikong format.

Nagbibigay din ang Empower ng libreng tulong sa pagsasalin. Kabilang sa mga ito ang:

- Mga interpreter
- Impormasyong nakasulat sa ibang mga wika

Kung kailangan mo ng mga serbisyong ito, tawagan ang Mga Serbisyo sa Miyembre sa 866-261-1286 | TTY: 711

## **VIETNAMESE / Tiếng Việt**

Empower cung cấp các dịch vụ miễn phí để giúp quý vị truyền đạt các nhu cầu của mình. Điều này bao gồm:

- Thông dịch viên ngôn ngữ tín hiệu
- Tài liệu bằng văn bản ở các định dạng khác. Điều này bao gồm các định dạng chữ in lớn, âm thanh và điện tử có thể truy cập được.

Empower cũng cung cấp trợ giúp dịch thuật miễn phí. Điều này bao gồm:

- Thông dịch viên
- Thông tin bằng văn bản bằng các ngôn ngữ khác

Nếu quý vị cần các dịch vụ này, gọi cho Ban Dịch vụ Hội viên theo số 866-261-1286 | TTY (Máy điện báo đánh chữ): 711

## Table of Contents

1. How To Use This Manual .....	1
2. Welcome To EMPOWER .....	2
3. Enrollment In EMPOWER .....	4
4. Language And Communication Help .	6
5. Member Rights .....	6
6. Member Responsibilities .....	8
7. Covered Services .....	10
8. Services Not Covered .....	15
9. Selecting Or Changing Your Primary Care Physician .....	19
10. Access To Care .....	20
11. Consumer Advisory Council .....	24
12. Fraud, Waste, Abuse, And Overpayment .....	24
13. Health Care Declarations In Arkansas/Advance Directives .....	24
14. Member Greivances, Grievance Appeals And State Fair Hearings ...	27
15. Reporting Abuse, Neglect, And Exploitation .....	30
16. Privacy Notice .....	32
17. Authorization For Disclosure Of Confidential Information .....	39
18. Helpful Contacts.....	40

## Dibdikdik in Melele ko

1. Wāween Kōjerbal Bok in Melele in ..	1
2. Kwōj ruwanene ñan EMPOWER .....	2
3. Kanne ñan EMPOWER .....	4
4. Jibañ ikkijien Kajin im Kōnono .....	6
5. Maroñ ko an Ro Uwaan .....	6
6. Eddo ko an Ro Uwaan .....	8
7. Jibañ ko emoj bōk eddoin .....	10
8. Jibañ ko rejab bōk eddoin .....	15
9. Kāālōt ak Ukōt Taktō in Kakōlkōl Eo Am .....	19
10. Delonin Kabok Ejmour.....	20
11. Kaunjel eo ikkijienNaanin Rōjañ Ñan Armij .....	24
12. Jerbal nana, Kakure, kōjorrāān, im Lab Jen Joñan Kōllā .....	24
13. Kwalok kōn kōjbarok kein ikkijien Ejmour ilo Arkansas/Juon eo Ewōr an Mālim in Kōnono ikkijiem kōn ejmour ñe kwōj jab maroñ .....	24
14. Ro uwaan Bōd ko, Kajjitōk kōn Abnōnō ko im iien Koot ñan bōklōñtak Abnōnō ko ilo State eo.....	27
15. Ripoot men ko menin Kakure, Kōjekdoon, im Jerbal Nana ñan Juon ilo Jikin Jerbal .....	31
16. Kōjjelā ko ikkijien Jab Ajeededin Melele .....	32
17. Kōmālim eo Ñan Kwalok Melele Aorōk ko an Juon Make .....	39
18. Jikin Jiban ñan Kurlok .....	40

## How to Use This Manual

Empower is committed to you. We try to make it as easy as possible to work with us. The Member Handbook is your complete source of information on Empower. This handbook can be used as a guide to our member services. It can be found on our website.

Our website includes resources for you.

- Updates to this handbook
- Member communication
- Events
- Links to the member portal

The Empower website can be accessed at You can send questions, comments, and ideas for this handbook to:

### Empower Care Coordination

[carecoordination@empowerarkansas.com](mailto:carecoordination@empowerarkansas.com)  
(866) 261-1286 | TTY 711

Empower makes sure you have access to twenty-four (24) hour language services. The language services are free to you. You can ask for translation in any language. This includes TDD/TTY if you are hearing impaired or use American Sign Language (ASL).

Materials are given to you in the languages asked for within twenty-one (21) calendar days. Empower may use a skilled translator to help you understand materials.

Empower contracted providers should provide a translator for you. Empower will arrange for a face-to-face translator if needed.

Call Member Services or your care coordinator to ask for language services.

## Wāween kōjerbale bok in melele in

Empower ej kate in jibañ yuk. Kōm ej kajjioñ kōmman bwe en bidodo ilo am jerbale ibbam. Bok eo an ro uwaan ej am kein bōk melele kōn Empower. Bok in emaroñ jerbale ñan tel ñan jibañ ro uwaan mw ear kanne. Ej bād ilo webjait eo am.

Ekoba menin jibañ ko ilo webjait eo.

- Kōkāāl ñan bok in jibañ in
- Kōnono ko an ro uwaan
- Makūtkūt ko
- Link ko rej boklok yuk ñan portal eo an ro uwaan

Deloñ ilo webjait eo an Empower ilo Kwōj maroñ jilkinlok kajjitōk ko, kōmelele ko, im lōmna ko kōn bok in kōmelele in ilo:

### Ro Rej Kōlaajrak Jibañ Ñan Empower (Empower Care Coordination)

[carecoordination@empowerarkansas.com](mailto:carecoordination@empowerarkansas.com)  
(866) 261-1286 | TTY 711

Empower enaaj lale bwe kwōn bōk jibañ ilowaan ronoul-emen (24) awa ikkijien ukok ñan kajin. Jibañ kein ikkijien kajin enaaj iwōj ñan yuk ilo ejjelok wōnāān. Kwōj maroñ kajjitōk kōn jadewōt kain kajin ko ñan ukok. Menin ekoba TDD/TTY Elaññe kwōj juon eo enana an roñlokjen ak ej kōjerbale pain ñan kōnono (ASL).

Menin jerbale ko rej lewōj ñan kwe ilo kajin eo kwar kajjitōk iumwin ronoul-juon (21) raan ko. Empower emaroñ kōjebale juon eo ewōr an kabel in ukok ñan jibañ yuk melele kōn menin jerbale kein.

Rijerbale ro an jikin ejmour mwe rej kontreek ibbān Empower renaaj lewōj ri-ukok ñan kwe. Empower enaaj kōmadmōd bwe kwōn jelmae ri-ukok eo ñe kwōnaaj aikuj.

Kurlok ro uwaan Jibañ kein ak ro rej kōlaajrak jibañ ñan kajjitōk jibañ ikkijien kajin ko.

# Welcome to EMPOWER

Empower is here to help you with your health care needs. We work with you and your doctors. Our goal is to give you the best services and to improve your health. We also want you to be part of your care planning. We believe this will help you reach your life goals.

When you join Empower, you will have a Care Coordinator to help you with your health. Your Care Coordinator will work with you and your doctors. Working together, we can make sure you have the best care. You can meet your Care Coordinator in person.

## About Us

Empower is run by six companies that work together to help you.

1. Arkansas Community Health Network (ACHN)
2. Beacon Health Options (Beacon)
3. Independent Case Management (ICM):
4. Statera
5. The Arkansas Healthcare Alliance, LLC.
6. Woodruff Health Group, LLC (ARcare/Pharmacist)

## Our Mission and Values

### Mission:

We empower individuals to lead fuller, healthier lives at home in their communities.

Keeping members at the center, we partner with providers, advocates, and the community to deliver the right solutions for an improved quality of life.

### Corporate Values:

Community/ We encourage involvement. Respect/ We respect others. Advocacy/ We lead with purpose. Independence/ We boost self-reliance. Collaboration/ We earn trust. Recovery/ We promote advancement. You may learn more about us by emailing your care coordinator or emailing [empower@empowerhcs.com](mailto:empower@empowerhcs.com). We will share information about

- The structure, governance, and operations of Empower
- Our quality, tracked by the Arkansas Department of Human Services (DHS) and the federal Center for Medicare and Medicaid Service (CMS)
- Our non-discrimination policies, responses to complaints related to access of information and discrimination

# Kwōj ruwanene ñan EMPOWER

Empowe ej bd ijin ñan an jibañ yukk kōn aikuj ko am ikkijien ejmour. Kōm ej jermal ibbām im taktō eo am. Kōttōbar eo am ej ñan lewōj ñan yuk jibañ ko remman tata im ñan kōmanmanlok ejmour eo am. Kōm ej barāinwōt kōnaan bwe kōm en mottan kōjbarok ko ñan kwe Kōm ej tōmak bwe wāween in enaaj jibañ yuk tōbar kōtōbar ko am ikkijien ejmour.

Elaññe kwōnaaj kobalok ibbān Empower, enaaj wōr juon am Juon eo ej Kōlaajrak Jibañ ñan jibañ yuk kōn ejmour eo am. Ri-kōlaajak Jibañ eo am enaaj jermal ibbām im taktō eo am. Jermal ibbān doon, kōm naj lukkun lale bwe kwōn bōk jibañ jen jikin ejmour eo emman tata. Kwōj maroñ etal im ioon Eo ej Kōlaajak Jibañ ñan yuk.

## Kōn Kōm

Empower ej jermal jen jiljino kompani ko mwe rej jermal.

ibbān doon in jibañ yuk.

1. Arkansas Community Health Network (ACHN)
2. Beacon Kāālōt Ejmour Ko Jet (Beacon)
3. Ro rej jermal ibbām ñan Jibañ kōmani Keej ko (ICM):
4. Statera
5. The Arkansas Healthcare Alliance, LLC.
6. Woodruff Health Group, LLC (ARcare/Pharmacist)

## Reimaanlok eo am im Aurok ko

### Reimaanlok:

Kōm ej kōmaroñroñ(empower) kajojo armej in til ñan mour eo emman, memman ejmour eo ilo mweo ilowaan jukjukin bād eo.

Ilo aer likit ro uwaan ijo iolab, kōm ej kōmadmōd ibbān rijermal in ejmour,, juon eo ej kōnono ikkijiam, im jukjukin bād eo in lewōj ñan kōmane wāween eo emman ñan mour eo ebolemen.

### Aurok in Jermal ibbān doon:

Jukjukin bād/Kōm ej rojañ ñan bōk kunaam. Kautiej/Kōm ij kautiej ro jet. Kōnono ikkijien/Kōm ej tel kōn wūn ko. Makelok/Kōm ij rojañ ak jibañ kotakin ñan kōmadmōd ilo makelok. Jermal ibbān doon/Kōm ij lōkealikin ad jela. Mour Tak/Kōm ij rejañ wōt emmanlok eo. Kwōj maroñ katak elablok kōn kōm ilo am email lok eo ej kōlaajrak jibañ ñan kwe ak email ie [empower@empowerhcs.com](mailto:empower@empowerhcs.com). Kōm naj jaketo jaketak melele ko kōn

- How to contact our Compliance Director
- Physician Incentive Plans
- Our Consumer Advisory Council

**Contact information:**

Empower HealthCare Solutions  
 PO BOX 211446  
 Eagan, MN 55121  
 24/7 Toll Free: 866-261-1286  
 TTY: 711  
 Fax: 888-614-5168  
[www.empowerarkansas.com](http://www.empowerarkansas.com)



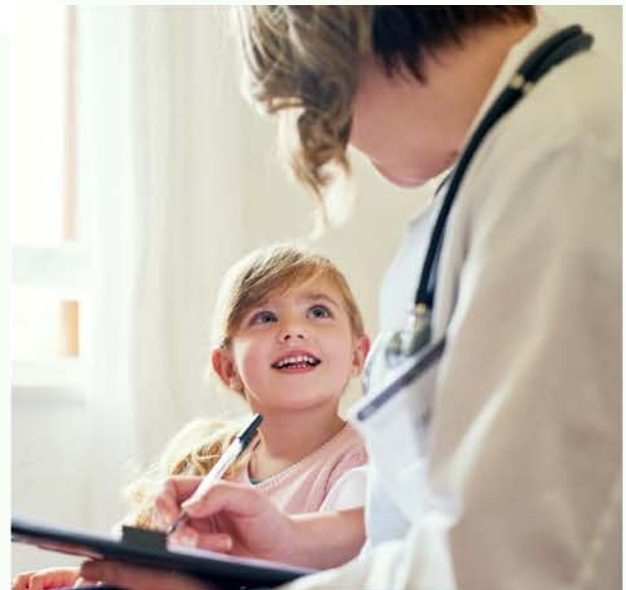
**CONTACT INFORMATION:**

Empower HealthCare Solutions  
 PO BOX 211446  
 Eagan, MN 55121  
**24/7 Toll Free:** 866-261-1286  
**TTY:** 711  
**Fax:** 888-614-5168  
**e-mail:** [empower@empowerarkansas.com](mailto:empower@empowerarkansas.com)  
**website:** [www.empowerarkansas.com](http://www.empowerarkansas.com)

- Jekjekin, kakien ko, im wāween an Empower jermal.
- Wāween ko am, rej etale jen Arkansan Ra eo an Jibañ ñan Armij ro (DHS) im kab jikin ko an kien eo iolab ñan Medicare im Medicaid jibañ ko (CMS)
- Kakien ko am kōn ejelok kalijeklok, ej ñan abnōnō ko im ej walok wōt jen deloñe melele ko im kalijeklok
- Ewi wāween kurluk eo ej Tellokin menin Etale Kein (compliance Director)
- Bebe in kairujruj eo an taktō
- Kaunjel eo ikkijien Men Ko Menin Wia

**MELELE KŌN WĀWEEN KEBAAK ER**

Empower HealthCare Solutions  
 PO BOX 211446  
 Eagan, MN 55121  
 24/7 Toll Free: 866-261-1286  
 TTY: 711  
 Fax: 888-614-5168  
[www.empowerarkansas.com](http://www.empowerarkansas.com)



**MELELE KŌN WĀWEEN KEBAAK ER**

Empower HealthCare Solutions  
 PO BOX 211446  
 Eagan, MN 55121  
**24/7 Toll Free:** 866-261-1286  
**TTY:** 711  
**Fax:** 888-614-5168  
**e-mail:** [empower@empowerarkansas.com](mailto:empower@empowerarkansas.com)  
**webjait:** [www.empowerarkansas.com](http://www.empowerarkansas.com)



### 3. ENROLLMENT IN EMPOWER

Empower is a PASSE, or Provider-led Arkansas Shared Savings Entity. PASSEs plan care for people with special health care needs.

#### PASSE Overview

A Provider-Led Arkansas Shared Savings Entity (PASSE) is a Medicaid program. It was created to improve the health of Arkansans who have Medicaid for behavioral health and developmental disability needs. The PASSE program is designed to help you receive services from your doctors and in the community. The PASSE wants you to be a part of your treatment.

#### Goals of the PASSE Model

1. Improve the health of Arkansans who need specialized care for behavioral health issues or developmental/intellectual disabilities
2. To link providers of physical health care with specialty providers of behavioral health and developmental/intellectual disabilities services
3. To coordinate care for all community-based services for these individuals
4. To allow flexibility in the types of services offered
5. To increase the number of service providers available in the community to serve these members
6. To reduce the cost of care by coordinating and providing appropriate and preventative care

The State of Arkansas enrolled you in Empower based on your responses to the Arkansas Independent Assessment, or ARIA. The ARIA helps DHS understand your health needs. Contact DHS if you want to know why you are now in Empower.

The phone number is 1-888-987-1200.

**Your Empower Member ID will include your start date. The start date will say 'Effective Date' on your Member ID card. You can start using your Empower Services on your start date of coverage.**

#### When You Can Make Changes

You have a right to change your PASSE. You can change your PASSE:

- *Within the first 90 days of enrollment.* You can change your PASSE any time within the first 90 days
- *During the annual open enrollment.* This is a 30-day period when you can switch PASSEs. Open enrollment is in the fall. Any changes made are effective January 1
- *When there is cause.* You may switch your PASSE at any time if there is "cause". This

### 3. KANNE ÑAN EMPOWER

Empower ej juon PASSE, ak ritel-Rijerbalin Ejmour ilo Arkansas Jikin Kōjbarok ro rej bād Iumwin. PASSEs kokar eo ñan armij ro im ewōr aer aikuij ikkijien ejmour.

#### Jelōt Aoleben PASSE

Rite-Rijerbalin Ejmour jikin Kōjbarok ro rej bād Iumwin (PASSE)ej juon menin jibañ jen Medicaid . Ear kōmman ñan kōikmanmanlok ejmour an Ri-Arkansas ro im ewōr aer Medicaid ñan nañinmej in utamwe im aikuij ko ikkijien utamwe ko ikkijien eddeklok. Būrookrram eo an PAASE emōj kōmadmōde bwe eñ jibañkwe bōk menin jibañ kein jen taktō ro am im jukjukin bād eo. PASSE ej kōnaan bwe kwōn mōttan kōmadmōd kein ñan kwe.

#### Kōtōbar eo ñan Jemānāe eo an PASSE

1. Kōmanman lok ejmour an ro ilo Arkansas im rej aikuij wāween kōjbarok ko relablok ñan nañinmej in utamwe ko ikkijiwn mwil ak eddeklok/utamwe ikkijien kōmālij
2. Ñan webjait eo an ro rej jermal ilo jikin ejmour ko ñan kōjbarok ejmour ibban rijerbal in ejmour ro rej kōmadmōd nañinmej ikkijien mwil im eddeklok/utamwe ilo kōmālij an armij ro ikkijien jibañ kein.
3. Ñan kōtōbalbal jermalin ejmour kein ñan aoleb jukjukin bād-kein rej bād ie ñan kajojo armij ro.
4. Ñan kōtlok wāween ko rejjab ebben ilo menin jibañ ko rej lelok.
5. Ñan kōlablok oraan rijerbal in jibañ ikkijien ejmour ilo jukjukin bād eo ñan ibañ rein uwaan
6. Ñan kadiklok wōnāan jermal in jibañ ikkijien ejmour kein ilo aer lorlorjake im lelok wāween eo ekkar im kakolkol ko.

State eo an Arkansas ej kōdeloñ yuk ilo Empower bādbād ioon uwaak ko jen kwe ñan etale eo kōmane ilo Arkansas jen ro jet, ak ARIA. ARIA ej jibañ DHS melele kōn aikuij ko am ikkijien ejmour. Kurlok DHS elaññe kwōj kōnaan jela etke kwōj bed kio ilo Empower. Kurlok talpoon nōmba ne ilo 1-888-987-1200.

**ID in Empower eo am enaaj bād raan in ijino eo. Raan in ijino eo enaaj ba "Jejjet kūtien raan" ilo ID kaat eo am. Kwōj maroñ jino kōjermal jibañ ko am jen Empower Jikin Jibañ ko ilo raan eo kwōj jinoe bōk joortoklik eo.**

#### Elaññe kwōnaaj jino kōmman oktak ko

Ewōr am maroñ in ukote PASSE eo am. Kwe Kwōj maroñ ukōt PASSE eo am.

means you can change your PASSE if we do not do our job. For example, you change for cause if Empower:

- Does not follow certain DHS rules
- Does not cover a service you need due to moral or religious reasons
- Provides poor quality of care
- Does not provide access to needed services

PASSE changes can occur for other reasons as well. If you think there is cause, please call DHS Office of Ombudsman at 1-888-987-1200 and follow the menu prompts.

**To request to move to another PASSE, you should contact the Arkansas Department of Human Services, Beneficiary Support Center, and Phone Number: 1-833-402-0672.**

### Removal from the PASSE

Only DHS can remove you from Empower. This can happen if:

- You are no longer eligible for Medicaid
- You live some place like a nursing home
- You need services we cannot provide

If you have been removed, you can rejoin if you meet certain rules.

- *Ilowaan jinoin 90 raan ko ilo am deloñe ijin Kwōj maroñ ukote PASSE eo am jabdewōt iien iumwin 90 raan ko jinoin*
- *Juon kattān ilo juon iio ilo iien kanne ñan kadeloñ āt eo Wāween in ej kōmman iumwin 30 raan elaññe kwōj jenij PASSE ko. Iien kanne ej ilo fall. Jabdewōt oktak ko kōmmāne enaaj jejjēt kūtien ilo Jānwōdre 1*
- *Ñe ewōr un ko Kwōj maroñ ukōt PASSE eo jabdewōt iien ñe ewōr "wūn" ko. Melelein bwe kwōj maroñ ukōt PASSE eo ñe kōmij jab kōmmāne jermal eo am. Ñan waan joñok, oktak eo am ilo wūn eo elaññe Empower:*
  - Jab lore jet iaan ruul ko an DHS
  - Jab bōk eddoin jermal in jibañ eo kwōj aikuiji ekkar ñan wāween ko rejimwe ak wūn ko an kabun.
  - Ejab emmanjermalin kōjbarok kein.
  - Jab maroñ delone jermal in jibañ kein elab aikuiji

PASSE oktak ko emaroñ walok kōn wūn ko jet barāinwōt Ñe kwōj loe ke elōñ wūn ko, juij im kurlok wōpij eo an DHS eo an Ombudsman ilo 1-888-987-1200 im lore laajrak eo ej walok.

**Ñan kajjitōk in emakūt ñan bar juon PASSE, kwōj aikuij kebaak Ra eo ej Bōk Eddo in Jibañ ko ñan armej ilo Arkansas (Arkansas Department of Human Services), Jikin Eo Ej Jibañ Kōn Menin Jibañ Ko, im Talpoon nōmba: 1-833-402-0672.**

### Kōmakūt jen PASSE

DHS wōt emaroñ kōmakūt yukk jen Empower. Menin enaaj walok ñe:

- Kwōj jab maroñ bar bōk Medicaid
- Kwōj jokwe ilo imoko jikin ritto ko.
- Kwōj aikuij jermal in jibañ ko kōm ban maroñ lewōj.

Ñe emōj kōmakūt yuk, kwōj maroñ in bar join ñe kwōnaaj loor ruul kein.

## Reinstatement

- If you lose Medicaid, you may not lose coverage if you are reinstated within the month. To do so you must:
  - Show DHS you are eligible.
  - Be entered into the DHS system by the last day of the month.
- If you re-enroll within 180 days, you will rejoin Empower. If you re-enroll after 180 days, you must complete a new Arkansas Independent Assessment (ARIA). DHS may then again enroll you in a PASSE. This may be Empower or another PASSE depending on DHS rules.
- 

## 4. LANGUAGE AND COMMUNICATION HELP

Talking about your needs is important. Empower provides free services to help you. This includes

- Sign language.
- Written material in other forms.

Empower also provides free language help. This includes:

- Translator
- Items in other languages

## Getting What You Need

- If you need these services, call Member Services at 866-261-1286 | TTY: 711

## 5. MEMBER RIGHTS

### Company and Provider Information

You have the right to:

- Receive information about Empower, including services, benefits, providers, member rights and responsibilities and clinical guidelines

### Respect

You have the right to:

- Be part of decisions about your care plans, including your right to refuse treatment
- Fulfill your advance directives without fear of being treated unfairly
- Receive a copy of your rights and responsibilities
- Tell us what you think your rights and responsibilities as a member should be
- Be treated with respect, dignity, and privacy no matter what
- Have anyone you choose to speak on your behalf
- Decide who will make medical decisions for you if you cannot make them
- Understand your Person Centered Service

## Bar likiti in delōñ

- Ñe kwōnaaj jako jen Medicaid, kwōj maroñ jab jako jen am bōk joortoklik ñe kwōnaaj bar kanne iumwin juon allōñ. Ñan kōmadmōde kwōj aikuij:
  - Kwalok ñan DHS ke kwōj maroñ in tōbrak.
  - Delōñe system eo an DHS ilo raan eo ālik tata ilo allōñ eo.
- Ñe kwōnaaj bar maroñ delōñ ilowaan 180 raan ko, kwōnaaj bar ādelōñ ilo Empower. Ñe kwōnaaj bar delōñ iumwin 180 raan ko, Kwōj aikuij kadedeiklok Arkansas Menin Etale eo kōn kwe (ARIA). DHS enaaj maroñ kadeloñ yuk ilo PASSE. Emaroñ in Empower ak PASSE bādbād wōt ioon ruul ko an DHS.

## 4. JIBAÑ IKKIJIEN KAJIN IM KŌNONO

Kōnono kōn aikuij ko am elab an aurok Empower ej lewōj jeral in jibañ ko ñan yuk ilo ejjelok wōnāān. Menin ekoba

- Kōjeral pa ñan Kōnono
- Jeje ko ilo wāween jeje ko jet.

Empower ej bar lelok jibañ ko ilo ukok ejjelok wōnāān Menin ekoba:

- Ri-ukok
- Men ko ilo kajin ko jet

## Bōk men eo kwōj aikuiji

- Ñe kwōj aikuij jeral in jibañ kein, kurlok Jikin Jibañ ñan ro uwaan ilo 866-261-1286 | TTY: 711

## 5. MAROÑ KO AN O UWAAN

### Melele ko kōn Kombani im Rijeral ro an Jikin Ejmour

Ewōr am maroñ ñan:

- Bōk melele ko kōn Empower, ekoba jeral in jibañ ko, meninin jibañ ko, ri-jeral in ejmour ro, maroñ im eddo ko an ro uwaan im wāween am etal ilo lajraak in taktō ko.

### Kautiej

Ewōr am maroñ ñan:

- Koba lok ilo iien kōmman kāālōt ko kōn kōkar ko ñan ejour eo am, ekoba maroñ ko am ñan jab errā in bōkjerbal in kōmadmōd ejmour ko.
- Kōmadmōd pepa in kwalok mālim in kōnono ikkijiem kōn ejmour ñe kwōj jab maroñ im wōn ej bōk jemlok ko am ilo jabmijak ilo aer naaj jab jimwe aer jeral ibbām
- Bōk kape in maroñ ko im eddo ko am

Ro uwaan Jibañ kein 866-261-1286 | TTY: 711 6  
empowerarkansas.com|  
Version 1132021



- Plan (PCSP) and receive a copy
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation
- Be safe and feel safe where you receive services and with the people who provide your services
- Live in a supported setting in the community and have control over your life
- Be protected in the community
- Be protected from discrimination based on your health
- Exercise your rights without having the quality of your care affected

## Communication

You have the right to:

- Get information about services, benefits, providers, care guidelines, and member rights and responsibilities
- Receive written notice of changes about your care coordinator within seven days
- Receive a member handbook soon after enrollment
- Receive directions for how to access the provider directory at [www.getempowerhealth.com](http://www.getempowerhealth.com) or how to receive help from Care Coordination soon after enrollment
- Talk with your provider about your treatment options without cost or coverage being factors
- Know about covered services, benefits, and decisions about health care payment, and how to find these services
- Obtain information about your own health records with signed consent in a timely manner
- Provide input to Empower
- Request and receive a copy of your health records

- Jiron tok kōm kōn da lōmnak eo am kōn ekkar eo an maroñ im eddo kein am āinwōt am juon eo ej uwaan
- Bwe ren kautiej yuk, aurok ko am, im am melele ko rej kōjbarok kōn yuk jekdoon ta
- Bwe juon eo kwaar kāālōte en kōnono ikkijiem
- Kāālōt wōn enaa j kōmman bebe ko kōn ejmour eo am ñe kwōjjab maroñ kōmmane
- Melele kōn Lōmnak in Jibañ Ko Ñan Kajojo Armij(Person Center Service Plan) (PCSP) im bōk am kape
- Anemkwōj jen men ko rej dābiji ak jab kōtōlok iien ibbān armej āinwōt juon wāween katakin yuk, wāween kajimwe ko, wāween ko rejjab ebben, ak wāween kodool nana ko
- Anemkwōj im ilo aenōmman ijo kwōj bōk jermal in jibañ ie im ibbān armij ro rej lewōj jermal in jibañ ñan kwe
- Jokwe ilo jikin eo rej jibañ yukk ilo jukjukin bād im rej bōk eddo in mour eo am
- Bād ilo kōjbarok ilo jukjukin bād eo
- Bād ilo kōjbarok jen wāween kalijeklok ko ikkijien ejmour eo am
- Kōjermal maroñ kein ilo an jab jelet emman eo an jibañ ko jen jikin ejmour kein ñan kwe

## KŌNONO KO

Ewōr am maroñ ñan:

- Bōk melele ko kōn jermal in jibañ ko, menin jibañ ko, rijermal in ejmour ro, wāween jermal ko ñan jibañ, im maroñ im eddo ko an ro uwaan
- Bōk kōjjelā ilo jeje kōn oktak ko nan ri-kōlaajrak jibañ ko eo ñan kwe iumwin 7 raan ko
- Bōk bok eo an ro uwaan ilo iien eo emōkaj ālikin am kanne
- Bōk melele ko kōn wāween ñan deloñe lajraak eo ñan ri-jermal in ejmour ro ilo [www.getempowerhealth.com](http://www.getempowerhealth.com) ak wāween bōk jibañ kein jen ri-Kōlaajrak Jibañ ro ālikin am kanne
- Kōnono ibbān rijermal in ejmour eo am kōn kāālōt ko am ikkijien jermal in ejmour ko ilo an ejjelok wōnāān ak jab maroñ jen joortoklik eo
- Jelā kōn jermal in jibañ kein rej bōk eddoier, menin jibañ ko, im kāālōt ko kōn kōlla ñan ejmour, im wāween kabok jermal in jibañ kein.
- Kabukot melele ko kōn rekoot in ejmour eo am kōn mālim eo emōj jain ilo iien eo ejejet
- Kakobaba ko ñan Kōmaronron (Empower)
- Kajjitōk im bōk kape in rekoot in ejmour ko am

- Request that your records corrected by the provider if you believe there is an error in your record (or you may write a statement and ask the provider to add it to your record)
- Receive information on available treatment options, and have this information given in a reasonable way
- Free oral translation services for any Empower materials in any language

### Complaints

You have the right to:

- Make complaints (verbally or in writing) about staff, services, or the care given by providers
- Appeal if you do not agree with a decision about your care. Empower processes your appeal rights as required under your benefit plan

### Confidentiality

You have the right to:

- Keep your health information private

### Access to Care, Services, & Benefits

You have the right to

- Receive timely care consistent with your need for care
- Choose a participating provider for any service for which you are eligible to receive under your PCSP, including your primary care provider
- Obtain needed, available health care services covered under your plan
- Obtain a second opinion by qualified clinicians at no expense to the member

### Claims and Billing

You have the right to

- know the facts about any charge or bill you receive

## 6. MEMBER RESPONSIBILITIES

- Give information, as best as you can, to Empower and your doctors to help plan your care.
- Learn about your health and work with your doctors to plan for your care.
- Follow the plans for care you have agreed to.
- Understand your benefits. This includes knowing what is covered and what is not covered. Know that you may need to pay for services that are not in the Covered Services List.
- Notify Empower and your doctor of changes like address, phone number, or change in

- Kajjitōk bwe rekoot ko am ren kajimwe ibbān rijerbal in ejmour ro ñe kwōj lōmnak bwe ewōr bōd ilo rekoot ko am (ak kwaar je juon kōmelele im kajjitōk ibbān eo ej lewōj rijerbal in ejmour ñan kobaik ilo rekoot ko am)
- Bōk melele ko ilo kālōt ko rej kōmmāne, im lale bwe bwe melele kein rej lewōj ilo wāween eo ejejet
- Ukok ko ejelok wōnāān ñan jabdewōt Empower kein jermal ko ilo jabdewōt kain kajin

### Abnōnō ko

Ewōr am maroñ ñan:

- Kōmman jekben ko (ilo kōnono ak jeje) kōn ri-jermal, Jibañ ko, ak kōmadmōd in ejmour eo rej lewōj jen rejerbal oje in ejmour
- Owar ñe kwōjab errā kōn lōmnak eo kōn kōmadmōd in ejmour eo ñan kwe Empower enaaj kōmamōde maroñ in owar eo am āinwōt ekkarko iumwin menin jibañ ko ñan kwe

### Menin Ūtino

Ewōr am maroñ ñan:

- Kōjbarok melele ko am bwe ren jab ajeeded

### Deloñe ñan Bōk Ejmour, Jermal in Jibañ ko, & Menin JIbañ ko

Ewōr am morañ nan:

- Bōk jibañ ko iien eo ejejet im ekkar ñan aikuj eo ñan ejmour
- Kālōt eo ej bōk kunaan ñan lewōj jermal in jibañ ko im kwōj maroñ bōke iumwin PCSP, ekoba taktō in kakolko eo am
- Bōk aikuij, ikkijien jermal in ejmour ko rej kōmman ikkijien ejmour im rej kōlla wōnāān
- Bōk lōmnak ko karuo jen ro rej wōr aer tijmelok ilo taktō ilo ejjelok wōnāān ñan ro uwaan

### Kleim im Bill ko

Ewōr am morañ nan:

- Jela kōn mol eo kōn jabdewōt wōnāān ak bill kwōj bōk

## 6. EDDO KO AN RO UWAAN

- Lelok melele, joñon wōt am maroñ, ñan Empower im taktō eo am nan jibañ kōmadmōd ñan jerbale ejmour ko ñan kwe Jelā kōn ejmour im jermal ibbān taktō eo am ñan kōmadmōd ie ejmour eo ekkar ñan kwe
- Lore kōmadmōd ko ñan kōtoabar ejmour ko kwaar errā kaki
- Melele kōn menin jibañ kein Ekoba jelā

insurance.

- Choose a primary care provider
- Contact your Behavioral Health Provider, if you have one, if you are facing a mental health or substance use emergency.
- Talk with your Care Coordinator at least monthly to discuss your health needs. Make sure the services listed in your Person Centered Service Plan (PCSP) are being provided.
- If you need additional services, contact your Care Coordinator to update the PCSP.
- Meet with your Care Coordinator at least once every 3 months to discuss your health needs in person.
- Meet with your Care Coordinator and providers at least once per year to plan for your health needs to create the PCSP.

kake ta rejkölläiki im ta rejab kölläiki. Jelä bwe kwōj aikuj in köllä ñan jibañ ko rejab bād ilo aer bōk eddo ilo laajrak in jibañ kein.

- Jiroñ Empower im taktō eo am kōn oktak in atōrej, talpoon nōmba, ak oktak in jortoklik.
- Kāälōt juon am taktō in kakolkl
- Kurlok ro rej bōk eddo in Eymour ikkijien Mwil, ñe ewōr juon, ñe kwōj bād ilo an nana am kolemenlokjen ak idiñ ikkijien men ko rekajur.
- Kōnono ibnān ri-Kōlaajrak Jibañ eo ili juon allen ilo juon allōñ ñan kōnono kōn aikuj ko ikkijien am eymour Lale bwe kwōn jela kōn jibañ ko rej laajrak ilo jikin eo an Armej (Person Center) ñan kōmadmōd in jibañ ko (PCSP) rej lewōje.
- Ñe kwōj bar aikuji jibañ ko jet, kurlok ri-Kōlaajrak Jibañ ko ñan kwe in kōkāl ibbān PCSP
- Kōnono ibbān ri-Kōlaajrak Jibañ eo ilo dik tata aoleb jillu allōñ ñan kōnono ikkijien aikuj ñan am eymour
- Ioon ri-Kōlaajrak Jibañ ilo dik tata juon allen ilo juon iiō ñan kōmadmōd ie aikuj ñan eymour eo am ñan kōmmāne PCSP.

## 7. COVERED SERVICES

Empower covers all Medicaid services that are necessary for you. We cover the services at no cost to you. Some services must be approved by Empower before you can receive them. Your doctor will contact Empower for any needed approvals. You do not need to contact us for an approval.

Empower will not deny services because of a moral or religious issue. Empower will not give money or rewards to our doctors for denials. All decisions are based on the care you need. Decisions are also based on your benefit coverage.

### Covered services include:

- Advanced nursing & RN provider services
- Pacemakers and internal surgical prostheses
- Augmentative communication devices
- Extended rehabilitative hospital services
- Psychiatric Residential Treatment Services for members under 21 years old
- Early and Periodic Screening, Diagnosis and Treatment (EPSDT) for members under 21 years old
- Outpatient behavioral health services
- Chiropractic services
- Durable Medical Equipment
- Factor VIII injections
- Hospice care
- Occupational therapy
- Orthotic and Prosthetic appliances
- Personal care
- Prescription drugs
- Respiratory care services
- Speech therapy
- Physical Therapy
- Pediatric or family nurse providers' services
- Home and Community-Based Services
- Developmental day treatment services (Adult Developmental Day Treatment and Early Intervention Day Treatment)
- Federally qualified health center services
- Medical equipment, supplies, and appliances for home use
- Ambulatory surgical center services
- Intellectual disability services in an intermediate care facility (other than an institution for mental diseases)
- Nurse midwife services
- Nurse anesthetist services
- Private duty nursing
- Critical access hospital
- Emergency services
- Family planning services
- Inpatient hospital services
- Optical lab services

## 7. JIBAÑ KO REJ BŌK EDDOIN

Empower ej bōk eddoin aoleb jeral in jibañ ko ikkijien Medicaid im rej menin aikuij ñan kwe. Kōm ij bōk eddoin menin jibañ kein ilo an ejjelok wōnāān ñan kwe. Jet jeral in jibañ ko rej aikuij bōk kōmālim jen Empower mokta jen am maroñ bōke. Taktō eo am enaaaj kurluk Empower ñan an kōmman kōmālim ko. Kwōj jab aikuij kurtok kōm ñan kōmālim .

Empower ejab maroñ kōjekdoon jeral in jiba kinke manit ak jarjar in kabun. Empower eban lelok jāān ak menin lelok ko ñan taktō ro am ñan kōjekdoon Aoleb jemlok in lōmnaak ko rej bādbād ioon aikuij ko am ñan ejmour. Jemlok in lōmnaak ko rej bar āinewōt bādbād ioon menin jibañ ko am jen joortoklik

### Jeral in jiban ko joortoklik ej bōk eddoin ekoba:

- Kapeel innooj & RN ro rej lewōj jibañ ko
- Kein jibañ menono eo im mwijmwij ko ñan riab in ānbwin ko
- Kein jeral in kōnono ko ñan kōlablok
- Jibañ ko ñan aujptōl in kaitoklok Jibañ ñan nañinmej
- Jeral in Jibañ Nañinmej in Utamwe ko ilo Jikin Jokwe ñan ro uwan im rej ilalin 21 iio rittoin.
- Mōkaj im kakut iien ñan etale, kōmadmōd ko im kakolokol (EPSDT) ej prokraam ko an Medicaid.
- Jibañ ko ñan ri-nañinmej ro ilikin ikkijien wāween mwilin
- Jeral in jibañ ko ñan kajimwe di
- Kein Jeral Ko An Jikin Ejmour Ebben Aer Jorrāān
- Kein Kajete VIII wā ko
- Jibañ ñan ri-nañinmij ro mwe reluukun dolel im rej jibañ ear aenōmman ilo iien aer etal ñan aer jako aer mour
- Jeral in Jibañ rinañinmej in Utamwe
- Kōlaak di im riabin ānbwin
- Jibañ ko ñan ro rejjab maroñ kōmmani make
- Wūno ko emōj an taktō kōjjemooj ñan kwe
- Jeral in jibañ ñan ejmour eo an ial in Emenōnō
- Jibañ eo ñan katak kōnono
- Jibañ eo ñan kōkajoor lok ānbwin
- Rijeral in ejmour ñan niñniñ ko im ak baamle nooj ro rej lelok jeral in jibañ
- Jeral in Jibañ ilo Imōko im jukjukin bād
- Raan in kōeddoklok kakolokol jibañ ko (Raan an Ritto ro ñan kakajurlok kejmour im kab Jinoon Raan in koketak an kakolokol ko)
- Jikin taktō ko rej maroñ kōmmane jeral ko ilo aer mālim jen kien eo iolab
- Kein jeral in taktō, men ko bunin kein

- Outpatient hospital services
- Physician services
- Rural health clinic services
- Tobacco cessation counseling
- OBGYN and gynecological nurse provider services
- Maternity care and clinical services before and after birth
- End-stage renal disease facility services
- Hearing aids, accessories, and repairs for individuals under age 21
- Psychiatric Inpatient Services
- Chemotherapy
- Vision Care
- X-ray services
- Burn therapy
- Physical therapy services provided by a home health agency
- Dialysis
- Eye prostheses
- Home Health services
- Laboratory services
- Optometrist services
- Outpatient surgical procedures
- Podiatrist services
- Radiation therapy
- Specialized wheelchairs

jerbal ko an taktō ro, im menin aikuj ñan kein jerbal an imōko .

- Jikin ejmour ko ñan jet jerbal in mwijmwij
- Jibañ ñan ro ewor mojno ibbier, ilo jikin ejmour ko (ijelokin jikin ko an ri-nañinmij in utamwe)
- Nooj eo ej jibañ ilo iien kōlotak
- Nooj eo ej jibañ ikkijien mwijmwij
- Nooj ro rej jebrañ ñan armij ro make
- Aujiptōl ko rej belloko ñan jukjukin bād ko ejjab lab armej ie
- Jibañ ko ikkijien idriñ
- Jerbal in Jibañ baamle ko wāween korekka ñan er
- Jerbal in Jibañ ko ñan rinañinmej ro ilowaan aujiptōl
- Jibañ ko ikkijien taktō in kōmadmōd māj in bilo
- Jerbal in jiban ko ñan ro ilikin aujiptōl
- Jerbal in jibañ ko an taktō in kakōlkōl
- Jerbal in jibañ ko an rijerbal in ejmour ikkijiennañinmej in utamwe
- Jerbal in Jiban ko ilo jinkin ejmour an Rural
- Jibañ ñan jolok jikka
- OBGYN im nooj an kora rej lelok jerbal in jibañ ko
- Jikin jibañ ko an Ri-broro ro im jikin kakolkol mokta im ālikin kōmour.
- Jikin jerbale jorrāñ lab koikkijien kidney.
- Kein roñjake ñan jibañ ro ewōr aer utamwe in jaroñroñ, men ko kōbwebwein kein jerbal, im bar kōkāāl, ñan ro ilalin 21 aer iio
- Jerbal in Jibañ ko jen Taktō rej jerbal kōn Nañimej in Utamwe ñan ro rej bād ilowaan jikin ejmour ko
- Jibañ ikkijien Kimo
- Jibañ ikkijien māj
- Jebal in Jibañ ikkijien Pija-loa
- Kōmadmōd ikkijien bwil
- Jerbal in Jibañ kemourur ānbwinin jiban ko kōmman jen rijerbal in ejmour ro ilo imōko.
- Liklik
- Menin jerbal ñan jibañ lolokjen
- Jibañ ko ikkijien ejmour imōko
- Jibañ ikkijien etale teej ko jen ānbwinin armej
- Jerbal in jiban ko jen ro rej taktō in māj
- Jerbal in mwijmwij ko mwe ri-nañinmej eo ej dool ālikin jerbal eo
- Jebal in Jibañ ko jen ro rej taktō in ne
- Jibañ ko jen jikin Retiajen
- Wiiljea eo emōj kōmadmōd ie bwe en ekkar



## Early and Periodic Screening, Diagnosis and Treatment

Early and Periodic Screening, Diagnosis and Treatment (EPSDT) is a Medicaid program. This program is for Medicaid members under age 21. These services are to make sure that members are checked for illnesses that can be avoided or treated. Empower will track the progress of all members younger than age 21. We will also reach out to urge you to get EPSDT health screens. Empower uses the American Academy of Pediatrics Guidelines. If an illness is found but not covered under Medicaid, treatment may be allowed under EPSDT Special / Expanded Services. Treatment must be necessary. EPSDT health screens may have care suggestions. Empower will make sure that those suggestions are followed.

## Family Planning Services

We have a network of Family Planning doctors where you can get family planning services. We cover the cost of contraceptives. This includes birth control devices and the fitting or insertion of the device (such as IUDs and implants). You can get services from any qualified family planning provider. S/he does not have to be in our network. You do not need a referral from your PCP. You do not have to get permission from Empower to get these services.

## Care Coordination

Every Empower member is part of our Care Coordination program. Care Coordination is when health care teams and our staff work together to schedule doctor's visits and other services for you. You, your family / supports, and your providers all help to make a PCSP. Your PCSP is made for you. It makes sure you have a team that knows your language, your background, and your point of view. Empower's Care Coordination Program works with you, your primary care provider and others to make sure that you receive health benefits and community services in a unified and person-centered manner.

This includes:

- Assessing and planning of services
- Linking you to services and the team identified in the PCSP
- Helping you locate, develop, or obtain needed services and resources
- Planning services with other agencies, providers and family members or supports
- Making regular contacts to promote the use of the PCSP and community resources
- Checking on progress and ensuring services are received
- Providing training, education, and counseling that guides you

## Mokaj kab Kakūt iien ko ñan Kakolkol, Teej in Etale im Kōmadmōd

Mokaj kab Kakūt iien ñan Kakolkol, Teej in Etale Kōmadmōd (EPSDT) ej prokraam ko an Medicaid. Prokraam kein rej ñan ro uwaan Medicaid iumwin 21 iiō. Jerbal in jibañ kein ej ñan lukkun jelā bwe ro uwan rej etale an nañinmej ko remaroñ in kar ella jene ak kōmadmōde. Empower enaaj etale wōnmaanlok ko an ro uwaan diklok jen 21 iiō ko. Kōm naaj bar kebaak yuk ñan karoñ yukk ñan kōmmāne EPSDT pija ko ñan ejmour Empower ej kōjberbal American Academy of Pediatrics Guidelines Elaññe ewōr nañinmej renaaj loe ak ejab bād ilowaan Medicaid, Kōmadmōd ko renaaj kōmman iumwin EPSDT ri-kabel/jibañ ko rej kalōñlok Kōmadmōd ñan bōk ejmourko rej menin aikuj EPSDT Etale ilo pija enaaj wōr kabilok jen kejbarok ko Empower enaaj lukkun lale bwe lōmnak ko ren lore

## Jebal in Jibañ Baamle ko Wāween Ko Rekkar Ñan Er

Ewōr am webjait in taktō ro rej jermal ibbān baamle ñan Wāween Ko Rekkar ñan er. Kōm ij bōk eddoin wāween bōbrae bōroro ko Ekoba kein bbōbrae jen bōroro ak kōlaak ak kadelōñ kein jermal ko (āinwot IUD ko im menin kōlaak ko ñan ānbwin. Kwōj maroñ bōk jermal in jibañ kein jen jabdewōt ro ewōr aer kabel ikkijien taktō ñan baamle. Armej eo ejab aikuj bōk joortoklik eo am. Kwōj jab aikuj bwe ren jilikintok yuk jen PCP eo ñan bōk jibañ kein. Kwōjab aikuj bōk mālim jen Empower ñan bōk jibañ ko aer.

## Kōlaajrak Jibañ

Aoleb ro rej uwaan Empower rej mottan būrookraam in Kōlaajrak Jibañ. Kōlaajrak Jibañ ej ñe kumi eo an rijerbal in ejmour im ri-jermal ro am rej jermal ibbān doon ñan kōmamōd iien lolok ko im jermal in jibañ ko jet ñan kwe. Kwe, baamle eo am / jibañ ko, im eo ej lewōj rijerbal in ejmour rej aoleb jibañ ñan kōmman PCSP. PCSP eo am ej kōmman ñan kwe Ej lale bwe en wōr am kumi eo im ejela kōn kajin eo am, jela kōn kwe, im kōmelele ko am. Rikōlaajrak Jibañ ilo prokraam eo an Empower rej jermal ñan kwe, taktōin kakolkol eo am im ro jet mwe rej lale bwe kwōn bōk jibañ kein ikkijien ejmour im jibañ jen jukjukin bād eo ilo juon wāween ibbān doon im likit ñan armej eo ej jermal ibbān.

Menin ekoba:

- Etale im kōmadmōd ie Jerbal in Jibañ kein
- Kobaik yuk ñan jibañ ko im team eo ilo PCSP
- Jibañ yuk bukote, kōlablok, ak bōk jerba in jibañ ko im kein jibañ ko kwōj aikuj
- Kōmadmōd ie jermal in jibañ ko ibbān jikin jermal ko jet, rijerbal in ejmour im ro uwaan paamle ak jibañ ko.

- Developing a support system that promotes the PCSP

### Your Care Coordinator

Your Care Coordinator is the one person that all your doctors can talk to. They can share information about your care needs.

Your Care Coordinator will also:

- Teach you more about your health needs
- Help with any needs in your day to day life. Examples are helping you eat healthy food and exercise
- Work with providers that give medicine
- Make a plan of care with all your service needs
- Help find the services you need
- Help you find supports in your family and community
- Help if you are in trouble or in crisis
- Provide guidance and support
- Help with paperwork

### Home and Community Based Services

Home and Community Based Services (HCBS) help with daily activities in the home. They allow members to live at home or in a community setting. These services can help you stay in your home instead of going to a hospital or nursing home. The services that can be used will be found in the member's PCSP.

- Kōmman iien kōbalok ñan lemaanlok kōjberbal PCSP kein jermal ilo jukjukin bād eo
- Etale wōnmaanlok ko im lale bwe jermal in jiban ko ren bōke
- Lelok katak ko, jelālokjen, im kajitikini ko rej tōl yuk
- Karoke juon wāween jibañ eo ej kajeeded lok PCSP

### Ri-kōlaajrak Jibañ eo am

Ri-kōlaajrak Jibañ eo am ej juon eo mwe aoleb taktō ro am rej maroñ kōnono ibbān Rej maroñ jere ennaan ie kōn aikuj ko am ikkijien ejmour. Ri-kōlaajrak Jibañ eo am enaaj barāinwōt:

- Katakini yuk elablok kōn aikuj ko am ikkijien ejmour
- Jibañ ko ikkijien aikuj ko am jen raan ñan raan ilo mour Waan joñok rej jibañ yuk mōnā mōnā ko reune im kōkajurur
- Jermal ibbān ro rej jermal ilo jikin ejmour mwe rej lewōj wūno ko
- Kōmman kōmadmōd in ejmour ko kōn aikuj ko am im kwōj aikuji
- Jiban kin makitkit ko im kwoj aikuji
- Jibañ yuk bōk jibañ ko ilo baamle eo am im jukjukin bād eo
- Jibañ ñe kwōj bād ilo wāween ko rejab emman ak jorāān ko
- Lewōj kabilok ko im jibañ
- Jibañ kōn pepa ko am

### Jermal in Jibañ ko ilo Mweo im Jukjukin bād eo

Jermal in Jibañ ko ilo Mweo im Jukjukin bād eo (HCBS) jibañ ikkijien makūtūt ko ilo mweo Rej kōtlok bwe ro uwaan ren jokwe ilo kabijukunen ak karok ko an jukjukin bād eo. Jermal in Jibañ kein remaroñ kōmman bwe kwōn bād wōt ilo kabijukunen eo ijellokwin am etal ñan aujptōl ak imōn ejmour ko an ritto. Jermal in Jibañ kein remaroñ jermal kwōnasj loe ilo PCSP an ro uwaan.

## Additional Services Found on PCSPs

It is your right and responsibility to help make your PCSP. You can help by providing information, to the best of your ability, that is needed to plan your care. Your PCSP will list the services that you can use. This may include:

- Adult rehabilitative day service
- Behavioral assistance
- Child and youth support services
- Family support partners
- Medication counseling by registered nurse
- Mobile crisis intervention
- Partial hospitalization
- Peer support
- Recovery support partners (for substance abuse)
- Residential community reintegration program
- Respite, emergency and planned
- Substance abuse detox (observational)
- Supportive employment
- Supportive housing
- Supportive life skills development
- Therapeutic communities
- Therapeutic host homes

## Community and Employment Supports

Services for those with Community and Employment Supports (CES) waivers:

- **Adaptive Equipment** - Equipment and other tools that are used to increase, maintain, or improve members' ability to perform tasks and have jobs
- **Caregiver Respite** - Services that give caregivers a short break from the stresses of caregiving
- **CES Supported Employment** - Services that offer ongoing support to members with significant disabilities that help them find and keep paying jobs
- **Community Transition Services** - Support for members who are moving from a facility to a private home
- **Consultation** - Services, such as talking to a psychologist or dietitian, that help members, parents, legally responsible persons, responsible individuals and service providers in carrying out the member's PCSP
- **Crisis Intervention** - Services delivered in the member's home or other local community site
- **Environmental Modifications** - Changes made to member's home to ensure safety and well-being
- **Specialized Medical Supplies** - Items needed for life support or to address physical conditions
- **Supportive Living** - Services and activities that help members to live successfully in

## Jermal in Jibañ ko jet rej alo kilo PCSPs

Ej am maroñ im eddo ñan jibañ kōmman am PCSP. Kwōj maroñ jibañ ilo am lelok melele ko, ñan joñan eo kwojelā kake, menin aikuj ñan kōmadmōd ie jibañ ko ñan ejmour eo am. PCSP enaaj je laajrak in jermal in jibañ ko im kwj maroñ kōjerbale Emaroñ in koba:

- Jermal in Jibañ ko an ritto ro rej aikuj jibañ ikkijien men ko rej ebben ñan er
- Jibañ ikkijien mwil ko
- Jermal in Jibañ ñan ajri im jodikdik ro
- Ro mottam ilo baamle eo
- Katakin yuk ikkijien wūno ko jen nooj ro
- Wāween am kōjermal kein kōnono ko
- Jidikin am bād aujptōl ko
- Ro rej mōnōn in jibañ
- Ro rej loloodjake am ejmour (jen men ko rekajur)
- Prokraam in bar koroltok jukjukin bād ko jikin jokwe
- Karumijlok, Idriñ im kōmadmōd ko
- Kajjioñ jolok jorrāan jen ānbwin kōn menin kakure ko (Etale wot)
- Jibañ jen jikin jermal
- Jibañ ñan kabok em
- Jibañ ñan kabel ko ñan eddoklok
- Jukjukin bād ñan kōmourur
- Jukjukin bād ñan kōmourur ko imoko

## Jibañ ko jen Jukjukin bād im Jikin Jermal

Jermal in Jibañ ko ñan jukjukin bād im jibañ ko ñan jermal (CES) rej kōmman:

- **Kein Jermal ko Rekaheel** - Kein Jermal im jermal ko jet mwe rej kōjerbale ñan kōlablok, bād wōt iloemman, ak kōmanmanlok an ro uwaan maroñ makūtkūt im jermal
- **Rikau ilo Jidik Wōt Iien1}** - Jermal in jibañ ko rej iwōj jen ri-jermal in ejmour ilo iien kakije jidik ko an ilo an mōk jen kōmmane jibañ kein
- **CES Jibañ Rijermal** - Jermal in jibañ mwe ej etalin wōt an jibañ ro uwaan mwe elōñ aer nañinmej ko relab mwe ej jibañ er kabok im bād wōt jermal ko rej bōk kōllā jen
- **Jermal in Jibañ ikkijien Emakūt ilo Jukjukin bād eo** - Jibañ ñan ro uwaan mwe rej emakūt jen jikin ejmour ñan mōko **kabilok ko** - kin jiban kein, einwot konono iben ro rejela kin kolemenlokjen (psychologist) ak ro eor air jela kin mona im dren, ej rej jiban ro uan, jinen ak jemen, armij eo ej bok eddo, juon eo ejela koman eddo ko im ri-kejbarok ro rej lewaj jiban ilo air lorlorjake ro uan PCSP
- **Bukot mejelan jorrāan** - jibañ ko lelok ilo imōko imōn ro uwaan ak jikin ko ilo



their own home

## 8. SERVICES NOT COVERED

Below is a list of some of the services that Empower does not cover.

- Nonemergency medical transportation (NET)
- Dental benefits within the capitated Medicaid program
- School-based services provided by school employees
- Skilled nursing facility services (Limited Rehabilitation Stay is not considered an excluded skilled nursing facility service)
- Assisted living facility services
- Full admissions to Human Development Center (HDC) services; Respite stays and conditional admission at HDCs are not excluded services
- Transplants
- **Any services** that are received from a provider who does not have an active license with the Arkansas Division of Medical Services at the time that services are given

If you are unsure if a service is covered, call Member Services at 866-261-1286 | TTY: 711

**\*If a service or regulation is not listed in this handbook, you must reference the appropriate Arkansas Medicaid Provider Manual,**

<https://medicaid.mmis.arkansas.gov/Provider/Docs/Docs.aspx>.

- jukjukin bād ko
- **Kōkmanmanlok belaak ko** – Oktak ko ñan ro uan imōko ñan lale kōjbarok im emman eo
- **Kein jerbal ko ñan ejmour eo** - men ko aikuiji ñan jibañ ak kōkajuurlok wāween makūtkūt ko
- **Jibañ ikkijien mour** - Jibañ ko im makūtkūt ko im rej jibañ ro uwaan ñan bād ilo mour eo eblemen ilo imōko imwier

## 8. JIBAÑ KO REJAB BŌK EDDOIN

Ijin ila ej laajak in jerbal in jibañ ko im Empower ejab bōk kunaan kake

- Ial ko ñan jikin ejmour ko im rejab idriñ (NET)
- Jibañ ikkijien Loñi ak ni im ej bād ilo prokraam ko an Medicaid
- Jerbal in jibañ ko rej bād bād ioon jikuul ko im ej etal jen ri-jerbal ro an jikin jikuul eo
- Jikin ejmour ko mwe nooj ro relukkun kabeel (Bād jidik iien kōn bar kōkmanmanlok ko) ejab juon kabeel jen jikin ejmour ñan jibañ ko.
- Jikin ejmour ko an ritto ñan jibañ ikkijien jikin jokwe.
- Maroñ in Deloñe ñan Ra eo ej Bōk eddo in Kōkajuurlok (HDC) Jibañ ko. Jekdoon elaññe bād eo im wāween deloñe ko ilo HDC rejab jet men ko rejab kōmman.
- Bar kokeel
- **Jabdewōt jibañ** kwōj bōke jen rijerbal in ejmour eo im ejab jerbal kōn laijen ilo mōttan eo an Arkansas in Jibañ ko ikkijien taktō ilo iien eo rej lewōj jibañ ko.

Elaññe kwōjab lukkun jela ñe jerbal in jibañ kein rej bōk eddoin, kurlok Ro Uwaan Jerbal in Jibañ kein ilo 866-261-1286 | TTY: 711

**\*Elane jiban eo ak kakien eo ejab lajraak ilo bok in kemelele in, kwōj aikuij in debiji einwot menin kakememej Arkansas Medicaid eo ej lewaj kejbarok,**

<https://medicaid.mmis.arkansas.gov/Provider/Docs/Docs.aspx>.

**APPEALS OF ADVERSE DECISIONS** You and your provider have the right to ask for an appeal if you do not agree with an Adverse Decision. The United States and the State of Arkansas have laws that give you this right. When you ask for an appeal, you are asking Empower to look at your care again and make a different decision. If you still do not agree with Empower's decision after your appeal, you or your provider may ask for a State Fair Hearing.

### Who Can Appeal

- You
- Your parent or legal guardian
- Your lawyer
- Your "authorized representative." This means a person who is allowed to speak for you. It can be someone you choose to help you. It can also be someone who takes care of a person's money after the person has died.
- The provider of the care that Empower did not approve

### How to Appeal

You may ask for an appeal within 60 days after the decision you want us to change. The time begins on the date of the letter we sent to you. If we do not get your request within 60 days, we may not be able to look at your appeal.

### You may ask for an appeal by phone, fax, mail, or in person during open hours.

- Phone: (866) 261-1286 TTY 711

### Please ask to speak to the Clinical Appeals Department.

**Important: If you ask for an appeal by phone, you must also ask for the appeal in writing. We must get your letter within 10 days.**

Fax: (855) 429-1028  
Mail: Empower Healthcare Solutions  
Attn: Utilization Management Appeals  
P.O. Box 211446  
Eagan, MN 55121

**OWAR EO EJ BAR KÖMMAN LÖMNAK OKTAK** kwe im eo ej kōjbarok iok ewōr am jimwe nan kajjitōk nan owar ko elaññe kwōjab errā kōn lömnaK eo rar kajjioñ ukote. United States im State eo an Arkansas eo im ej lewōj jimwe kein. Elaññe kwōnaaj kajjitk kōn owar, kwōj kajjitōk ibbān Empower bwe en bar lale kōjbarok ko ñan kwe im kōman bar lömnaK ko jet. Elaññe kwōjab errā wōt ibbān Empower lömnaK eo an, kwe ak eo ej lewōj kōjbarok emaroñ kajjitōk kōn iien roñjake jen State.

### Wōn Emaron Kanne Kōn Abnōnō.

- Kwe
- Armej ro jinen ak jemen ak ri-kejbarok
- Ri-jojomar eo am
- Eo "Eo kwaar kōmālimi" Melelein bwe armej eo ewōr an mālimin kōnono ñan kwe. Ej maroñ in juon eo emoj am kāālōte bwe en jibañ yuk. Emaroñ in juon eo im ej kōjbarok kōn jāān an armej eo ālikin an armej eo emej.
- Eo ej lewōj jermal in ejmour ko im rej Empower ejab kōmālim.

### Ewi wāween koman abnono

Kwōj maroñ kajjitōk kōn juonowar iumwin 60 raan ālikin kāālōt eo kwōj kōnaan bwe kōm in ukōte. Iien eo ej jino ilo raan eo ilo lōtā eo kōmij jilkin waj. ñe kōm ban loe kajjitōk eo am iumwin 60 raan ko, kōm maroñ in jab lale owar eo am.

### Kō maroñ in kajjitōk kōn owar ilo talpoon, fax, mamil, ak ilo armij ilo ien jermal ko.

- Talpoon: (866) 261-1286 TTY 711

### Jouij im kajjitōk in kōnono ibbān Ra eo ej Bōk eddo in Owar ko (Clinical Appeals Department).

**Menin Aurok: Ñe kwōj kajjitōk kōn owar ilo talpoon, kwōj aikuij bar kajjitōk kōn owar ilo jeje. Kōmij aikuj loe lōtā eo am iumwin 10 raan ko.**

Fax: (855) 429-1028  
Mail: Wāween Jibañ Ejmour ko rejejet an Empower HealthCare  
Nan: Owar eo rej kajjioñ kōmōkajkaj ilo kōmmāne (Utilization Management Appeals)  
P.O. Box 211446  
Eagan, MN 55121

If you need help asking for an appeal, please call or write to the Appeals Department. You can use the phone number and addresses above.

### What Happens Next

Within 5 working days, Empower will let you know that we received your appeal.

You and your provider can tell us why you think we should approve your care. You can also send in health records and other information. Empower will have a different doctor look over all of your information. It will not be the person who made the decision you want us to change. The new doctor will decide if Empower should change our decision about your care.

Empower will mail a letter to you within 30 days. The letter will tell you our decision about your appeal. The letter will also say what to do if you do not agree with our decision. The date on our letter is important. Your time to ask for a State Fair Hearing starts on that day.

Empower can give you an "Expedited Appeal" (fast appeal) if you need a faster decision. You should ask for an Expedited Appeal if you think that waiting 30 days could result in serious harm to your life or your health. We will make a decision for an Expedited Appeal within 48 hours. We will tell you our decision within 72 hours.

Ñe kwōj aikuj jibañ kajjitōk kōn owar, jouij im kurtok ak jej tok ñan Jikin owar (Appeal Department). Kwj maroñ kōjberbal Talpoon nōmba im atōrej eo ijin ilōñ.

### Ta Eo Enaaj Walok Ālikin

Iumwin 5 raan in jermal ko, Empower enaaj kōjjelāik yukk ke emōj loe owareo am.

Kwe im rijerbal in ejmour ro kōm maroñ jiroñ tok kōm wūnin am kōweebbāne am bōk jibañ jen jinkin ejmour Kwōj bar maroñ jilkintok rekoot in taktō ko am im melele ko jet. Empower enaaj lewōj juon taktō eo oktak bwe en etale melele ko am. Eban armij eo ear kōmmāne kālōt eo kwōj kōnaan bwe kōmin kōmmāne. Taktō eo ekāl enaaj kōmman kālōt eo ñe Empower enaaj ukōt kālōt eo am kōn jibañ jen jikin ejmour.

Empower enaaj jilkinwōj juon lōtā iumwin 30 ran. Lōtā eo enaaj kwalok kālōt eo am ikkijien owar eo am. Lōtā eo enaaj bar kwalok ta eo kwōj aikuij kōmmāne ñe kwōjab errā kōnkālōt eo am. Raan eo ilo lōtā eo am elab an aurok. Iien eo ñan am kajjitōk iben State ikine iien roñjake ko enaaj jino ilo raan eo.

Empower emaroñ kōmman bwe en "Mōkaj Owar eo am" (mōkaj ilo owar) ñe kwōj aikuj lōmnak ko remōkaj. Kwōj aikuj kajjitōk kōn Owar ko Emōkaj kitien ñe kwōj lōmnak bwe 30 raan emaroñ in juon iien eto im maroñ kōmmman kauwōtata ñan mour eo am ak ejmour eo. Kōm naaj kwalok lōmnak ko am nan Ewor eo Emōkaj kitien iumwin 48 awa ko. Kōm naaj kwalok lōmnak eo am iumwin wōt 72 awa ko.

## Continuation of Benefits

You have a right to keep getting care while we look over an appeal. This is called "continuation of benefits." Only you, or your parent or legal guardian, can ask for you to get continuation of benefits. Empower can approve care during your appeal, but only if all of these things are true:

- You asked for the appeal on time.
- The appeal is about care that you are already getting.
- Empower approved the care before, and the time we approved did not run out yet.
- You appealed because Empower said you should stop getting the care, or get less of the care.
- The right kind of doctor ordered the care.
- You or your parent or legal guardian asked for continuation of benefits on time.
- You may have to pay for the care if Empower does not approve it.

If you have questions about your rights or how to ask for an appeal, please call or write to the Appeals Department. You can use the phone number and addresses above.

## STATE FAIR HEARING

You have the right to ask for a State Fair Hearing if you do not agree with our decision on your appeal. A State Fair Hearing is a chance for you to speak to a Hearing Officer who works for the State of Arkansas. You can tell the Hearing Officer why you think our appeal decision is wrong and why your care should be approved. The Hearing Officer will look over all of the information and make a decision.

If the Hearing Officer decides that the care should be approved, Empower will approve the care.

You may ask for a State Fair Hearing from the Office of Appeals and Hearings. Your provider may ask for a State Fair Hearing from the Arkansas Department of Health. If you and your both ask for a State Fair Hearing, the hearing will be from the Department of Health.

You may ask for a State Fair Hearing from the Office of Appeals and Hearings within 60 days after Empower made a decision on your appeal. The time begins on the date of our letter. If the Office of Appeals and Hearings does not get your request within 60 days from that date, you may not be able to get a State Fair Hearing.

### You can mail your request to this address.

Department of Human Services  
Office of Appeals and Hearings  
PO Box 1437, Slot N401



## Wōnmaanlok wōt kōn jibañ ko

Ewōr am jimwe ñan am bōk jibañ jen jikin ejmour ko ilo iien eo kōm ej etaleowar eo. Menin rej naetan "wōnmaanlok wōt kōn jibañ ko". Kwe ak Jinom ak Jemam ak ri-kejbarok eo ear kajjitōk kōn wōnmaanlok wōt kōn jibañ ko ilo iien eo. Empower emaroñ kōmālim jermal in ejmour eo am ilo iien owar eo am, bōtaab elaññe aoleb men rej mool.

- Kwaar kajjitōk kōn owar ilo iien ejejjet
- Owar eoej ñan jermal in ejmour ko kwōj bōke kio.
- Empower ear kōmālim jermal in ejmour ko moktalok, im iien eo kōm ar kōmālimi ejain maat kio.
- Kwōj owar bwe Empower ear ba kwōj aikuj bōjrak jen bōk jermal in ejmour kein, ak bōk ediklok jermal in ejmour kein.
- Taktō ro rejejjet rar ortare jermal in ejmour kein.
- Kwe ak Jinom ak Jemam ak ri-kejbarok eo ear kajjitōk kōn wōnmaanlok wōt jibañ kein ilo iien eo.
- Kwōnaaj aikuj kōllā wōnāan jermal in ejmour kein elaññe Empower ejab kōmālimi.

Ñe ewōr am kajjitōk kōn jimwe ko am ak wāwin kajjitōk kōn bar owar ko, jouij im kurlok ak jej ñan Ra eo an Owar. Kwj maroñ kōjberbal Talpoon nōmba im atōrej eo ijin ilōñ.

## IIEN KWALOK ABNŌNŌ EO AM ILO KOOT BWE STATE EO EN ROÑJAKE

Ewōr am maroñ nan kajjitōk ñan juon ien roñjake jen State elaññe kwōjab errā ibbān jemlok eo am ikkijien owar ko. Iien Roñjake ilo State eo ej iien ñan am kōnono ñan wōpija ro an iien roñjake eo im rej jermal ñan State eo an Arkansas. Kwōj maroñ jiroñlok Wōpija ro an iien Roñjake eo etke kwōj lōmnak bwe in owar eo ebōd im etke jermal in jibañ ko ñan kwe rej aikuj kōmālimi. Wōpija ro an iien Roñjake eo renaaj lale aoleb melele ko im kōmman aer lōmnak.

Ñe Wōpija ro an iien Roñjake eo renaaj kōmman aer lōmnak bwe jermal in ejmour ko rej aikuj kōmālim, Empower enaaj kōmālim jermal in ejmour kein.

Kwōj maroñ kajjitōk kn juon iien roñjake jen wōpiij eo ej bōk eddo in Owar im ronjake. Ro rej rijermal in ejmour remaroñ kajjitōk kōn juon iien roñjake jen Ra eo an ejmour ilo Arkansas. Elaññe kwe im komiro aoleb ej kajjitōk kōn iien roñjake jen State, ien roñjake eo enaaj jen Ra eo an Ejmour.

Little Rock, AR 72203-1437

Your provider may ask for a State Fair Hearing from the Arkansas Department of Health within 30 days after Empower makes a decision on your appeal. The time begins on the date of our letter. If the Department of Health does not get your provider's request within 30 days, you may not be able to get a State Fair Hearing from the Department of Health.

**Your provider can send the request to this address.**

Arkansas Department of Health  
Attn: Medicaid Provider Appeals Office 4815  
West Markham Street, Slot 31 Little Rock,  
AR 72205

## 9. SELECTING OR CHANGING YOUR PRIMARY CARE PHYSICIAN

It is important to have a doctor you see for basic care needs. This is called your Primary Care Physician (PCP). Empower can help you pick or change your PCP. Empower will provide you with a women's health specialist if needed. You can call Customer Service at 866-261-1286 | TTY: 711. You can also call their Care Coordinator for help. Members with Medicare can also keep their Medicare PCP.

Kwōj maroñ kajjitōk kōn iien roñjake jen State jen wōpiij eo an owar im roñjake iumwin 60 raan ko ālikin an Empower kōmman an lōmnak kōn owar eo am. Iien eo ej jino ilo raan in lōtā eo am. Ñe wōpiij eo an bar leloñtak im roñjake ejamin loe kajjitōk eo am iumwin 60 raan ko jen raan eo, kwōj jamin maroñ bar bōk ak lewōj iin roñjake ko.

**Kwōj maroñ lewōj kajjitōk eo am ñan Atōrej in.**

Ra eo an Jikin Jibañ ko an Armij  
Wōpiij eo an Owar im Iien Koot  
PO Box 1437, Slot N401  
Little Rock, AR 72203-1437

Eo ej lewaj kejbarok emaron kajitok iben State kin ronjake ko jen Ra eo an Ejmour iumwin 30 ran ko elikin an Komaronron (Empower) koman an jelmok ikijen abnono eo am. Iien eo ej jino ilo raan in lōtā eo am. Elane Ra eo an Ejmour ejamin loe kajitok eo an ro rej kejbarok iumwin 30 ran ko, komaron in jab komane ien ronjake ko ilo State jen Ra eo an ejmour.

**Eo ej lewaj kejbarok emaron jilikinlok kajitok nan atreej in.**

Arkansas Ra eo an Ejmour  
Nan: Eo ej lelok Medicaid ñan Owar wōpiij eo 4815 West Markham Sreet, Slot 31 Little Rock, AR 72205

## 9. KELET AK UKOTLUKUN TAKTO IN KEJBAROK EO AM

Elab an aurok bwe en wōr am taktō ñan aoleb aikuuj dikdik ko am. Rej naetan meni ej Lukun Taktō eo am (PCP) Empower emaroñ jibañ yukk kāālōt ak ukot PCP eo am. Empower enaaj lewōj ñan yukk juon kora eo ej rijerbal in ejmour ñe kwōj aikuji. Kwj maroñ kurlok ro ilo Jikin Jerbal in Jibañ kein ilo 866-261-1286 | TTY: 711 Kwōj maroñ bar kurlok Ro Rej Kōlaajrak Jibañ ñan bōk jibañ. Ro uwaan im rej bōk Medicare remaroñ in bar debij wōt PCP Medicare ko aer.



### What happens if you lose PASSE eligibility?

If you still have active Medicaid, but have been removed from the PASSE, you will return to Fee-for-Service Medicaid.

- If you return to Fee-for-Service Medicaid (sometimes referred to as "Regular Medicaid"), you will need to use and give providers your Medicaid card for services going forward.
- You will need to contact ConnectCare at 1-800-275-1131 to assign a PCP.

## 10. ACCESS TO CARE

Call your Care Coordinator first when you need care. You can reach them at any time. They will help you manage your care.

Do you need a specialist? Your Care Coordinator or PCP can help you find the right provider. You do not need a referral from your PCP to access services.

Do you need help making an appointment? You can always get help from your Care Coordinator. Customer Service can also help. Reach Empower Customer Service at 866-261-1286 | TTY: 711

It is important that you keep your care appointments. Please call your provider right away if you have to cancel. We ask that you give at least 24 hours notice.

### Reaching Your PCP After Hours, Weekends, and Holidays

All Empower PCP offices are available by phone after hours. Call your PCP's office and ask to speak to the provider on call. You may reach the provider's answering service. The service will help put you in touch with a provider. Both will instruct you on how to get care after regular office hours. Your PCP can tell you to what to do next.

### Urgent Care

Sometimes you need care quickly, but the issue is not life threatening. Urgent care is not emergency care. Some examples are:

- Minor cuts and scrapes
- Colds
- Fever
- Ear ache
- Nausea and Vomiting

Need urgent care? Call your PCP or Care Coordinator.

### Emergency Care

A medical emergency is very serious. It could even be life threatening. An emergency puts you

### Ta enaaj walok elaññe enaaj jako am maroñ kōjerbale PASSE eo?

Ñe enaaj wōr wōt am Medicaid, bōtaab emōj kōmakūti jen PASSE, kwōnaaj dool ñan bar Kolla Ñan Jerbal in Jibañ Medicaid.

- Ñe kwōnaaj dool ñan Kolla Ñan Jerbal in Jibañ Medicaid (jet iien rej naetan "Medicaid eo Ekka Kōjerbale"). kwōj aikuj bwe kwōn kōjerbale im lelok ñan ri-jerbal in ejmour ro kaat in Medicaid ñan jerbal in jibañ jen kio maanlok
- Kwōj aikuj in kurlok ConnectCare ilo 1-800-275-1131 ñan lewaj PCP.

## 10. DELONE KEJBAROK KO

Kurlok eo ej loloodjake jebal in ejmour mōkta elaññe kwōj aikuj jerbal in ejmour. Kwōj maroñ ioon ir jabdewōt iien. Renaaj jibañ yuk jerbal in ejmour ko ñan kwe

Kwoj aikuj ke juon ri-jerbal eo ekabeel? Rikōlaajrak Jibañ ak PCP emaroñ jibañ loe juon eo enaaj jejjet an lewōj. Kwōj aikuj bwe ren jilkinlok yuk jen PCP eo ñan deloñe jibañ kein.

Kwōj aikuj ke jibañ kōmman iien lolok? Kwj maroñ aoleb iien bōk jibañ jen eo ej Rikōlaajrak Jibañ ko ñan kwe. Ro rej Loloodjake jibañ kein rej maroñ bar jibañ. Tōbar Empower ro rej Loloodjake jibañ ilo 866-261-1286 | TTY: 711

Ej menin aurok bwe kwōn lolojake iien lolok ko am ñ. Jouij im kurlok rijerbal in ejmour eo ilo iien eo emōkaj tata ñe kwōj jabmaroñ jāde. Kōmij rojañ bwe kwōn kōmmane 24 awa mōktalok ñan kōjjelā.

### Tōbar PCP Eo Am ālikin Awa, Wiik āān, ak Raan ko Raan in Kakkije.

Aoleb wōpiij ko an EmpowerPCP kwōu maroñ tōbar ilo talpoon ālikin awa. Kurlok wōpiij eo an PCP bwe kwōn kōnono ibbān rijerbal in ejmour eo im ej jerbal. Kwōj maroñ tōbar ennaan eo jen mijiin an eo ej lewōj jerbal in jibañ. Jibañ kein renaaj kōmman bwe kwōn tōbar rijerbal in ejmour ro. Erro naj kabilok iok nan wawin am bok kejbarok elikin awa in opij ko. PCP eo am enaaj rojañ yuk ta eo kwōj aikuj kōmmane ālikin.

### Urgent Care

Jet ien kwoj aikuj kejbarok ko rej menin aikuj mokaj, ak jorren eo ej juon wawin eo ejelet mour. Kejbarok ko rej menn aikuj rejab kejbarok idrin.

Jet wan jonok rei:

- Mwjmwiij jidik im Kurar ko
- Mej in
- Pipa
- Metak lojilñi

Ro uwaan Jibañ kein 866-261-1286 | TTY: 711 20

[empowerarkansas.com](http://empowerarkansas.com)

Version 1132021

at risk for serious harm. In an emergency, it does not matter if the provider you use is in network or out of network. You do not need an approval to visit the Emergency Room. A referral is not needed. Empower can only pay providers who are contracted with Arkansas Medicaid. Provider must hold an active license at the time of the service.

### Examples of an Emergency Condition

- Chest pains
- Severe bleeding
- Poisoning
- Breathing troubles
- Broken bones
- Suicidal Ideation

### What You Can Do in Case of Emergency

- Call 9-1-1
- Go to the nearest hospital
- Call your Care Coordinator as soon as possible afterwards

### Out-of-Network Care

Empower has built a large network of providers to take care of your needs. Please try to see a provider within our network. You must have prior approval to visit out-of-network providers. You do not have to have prior approval for emergencies. You do not have to have prior approval for family planning services. Empower can only pay providers who are contracted with Arkansas Medicaid. Provider must hold an active license at the time of the service.

For help finding a provider call 866-261-1286 | TTY: 711. You can also look for providers on the website:

- Find a Provider search feature
- printable Provider Directories

- Mōlañlōñ im mōmōj lok wōt

Aikuij loelok rijerbal in ejmour ilo iien eo emōkaj tata? Kurlok PCP ak eo ej kōlaajrak Jibañ

### Jibañ Jen Jikin Idriñ

Idrin ko an jikin takto elab an aurok Emaron in juon men ej kakure mour Juon idrin ej likit iok ilo kauatata nan menin kakure. Ilo ien idrin, ejab aurok elane eo ej lewaj kejbarok kwoj kejerbale ej bed ilo network eo ak ilikin network. Kwōj jab aikuj mālim ñan lolok Ruom in Idriñ eo (Emergency Room). Kwojab aikuij bwe ren kemelim am ilok. Komaronron (Empower) emaron wot in kolla eo ej lewaj jiban ro emoj kontreek ie ir iben Arkansas Medicaid. Ro rej lewaj jiban rej aikuij air laijen eo ej jerbal ilo ien koman jiban.

### Wan jonok in jermal in idrin ko

- Metak ob
- Lab an toorlok bōtōktōk
- Baijin
- Ben an menono
- Bulok di
- Kajjioñ bōk make mour

### Ta Eo Kwōj Aikuij Kōmmane ilo Iien idriñ

- Kurlok 9-1-1
- Etal ñan aujptōl eo ebaak
- Kurlok eo ej Kōlaajrak Jibañ ālikin ilo iien eo emōkaj tata

### Jikin-Ejmour-Rejrab-Bōk-Joortoklik Eo

Empower emōj an kōmmane juon doulul eo elab ñan an rijberalin ejmour bōk joortoklik eo bwe ren bōk eddo in aikuij ko am Jouij im kajjioñ loe lok rijerbalin ejmour ro mwe rej bōk joortoklik eo am. Kwōj aikuij wōr am mālim mokta jen am loe lok rijerbalin ejmour ro rejrab-bōk-joortoklik eo. Ejjelok am mālim mokta lok ñan idriñ. Kwojab aikuij wor am melim nan jiban ko nan paamle eoam. Komaronron (Empower) emaron wot in kolla eo ej lewaj jiban ro emoj kontreek ie ir iben Arkansas Medicaid. Ro rej lewaj jiban rej aikuij air laijen eo ej jermal ilo ien koman jiban.

Ñan jibañ kabok rijerbal in ejmour kurlok 866-261-1286 | TTY: 711. Komaron bar kabok ri-lewaj jiban ilo website ko

- Kabok ri-lewaj jiban ilo Kabukot (search)
- Komaron likit ilo jeje lajraak an ro rej lewaj jiban

## Clinical Practice Guidelines

Clinical Practice Guidelines (CPGs) define standards of care for treatment of a condition. Professional groups, such as the American Medical Association (AMA), American Academy of Pediatrics (AAP), Centers for Disease Control and Prevention (CDC), United States Preventative Services Task Force (USPSTF) American Psychiatric Association (APA) and the American Academy of Child and Adolescent Psychiatry (AACAP), develop the guidelines. The CPGs can help you make good choices about your healthcare. They can also help your providers make good decisions about your treatment. Examples of these decisions might be about what lab work or tests you need or how long you should stay in the hospital. You can find these CPGs on our website at [www.getempowerhealth.com](http://www.getempowerhealth.com). You can request a written copy of the guidelines from your care coordinator.

## Filling Prescriptions and Pharmacy Services

We cover a full range of prescription medications. We have a list of drugs that we cover. This list is called our **Preferred Drug List (PDL)**. It is on our website, [www.empowerarkansas.com](http://www.empowerarkansas.com). Then click on the Pharmacy Tab. There will be a drop down list. Click on [Preferred Drug List](#). You can also find this list by calling Member Services 866-261-1286 | TTY 711.

We cover **brand name** and **generic** drugs. Generic drugs have the same ingredients as brand name drugs. They work the same. We ask you to use generic drugs whenever possible. Generic drugs are cheaper than brand name drugs. Prior approval may be needed for a brand name drug when a generic drug is available. It is the provider's responsibility to make medication request to Empower.

Sometimes, your doctor will prescribe a drug that is not covered on the PDL. In this case, your pharmacist will call your doctor to get approval to give you a different drug. Your pharmacist will tell you if this has been done.

### Below are some words that can help you learn how to get your medicine:

- **Prior authorization (PA)** – this is a special request made by your doctor to see if a drug can be approved
- **Quantity Limit (QL)** – this is a limit on how much of a drug you get for a specific number of days for the treatment of your condition

## Wawin unjen tel ko nan koman komadmod ko

Wawin jermal in takto ilo lajraak in jermal eo (CPGs) kejebil jonok in kejebarok nan komadmod kin wawin eo ej bed kake Group in ro rekabel, einwot American Medical Association (AMA), American Academy in Pediatrics (AAP), Centers for Disease Control im Prevention (CDC), United States Preventative Services Task Force (USPSTF) American Psychiatric Association (APA) im kab American Academy in Child im Adolescent Psychiatry (AACAP), develop the guidelines. CPGs emaron jiban iok koman kelet ejimwe kin ejmour eo am. Remaron bareinwot jiban eo ej lewaj jiban koman lomnak ko rejimwe kin komadmod ko nan kwe. Wan jonok in lomnak kein remaron in kin lab ta ej jermal ak teej ko kwoj aikuiji ak ewi toan am naj bed ilo aujptol. Komaron loi CPGs kein ilo website eo am ilo: [www.getempowerhealth.com](http://www.getempowerhealth.com). Komaron kajitok kin juon kape ilo jeje ilo kein tel in jen eo ej kotobalbal kejebarok ko nan kwe

## Ebok uno im jiban jen imon kauno

Kimij kejebral elon kain uno ko Eor am lajraak in uno ko kimij kejebrale Lajraak in kimij naetan **Uno ko kimij konan (PDL)** Ej bed ilo website eo am, [www.empowerarkansas.com](http://www.empowerarkansas.com). Inem click ie Pharmacy tab eo. Enaj wor juon men winto ej wotlok laltak Click ie [Lajraak in uno kwoj konan](#). Komaron bar loe lajraak in ilo am kurlok Ro uan jiban kein 866-261-1286 | TTY 711.

Kim naj bok eddo **et eo** im **koman ia** uno ko. Koman ia uno ko rej juon wot kobaier einwot ko elab wiaki Juon wot kain air jermal Kimij kajitok ibam bwe kwon kejebral uno ko koman in jabrewot ien ne eman. Koman ia uno ko edik wonen jen lukun uno ko elab wiaik. Kemelim ko mokta lok emaron aikuiji nan uno ko elab wiaik elane koman in uno rej maron iwoj. Ej an eo ej lewaj jiban eddo nan koman uno ko kajitok nan Komaronron (Empower)

Jet ien, takto eo am enaj kwalok uno ko im rej bok eddo jen PDL. Ilo wawin in, Ri-kauno eo enaj kurlok takto eo am nan bok melim nan bar lewaj uno ko jet. Ri-Kauno eo am enaj jiron iok elane emoj an koman menin.

### Ilal ej jet nan ko that remaron jiban iok ekatak wawin bukot uno ko am:

- **Kemelim ko moktalok (PA)** – menin ej juon kajitok eo koman jen takto eo am nan lale elane remaron kemelimi
- **Jonan eo rej lewaj (QL)** – eor jonan uno rej lewaj ilo air lale jete ran ko nan komadmod kein ilo naninmij eo am



- **Step Therapy (ST)** – this is using less expensive drugs that should treat you before “stepping up” to more expensive drugs
- **PDL Exception** – this is when you may need a drug that is not listed on the PDL

**A Prior Authorization (PA) is needed when:**

- Drugs are over the Quantity Limit
- Step-therapy drugs are prescribed
- A brand name drug is prescribed when you can get a generic drug on the PDL
- A prescribed drug is not listed on the formulary
- High cost drugs over \$1,000.00
- Chemotherapy and immunosuppressive drugs
- Other specialty drugs

Your doctor can make requests for Prior Authorizations requests or PDL Exceptions. Your doctor will provide us with needed information to get your drug covered.

You do not have a co-payment for drugs under this program.

We have pharmacies in our provider network. You can fill your prescription at any pharmacy that is in our provider network. Make sure to bring your Member ID card with you to the pharmacy.

The list of covered drugs may change from time to time. You can find any changes and a complete drug list by visiting Empower's Preferred Drug List. You can also call member services 866-261-1286 | TTY 711 to ask about a particular drug. At times, we may notify you about changes to drugs that you may be taking.

- **Bunten Terapi (ST)** – Meinin ej kejerbal uno ko edik wonen eo im enaj komadmod nan kwe mokta “lelonlok” nan uno ko elablok wonen
- **Ijelokin PDL** – Menin ej ne kwoj aikuij uno im ejab lajraak ilo PDL

**Kemelim ko moktalok (PA) rej aikuiji elane:**

- Uno ko etar jen jonan eo rar jonoke
- Bunten-terapi uno ko rej lewaji
- Uno ko rekeel rej komane elane kwoj bok uno ko jet ilo PDL
- uno ko rej liwaji rejab bed ilo iio in uno ko
- Elon uno ko \$1,000.00 elab wonen
- Kimoterapi im uno ko nan kadiklokjorren ko
- Uno ko jet

Taktō eo am emaroñ kōmman kajjitōk ñan Kōmālim ko moktalok ak Ijellokwin PDL Takto eo am enaj letok melele ko kimij aikuij kin kwe nan bok uno ko nimom

Ejelok am jiban-nan-kolla nan uno ko rej bed iumwin prokraam in

Eor jikin kauno ko ilo network eo am Komaron bar teini uno ko limom ilo jabrewot imon kauno im ej bed ilo neetwork in kauno ko am. Lale bwe kwon boktok ID kaat eo am ibam tok nan imon kauno eo.

Lajraak in uno ko rej boke remaron oktak jen ien nan ien. Komaron loe oktak ko im aoleben laajraak in uno ko ilo am etal nan Komaronron (Empower) lajraak in uno ko an. Komaron ba kurlok jiban jen ro uan 866-261-1286 | TTY 711 kajitok kin kain uno eo Ilo ien eo, kim maron karon iok kin oktak ko kin uno ko im kwoj boke.

## 11. CONSUMER ADVISORY COUNCIL

You can be part of our Consumer Advisory Council. The Council meets regularly. Council members give us feedback on the plan. This helps us learn about member needs.

If you want to be a part of our Consumer Advisory Council, please call us at 866-261-1286 | TTY: 711 or email us at [consumer.advisory@empowerarkansas.com](mailto:consumer.advisory@empowerarkansas.com)

## 12. FRAUD, WASTE, ABUSE, AND OVERPAYMENT

Empower complies with all laws on fraud, waste and abuse.

### Definitions

**Fraud:** Lying or false action by someone receiving benefits or payments they are not entitled to.

**Waste:** Spending on health care that is not needed. This includes treatments that won't work.

**Abuse:** Poor fiscal, business or medical practices that result in needless cost to Medicaid / Medicare or other programs.

### To report fraud, waste, or abuse, contact:

Empower Healthcare Solutions, LLC  
Attn: SIU  
P.O. BOX 211446  
Eagan, MN 55121  
Web: [empower.ethix360.com](http://empower.ethix360.com)  
Phone: 844-478-0329 | TTY 711

### Or

Arkansas Department of Human Services  
Donaghey Plaza, P.O. Box 1437  
Little Rock, AR 72203  
Phone: 1-888-987-1200 option 2

### Or

Arkansas Office of the Medicaid Inspector  
General  
323 Center Street, Suite 1200  
Little Rock, AR 72201  
Phone: 501-682-8349

## 13. HEALTH CARE DECLARATIONS IN ARKANSAS/ADVANCE DIRECTIVES

### Overview

Arkansas law\* offers you the right to make formal decisions about your medical care. You must be

## 11. KAUNJEL EO IKIJEN KABILOKLOK

Komaron in mottan Kaunjel eo ikijen Kabiloklok nan armij ro Kaunjel eo ej kwelok kajojo ien Ro uan kaunjel eo ej letok an lomnak ikijen plan eo. Menin ej jiban kim jela aikuij an ro uan

Elane kwoj konan bwe kwon mottan kaunjel in kabilok in. Jouij im kurtok kim ilo 866-261-1286 | TTY: 711 or email us at [consumer.advisory@empowerarkansas.com](mailto:consumer.advisory@empowerarkansas.com)

## 12. RIAB, KAKURE, KEJORREN, IM TAR JEN JONAN KOLLA

Komaronron (Empower) ej bokake aoleb kakien ikijen Riab, kakure, im kejjorren.

### Melelein

**Riab:** Riab ak bunten ko rebod jen juon eo ej bok jiban kein ak kolla ko im ejab kar air.

**kakure:** Jolok elab nan kejjabarok ejmour eo ejelok aikuiji. Ekoba komadmod ko rejab jermal.

**Kejjorren:** Nan ilo komane ien ko, bejneej, komadmod ko ikijen takto ko im rej kakur kin elab wonen ko nan medicaid/Medicare ak prokraam ko jet.

### Nan ennaan kōn jermal nana, kakure, ak kōjorrān, kurlok:

Empower Healthcare Solutions, LLC  
Nan: SIU  
P.O. BOX 211446  
Eagan, MN 55121  
Web: [empower.ethix360.com](http://empower.ethix360.com)  
Talpoon: 844-478-0329 | TTY 711

### Ak

**Ra eo an Jiban ko an armij**  
Donaghey Plaza, P.O. Box 1437  
Little Rock, AR 72203  
Talpoon: 1-888-987-1200 option 2

### Ak

Arkansas Office of the Medicaid Inspector  
General  
323 Center Street, Suite 1200  
Little Rock, AR 72201  
Talpoon: 501-682-8349

## 13. Kwalok kin kejjabarok kein ikijen Ejjmour ilo Arkansas/Kean ko

an able adult age 18 or older. You can write a statement about your future care. This includes the right to accept or refuse some forms of care. You might use this statement if you became terminally ill. You can also use this statement if you are no longer conscious.

You can change or end these formal decisions in any way, and at any time. You can do this as often as you wish. The law does not require you to make any formal decisions or statements. Providers understand your write to make formal decisions. This will not change the quality of your care.

You should be given information when you get care. This will explain your rights to make formal decisions. Care may be from a hospital, nursing facility, or hospice. It may also be when you start home health services. Under federal law\*\* Medicaid providers must talk about your formal decisions. A provider must follow your statement. If they cannot, they must try to refer you to another doctor.

### **Suggested Forms of Documentation (Advanced Directive)**

Arkansas law has two types of written documents. One is related to terminal illness. The other is related when you are no longer conscious to make decisions. You can use only one of the two documents. You can use both documents if you want. You can use your own words in the documents. You or your proxy must sign these documents. Two people must watch you sign your written document. They also need to sign the document.

### **Tarlep in**

Kakien ko an Arkansas\* ej lewaj nan iok jimwe nan koman lomnak ko kin kin kejbarok ko ikijen ejmour eo am Kwoj aikuij juon eo emaron im eritto ioo 18 ak rittolok. Komaron je kemelele eo am kin kejbarok ko am tokelik. Ekoba jimwe nan boke akjab boke jet kain komadmod ko. Komaron kejerbal kemelele in elane kwonaj bed ilo naninmij elab. Komamron bar kejerbal kemelele in elane kwonaj bed ilo lotlok, ak kiki.

Komaron ukot ak kejemlok lomnak kein emoj komani ilo jabrewot wawin, jabrewot ien. Komaron jabrewot ien eo im kwoj konan Kein eo ejab koman lomnak ko ak jemlok ak kemelele. Eo ej lewaj kejbarok emelele kin am jeje nan koman lomnak ko. Ejamin koman oktak kin wawin kejbarok ko nan kwe.

Rej aikuij lewaj melele ko elane kwoj bok kejabarok. Menin enaj kemeleleik am jimwe nan koman am lomnak. Kejbarok emaron jen aujptol, jikin nurse ko, ak ijoko jikin anenetao. Emaron in elane kwoj jinoo jiban ko ilo imoko. Iumwin kakien ko an kein eo iolab\*\* Ro rej lewaj Medicaid rej aikuij konono kin lomnak ko am. Eo ej lewaj kejabarokej aikuij lore kemelele ko am. Elane rejab maron, rej aikuijbar lelok iok nan bar juon takto.

### **Form in pepa ko rej jiron iok kaki (Kean ko Raurok)**

Arkansas eor ruo taib in pepa koim pepa kein emoj je. Juon ej nan naninmij ko ejelok kejatrikrik nane Eo juon ej nan ien koban jela ta ej walok nan koman am lomnak. Kwōj maroñ kōjerbale juon wōt iaan pepa kein Kwōj maroñ kōjerbal aoleb pepa kein ñe kwōj kōnaan. Kwōj maroñ kōjerbal naan ko am make ilo pepa kein. Kwe ak eo tellokin rej aikuij jaini pepa kein. Ruo armij rej aikuij kamol nan jaini pepa kein. Rej aikuij bar jaini pepa kein.

- **Durable power of attorney for healthcare:**  
This document lists a person. This person can make decisions for you. You need to share this document with the doctor responsible for your care.
- **Living will:**  
This document describes your instructions when you are not able to do so. You may be too sick or no longer conscious. You may not be able to make decisions for your own care. Two doctors must agree that you are no longer able to make your own decisions. This document is often about the use of life-sustaining treatment.

You can get help with these documents. Your doctor or lawyer can help you. Standard forms might not include all the choices you can make. You may wish to add more instructions. For example, you may want to have water and food given to you through a feeding tube.

### Changing or Ending Your Written Decisions

You can change or end your written decision at any time, no matter your condition. A formal decision is ended when you or your proxy share your desire with your doctor or a witness. You can end a written decision in any way. Examples include a written or oral statement, or by destroying the original and copies of the declaration.

### Steps for Completing a Declaration (Advanced Directive) for Another Person

Minors can get help from another person. Adults who are not able to make health care decision can get help from another person. This person will write the document on their behalf. Arkansas law states who can sign the declaration. It may be signed by the first of the following people available:

1. A legal guardian of the patient.
2. The parents. The patient is unmarried under age 18.
3. The patient's spouse.
4. The patient's adult child or children.
5. The parents of a patient over the age of 18.
6. The patient's adult sibling or siblings.
7. Persons in place of the parents. This is called "in loco parentis" (in place of the parents).
8. The patient's adult heirs.

It is suggested to seek help when writing a document for another person.

### Safeguards

Arkansas law offers the following protections.

- **Kajur eo an RiJojomar nan jermal in Ejmour.**  
Pepa eo ej kwalok lajraakein armij ro. Armij in emaroñ kōmman kāālōt ko ñan kwe. Kkwoj aikuij jere pepa in iben takto ej bok eddoin kejbarok ko nan kwe.
- **Mour Eman:**  
Pepa in ej kwalok kin kemelele ko elane kwojab maron. Komaron in lukun naninmij ak ban jela kolmenlokjan. Komaron in ban komani lomnak ko nan kejbarok iok. Ruo takto rej aikuij erre bwe ejako am maron in koman am lomnak make. Pepa in ekka annkonan jermal nan lelok komadmod ko.

Komaron bok jiban ikijen pepa kein. Takto eo am ak Ri-jojomar eo remaron jiban. Form ko ekka kejbale remaron jab kobaik aoleb kelet ko komaron komane. Kamron bar koman kakobaba in kemelele ko. Nan wan jonok, komaron in konan dren im mona lewaj nan kwe ilo tuub in mona ko.

### Kejemlok ak kabwijrak lomnak ko emoj am je.

Komaron ukote ak kejemlok lomnak eo kwar je jabrewot ien, jekdron wawin ta kwoj bed ie. Lomnak eo enaj bojrak elane kwe ak eo ej konono nan kwe kom naj jere konan eo am iben takto ak ri-kamol ro. Komaron kabwijrak lomnak eo ilo jabrewot wawin. Wan jonok ekoba jeje ko ak konono in kemelele, ak joloke lukun kape eo kin nan in kean eo.

### Bunten ko nan kadedeiklok kea eo (Advanced Directive) nan bar juon armij

Ro redik remaron bok jiban jen bar juon armij. Ritto ro im rejab maron koman lomnak ko kin ejmour eo air remaron bok jiban jen bar juon armij. Armij in emaron je pepa ko ilo wot etan. Kakien ko an Arkansas rej kwalok won ro remaron jaini pepa in kean eo. Ej maroñ jain mokta ibbān jen juon armej eo rebād.

1. Ro emōj lelol mālim bwe en kōjbarok rinañinmej eo.
2. Jinen ak Jemen. Ri-nañinmej eo ejjañin mare ej bād iumwin 18 an iiō.
3. Etan eo ibbān ri-naninmej eo
4. Ajri ro reritto nejin ri-nañinmej eo ak ajri ro.
5. Jinen ak Jemen ajri eo ej nañinmej im ej ritto jen 18 iiō.
6. Jinen ak Jemen ajri ro ruo ak lonlok.
7. Armij eo ej bok jikin Jinen ak Jemen Men in rej naetan "Jinen ak Jemen ilo ijo" (bok jikin Jinen Ak Jemen)
8. Ro reritto im rej ri-jolet.

Rej ba en bukot jiban ilo air je

Ro uwaan Jibañ kein 866-261-1286 | TTY: 711 26  
empowerarkansas.com|  
Version 1132021

1. A patient may continue to make decisions about life-sustaining treatment.
2. The patient must be able to make decisions.
3. If the patient is pregnant, the life of the fetus is important. The care for the fetus will be a priority. A declaration will not be followed if it will hurt the viable life of the fetus.
4. Any doctor who will not follow your directions for care must help you find another doctor.
5. It is improper to require a declaration to receive care. You have the right to have or not have a declaration.
6. A declaration may be signed and compliant in another state. This declaration is also valid for the purposes of Arkansas law.

It is suggested to seek help to better understand these protections.

\* A.C.A. 20-17-201, et seq. Other rights of minors are covered in A.C.A. 20-17-214.

\*\* Patient Self Determination Act of 1990, Sections 4206 and 4751 of the Omnibus Budget Reconciliation Act of 1990, P.L.101-508

## 14. MEMBER GRIEVANCES, GRIEVANCE APPEALS AND STATE FAIR HEARINGS

### Grievances

Empower wants you to be happy with the care you receive. You have the right to file a complaint or grievance if you are not satisfied with your care.

Pepa nan bar juon amij.

### Kejbarok

Arkansas kakien ko rej lelok men kein ikijen kejbarok.

1. Ri-naninmij eo emaron wonmanlok wot im komane
2. lomnak eo ikijen komadmod ko rej debiji Ri-naninmij eo ej aikuij jela koman lomnak ko.
3. Elane enaj bororo ri-naninmij eo, mour eo an ninnin eo aurok. Kejbarok nini eo ej men eo rej aikuij komokaj ie. Kean ko reban itok tokelik elane enaj kakure ejmour an ninnin eo.
4. Jabrewot takto eo ejab lore karok ko am ikijen kejbarok ej aikuij bwe en bar bukote juon am takto.
5. Ej menin aurok bwe en lon am pepa in kean nan bok kejbarok. Eor am jimwe nan bok ak jab bok kean ko
6. Kean kein rej aikuij jain im abnono kake bar ilo juon wasin. Kean in ej aikuij bin nan un ko an Arkansas kakien ko.

Rej kaon nan kabok jiban nan melele elablok kin kejbarok kein.

\* A.C.A. 20-17-201, et seq. Jimwe ko je an ro redik rej bed ilo A.C.A. 20-17-214

\*\* Patient Self Determination Act eo ilo 1990, Sections 4206 im 4751 in Omnibus Budget Reconciliation Act eo an 1990, P.L.101-508

## 14. RO UAN ENOIK KO, ABNONO KIN ENOIK KEIN IM IEN RONJAKE ILO STATE EO

### Enoik ko

Kamaaronron (Empower) ekonan bwe kwon monono kin kejbarok ko nan kwe Eor am jimwe nan kadelon abnono ko ak enoik ko elane kwojab monono kin kejbarok ko nan kwe.



A grievance is a complaint or when you share your unhappiness about the services you receive. You may also say you are unhappy with your provider or with Empower. Here are some examples of grievances:

- Your provider does not return your phone calls
- You receive bills for services you received that you believe Empower is supposed to pay
- You believe there is a mistake in your medical record
- Your provider will not let you see your record or give you a copy of it
- You are not receiving services that are on your treatment plan
- Your child's provider did not tell you about something that happened and your child was injured while in their care

When you have a concern, you may explain it to your Care Coordinator. He or she will ask you for information to help you file a grievance. Or you may contact our Grievance Department. A Grievance Coordinator will ask you about your concerns. We will review what happened to you and why it happened. We want to know so that it does not happen again. We will listen to what you have told us. We will ask for help from people who can assist us. We may also ask for your records from your providers.

There may be a time when you feel that you did not get the care you needed to be safe and well. We will decide if your concern needs additional review as a " " issue. We want you to know we take your concern seriously. We may review your treatment records. We may review your provider's records and policies. We may interview staff. We may also ask a provider to take certain steps to correct a problem, but we do not share these steps with members. Our goal is for you to get the care you need for your well-being.

After you file a grievance, Empower will mail a letter to you within 30 days. The letter will explain our response to your concern. The letter will also explain that you have the right to appeal, or to ask us to reconsider our decision, if you do not agree with it.

## GRIEVANCE APPEALS

You have the right to ask for an Appeal if you do not agree with the way we resolve your grievance.

You must ask for the appeal within 60 days after you receive our letter that explains how we resolved your grievance.

Enoik ko rej einwot abnono ko ak elane kwoj jere men ko kwojab monono kake einwot jiban ko. Komaron in bareinwot ba kwojab monono kin eo ej lewaj kejbarok ak kin komaronron (Empower). Erein jet ian wan jonok in enoik ko:

- Eo ej lewaj kejbarok ejabeoron call ko am
- Kwoj elolo bill nan jiban ko kwar boke im kwoj tomak bwe emoj an Komaronron (Empower) naj kar kollaiki.
- Kwoj tomak bwe eor bod ilo rekoot in takto ko am.
- Eo ej lewaj kejbarok ejab maron kotlok bwe kwon lalerekoot ko am ak lewaj kape jene.
- Kwojab bok jiban ko rej bed ilo rekoot in plan eo am.
- Eo ej lewaj kejbarok ko ejab jiron iok kin juon men ear walok im ajri eo nejuum ear bed ilo jorren iumwin kejbarok eo air.

Elane kwoj inebata, komaron jironlok eo ej kotobalbal kejbarok ko nan kwe. Enaj kajitok ibam kin melele ko nan am maron kadelon enoik ko am. Ak komaron kurlok Ra eo ej lorlorjake enoik ko. Eo ej eddoik enoik ko enaj kajitok ibam kin men ko kwoj inebata kake. Kim naj etale ta ear walok nan kwe im etke ear walok. Kim konan jela bwe enjab bar walok. Kim naj ronjake ta eo kwar ba nan kim. Kim kajitok kin jiban jen ro remaron jiban kim. Kim maron bar kajitok kin rekoot ko jen eo ej lewaj kejbarok ko.

Eor ien komaron enjake ke kkwojab bok wawin kejbarok ko kwoj aikuiji nan an ineman im jokane. Kim naj lale elane inebata kein am rej aikuij nan etale einwot `Jorren Kim konan bwe kwon jela bwe kimij bok inebatako am ilo mol. Kim maron etale rekoot in komadmod ko am. Kim maron etale rekoot an ri-kejbarok eo im kab kakien ko Kim maron konono iben ri-jerbal ro Kim maron bar kajitok iben ri-lewaj kejbarok nan bok jet bunten nan kajimwe jorren eo, botab kimij jab jere bunten kein iben ro uan. Kotobar eo am ej nan am bok kejbarok ko kwoj aikuiji nan emanlok eo am.

Komaronron (Empower) enaj jilikin waj leta iumwin 30 ran. Leta eo enaj kemeleleik uak eo am kin inebata ko. Leta eo enaj bareinwot kemeleleik bwe eor am maron bar koman kajimwe, ak kajitok ibem nan bar lukun etale lomnak eo am, elane kwojab erre ibam.

## ABNONO KIN ENOIK KO

Eor am jimwe nan am koman abnono elane kwojab erre kin wawin eo kin am bok enoik ko.

Komaron kajitok kin bar abnono ko iumwin 60 ran ko elikin am loe leta eo am kin wawin am kar lale enoik ko am.

When you ask for an appeal, you are asking us to reconsider our resolution. A different person will review the appeal. We will send you a letter that explains our decision. We will send it within 30 days from the date we receive your request.

You may also ask for an "Expedited Grievance Appeal". You can ask for an Expedited Grievance Appeal if waiting 30 days could result in serious harm to your life or your health. We will make a decision for an Expedited Grievance Appeal within 48 hours and tell you our decision within 72 hours.

### STATE FAIR HEARING

You have the right to ask for a State Fair Hearing if you are not satisfied with our response to your appeal. A State Fair Hearing is a chance for you to speak to a Hearing Officer who works for the State of Arkansas. You can explain why you think our decision should be changed. The Hearing Officer will make a decision about our response to your grievance and appeal.

You must ask for the State Fair Hearing within 30 days after you receive our letter that explains our response to your appeal.

### Your request must be made in writing and it must be signed. Mail your request for a State Fair Hearing to:

Department of Human Services  
Office of Appeals and Hearings  
PO Box 1437, Slot N401  
Little Rock, AR 72203-1437

Elane kwoj kajitok kin bar abnono, kwoj bar kajitok ibwm bwe kimin bar etalekarok ko kim ar komane. Bar juon armij enaj etale bar abnono ko. Kim naj jilikin waj juon leta eo im ej kemeleleik kin lomnak eo am. Kim naj jilikinwaj iumwin 30 ran ko jen ran eo kim ar loe kajitok eo am.

Komaron bar kajitok kin "Enoik ko emokaj kitien" Kwoj aikuij kajitok kin Abnono ko emokaj kitien elane kwoj lomnak bwe 30 ran emaron in juon ien eto im maron koman kauatata nan mour eo am ak ejmour eo. Kim naj kwalok am lomnak kin enoik eo emokaj kitien i;loan 48 awa ko im kwalok lomnak eo am iloan 72 awa.

### IIEN KWALOK ABNŌNŌ EO AM ILO KOOT BWE STATE EO EN ROŃJAKE

Eor am maron nan kajitok nan juon ien ronjake jen State elane kwojab erre iben jemlok eo am ikijen abnono ko. Iien Roñjake ilo State eo ej iien ñan am kōnono ñan wōpija ro an iien roñjake eo im rej jerbal ñan State eo an Arkansas. Komaron emeleleik tke lomnak eo am ej aikuij oktak Opija ro an ien ronjake renaj koman jemlok kin uak eo am kin enoik ko im im abnono

Komaron kajitok kin bar abnono ko iumwin 30 ran ko elikin am loe leta eo am kin wawin am kar lale enoik ko am.

### Kajitok eo am ej aikuij koman ilo jeje im ej aikuij jain. Mail ie lok kajjitōk eo am ñan State Fair Hearing ilo:

Ra eo an Jikin Jibañ ko an Armij  
Wōpiij eo an Owar im Iien Koot  
PO Box 1437, Slot N401  
Little Rock, AR 72203-1437

## Contact the Grievance Department

Our goal is to help you with any concerns you may have. A Grievance Coordinator can help you file a grievance or an appeal and can help you ask for a State Fair Hearing. If you need help or have any questions about your rights, please contact our Grievance Department by phone, email, fax, postal mail, or in person:

- Phone: (866) 261-1286 | TTY: 711 *Please ask to speak to someone in the Grievance Department*
- Email: [Complaintsandgrievance@empowerarkansas.com](mailto:Complaintsandgrievance@empowerarkansas.com)
- Fax: 888-614-5168
- Mail: Empower Healthcare Solutions  
Attention Grievance Department  
P.O. Box 211446  
Eagan, MN 55121

If you believe that Empower has discriminated against you because of your race, color, national origin, age, disability, or sex, you can file a grievance with Empower.

You can also file a civil rights grievance with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at:

<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf> or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, DC 20201  
(800) 868-1019  
(800) 537-7697 (TDD)

### Complaint forms are available at

<http://www.hhs.gov/ocr/complaints/index.html>

## 15. REPORTING ABUSE, NEGLECT, AND EXPLOITATION

Abuse can happen in many ways. Physical abuse, emotional or mental abuse, and sexual abuse are some ways. Neglect and exploitation are also ways abuse can happen.



## Ej iwoj nan Ra eo an Enoik (Grievance Department)

Kotobar eo am ej nan jiban iok kin jabrewot men kwoj konan jela. Eo ej bok eddoin enoik ko enaj jiban kanne nan enoik ak abnono ko im maron jiban iok kajitok nan juon State Fair ien ronjake. Elane kwoj aikuij jiban ak eor am kajitok kin jimwe ko am, juij im kurlok Ra eo an enoik ko ilo telpoon, email, fax, postal mail, ak ilo armij.

- Talpoon: (866) 261-1286 | TTY: 711 Juij im kajitok bwe kwon konono iben juon ilo Ra eo an enoik ko
- Email: [Complaintsandgrievance@empowerarkansas.com](mailto:Complaintsandgrievance@empowerarkansas.com)
- Fax: 888-614-5168
- Mail: Wāween Jibañ Ejmour ko rejejjet an Empower HealthCare  
Ej iwj ñan Grievance Department  
P.O. Box 211446  
Eagan, MN 55121

Elane kwoj lomnak bwe komaronron (Empower) ear kalijeklok nan kwe kinke armij rot, armij in ia, kolar, ia kwoj tok jene, iio, utamwe, ak eman ak kora, komaron

Komaron bareinwot koman abnono kin jimwe ko ilo U.S. Ra eo an Ejmour kab Jiban ko an Armij, Opiij eo ej lale jimwe an armij, ilo jербalín jeje ilo jarom ko nan Portel eo ej nan abnono an Armij, ej iwoj ilo

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> ak ilo mail ak Telpoon ilo:

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, DC 20201  
(800) 868-1019  
(800) 537-7697 (TDD)

### Pepa in kwalok abnōnō ko rej bojak ilo

<http://www.hhs.gov/ocr/complaints/index.html>

## 15. RIPOOT MEN KO RAR WALOK IKKIJIENKAKURE, KŌJEKDOON, IM JERBAL NANA ÑAN JUON ILO JIKIN JERBAL

Ro uwaan Jibañ kein 866-261-1286 | TTY: 711 30  
[empowerarkansas.com](http://empowerarkansas.com)  
Version 1132021



**Physical abuse** is when someone means to hurt you or someone else with his or her hands, their feet, or an object. Some examples of physical abuse are:

- punching and kicking
- pinching, scratching, and biting
- shaking or suffocating
- scalding or burning
- hair pulling
- spitting or throwing things at you

**Emotional abuse** includes when someone:

- keeps shouting at you, even if you have not done anything wrong
- says or does things that make you feel bad about yourself
- tries to control you
- puts you in dangerous situations
- threatens or is aggressive and violent to other people in your family
- stops you from having friends

**Sexual abuse** is when someone is forced, pressured, or tricked into taking part in any kind of sexual activity with another person. Examples of sexual abuse include:

- being touched in a way you do not like and or do not want
- being forced to do something sexual or watch someone do something sexual
- being forced to watch or make sexual pictures or videos
- being pressured into having sex with someone in return for getting something like money or drugs

Menin kakure ko rej maroñ walok ilo bwijin wāween ko. Kakure ko ilo wāween kōjorāān ānbwinin, kakure ilo wāween kōnono ko ak makūtkūt ko, ak kakure ilo wāween kibin akko makoko in bād ibbān juonej bar jer iaan wāween ko. Kōjekdoone im kab kwalok kake rej bar wāween kakure ko rej bar walok.

**Kakure enbwinin** ej einwot ne juon ej kajion kakure iok ak bar juon kin pa ko pein, neen, ak juon men. Jet waan joñok ikkijien kakure ānbwinin

- baiti im juuji
- abinji, rakutake, im kiji
- komakitkiti im jep jen menwaan
- kakile ak tile
- kanōk koolan bōrān
- Kabilloiki ak kade kin men ko belakiin

**kakure enjake** ekoba ne juon ej::

- Lamoj nan kwe, jekdron elane kwar koman bod
- Jironwaj ak komane men ko rej koman bwe en nana am mour
- kajion kibel iok
- likit iok ijoko rekauatata
- kaamjak iok ak emetak an lewaj im nana tamuun nan ro jet ilo paamle o
- Kabwijrak jen an lon mottam

**Kakure enbwinin bar juon** ej ne juon ej kibebe, komakokopik ie, ak mone nan an bok kunan in ilo jabrewot wawin kakure enbwinin iben bar juon armij. Wan jonok ko kin kakure enbwinin:

- Jibwe ilo jabrewot wawin ejab eman ibam ak kwojab konan
- Kibebe nan komane juon men nan kakure enbwinin ak aluje an juon kakur enbwini bar juon
- Kibebe bwe en aluiji ak koman pija in kakure enbwinin ak vidio
- Kabononoiki bwe en koman nana kin enbwinin iben bar juon einwot bwe ren lelok jeen ak uno kajur

**Neglect** is when someone who is taking care of you withholds your basic needs. Every person has the right to have their needs met. Basic needs include:

- having enough to eat and drink
- having somewhere warm, dry, and comfortable for you to live and sleep
- having clothes and shoes that are clean and keep you comfortable
- having help when you are ill or you have been hurt
- having help with medical care and medication
- having protection from unsafe situations

**Exploitation** is when someone takes what belongs to you. This may also be called financial abuse. You may not know they are doing it. They may have tricked you into giving them permission to do it. Someone may “con” you out of your money or your belongings or property.

If you or someone you know is being abused, neglected, or exploited, please call:

- Child Abuse Hotline: 1-800-482-5964
- Adult Protective Services: 1-800-482-8049

In addition, if you believe that you are being abused, neglected, or exploited by your provider or by someone who works for Empower, please call Empower Member Services at 866-261-1286 | TTY 711.

Empower staff are “Mandated Reporters” and must report all suspected abuse to the Child Abuse Hotline or to Adult Protective Services.

## 16. PRIVACY NOTICE

The Empower privacy notice tells you how your health information may be used and shared by your health plan. It also describes how you can access your own health information. Please review it carefully.

- What Is a Notice of Privacy Practices? A Notice of Privacy Practices, tells you how Empower may use and share your health information. We must keep your health information private and secure. We will let you know if a breach occurs that affects the privacy or security of your information. The notice also explains how you can get access to your own health information.
- What Is Health Information? The words “health information” mean any information that identifies you. Examples include your name, date of birth, details about health care you received, or amounts paid for your care.

**Kejole** ej ne juon eo ej bok eddo ko am ej debij aikuij ko jen kwe. Aoleb armij eor air jimwe nan bok aikuij ko air. Menin aikuij ko rej:

- elon im bwe nan mona im idraak
- Bok juon jikin emenen, mora, im eman nan kwe nan jokwe im kiki
- lōñ am nuknuk im juju ko rōreo im emman am kōnake
- bōk jibañ ko ilo iien am nañinmej ak elōñ am jōrāān
- bōk jibañ ikkijien taktō im wūno ko
- bōk kōjbarok jen jekjek ko rejab emman

**Kwalok kake** ej ne juon ej bōk men ko am. Ej bar maro in ba nai menin kakure ilo tōbrak ko am Kwōj maroñ in jab jela ke rej kōmmane Remaron riabe iok nan am lelok melim bwe ren komane. Emaron wor ej “Mone” kwe kin jeen ko am ak men ko am ak mweiom.

Elane kwe ak juon eo kwojela kajien rej kakure, kejekdrone, ak kwalok kake kurlok:

- Child Abuse Hotline: 1-800-482-5964
- Adult Protective Services: 1-800-482-8049

Im barāinwōt, elane kwoj kile ke rejab komanman nan kwe, kejole kwe, ak kwalok kin kwe jen eo ej lewaj kejbarok ak jen juon eo ej jerbak iben Koamronron (Empower), jouij im kurlok Komaronron (Empower) Member Services ilo 866-261-1286 | TTY 711.

Komaronron (Empower) ri-jerbak ro rej” bar kokeel ripoot ko” im rej aikuij in ripoote jekjek ko rejab nan eman nan Ijo ej lale Ajri ro (Child Abuse Hotline) ak nan Ijo ej kejbarok ritto ro (Adult Protective Services).

## 16. Kojela kin Tenkwadrik

Kojela ko jen komaronron (Empower) rej kwalok kin wawin air kejerbal melele ko kin ejmour eo am im jere jen plan in ejmour eo am. Ej bareinwot kwalok ewi wawin am delone melele ko am make. Jouij im kanuij linori.

- Ta in kojela eo kin jerbak ko rej tenkwadrik? Kojela eo kin wawin jerbak ko, ej kwarlok kin an Komaronron (Empower) maron in kejerbal im jere melele ko kin ejmour eo am. Lale bwe melele ko kin kwe ren jab ajeded Kim naj kojelaik iok elane eor rolok ear walok im ej kakure tenkwadrik ak kejbarok ko kin melele ko am. Kojela eo ej bar kwalok ewi wawin am delone nan melele ko kin ejmour eo am.
- Ta In Melele ko kōn Ejmour? Nan in Melele ko kin ejmour “health information” melelein jabrewot melele ko

- **Why Are You Giving This to Me?**  
We are required by law to give you this notice. We must follow the practices in this notice. We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can share your information, you may change your mind at any time. Let us know in writing if you change your mind.
- **Who Follows This Notice?**  
All employees, contractors, consultants, vendors, volunteers, and other health care professionals and organizations who work with Empower follow this notice.
- **How We Can Use and Share Your Health Information?**  
To Manage Your Health Care Treatment. We will use and share your health information to help with your health care.

**For Example:** A doctor sends us information about your diagnosis and treatment plan, so we can arrange for additional services.

**For Example:** We may share your health information with a service agency that arranges health care supportive housing services. For Health Care Operations.

rej kwalok kadkaeduum Wan jonok ej kin etam, Ran in Lotak, Kemelele ko kin kejbarok in ejmour eo am kwar buki, ak jonan jeen kwar joloke nan jiban kein nan kwe.

- **Etke kwoj letok menin nan na?**  
Ej menin aikuij nan kim ilo kakien nan lewaj kojela in. Kimij aikuij kejerbal wawin in ilo kojela ko. Kim bar kejerbale ak jere melele kein am ijelokin owt elane ej kwalok ijin be kwon kemelimi ilo jeje. Elane kwonaj jiroon kim bwe kim maron jere melele kein, komaron ukot am lomnak jabrewot ien. Karontok kim ilo jeje elane emoj am ukot am lomnak.
- **Won ej lore kojela in?**  
Aoleb ri-jerbal, kontreek ro, ri-kabilok ro, ro rej jerbal ibam, valantiier, im ro jet rej kejbarok ejmour imeor air kabel im doulul ko jet rej jerbal iben Komaronron (Empower) rej lore kojela in.
- **Ewi wawin am naj kejerbale im jere melele ko kin ejmoureo am?**  
Nan lale jiban in komadmod ko nan ejmour eo am. Kim naj jee melele ko kin ejmour eo am einwpt am kollaiki wonen jiban ko ikijen ejmour eo am.

**Nan wan jonok:** Takto eo ej jilikin tok melele ko kin komadmod ko nan kwe im plan in keijmour eo, bwe kimin bar komane jet jiban ko.

**Nan wan jonok:** Kim maron jere melele ko kin ejmoureo am nan jikin jerbal in jiban koro im rej karoke kejbarok ko kin kin jikin jokwe ko. Nan makitkit ko an kejbarok nan ejmour.

## To Help Us Do our Job.

We may contact you when necessary. We are not allowed to use genetic information to decide whether we will give you coverage and the price of that coverage.

**For Example:** We use your health information to develop better services for you or to make sure you are receiving good services.

**For Example:** We submit data related to your health information to the state to show we are following our contract.

## To Pay for your Health Services.

We will use and share your health information as we pay for your health services.

**For Example:** We share information about you with your prescription plan to coordinate payment for your prescriptions. To Administer Your Plan. We may share your health information with other businesses for plan administration.

**For Example:** We share your information with a transportation company to make sure you get to your important appointment. With Business Associates. We may share your health information with another company, called a business associate, which we hire to provide a service to us or on our behalf. We will only share your information if the business associate has agreed in writing to keep health information private and secure.

## Ways We Can Use or Share Your Health Information with Your Permission

You can choose how we share your information in the situations described below. Tell us what you want us to do and we will follow your instructions. If you are not able to tell us your preference, we may go ahead and share your information if we believe it is in your best interest.

## Individuals Involved in Payment for Your Care.

We may share your health information with your family members, friends or other people who are involved in your health care or who help pay for it. You have the right to ask that we not share your information with certain people, but you must let us know.

## Nan jiban kim komane jermal eo am.

Kim naj kur waj iok elane menin aikuij. Kimij jab aikuij bwe kimin kejerbal melele ko rejab keelnan kwalok bwe kim naj komane jiban ko nan kwe im wonen eo nan jiban kein.

**Nan wan jonok:** Kimij kejerbal melele ko kin kwe nan kokmanman lok jiban kein nan kwe ak lale bwe kwon bok jiban ko reman.

**Nan wan jonok:** Kimij lelok data ko rej ekar nan melele ko kin ejmour eo am nan State eo nan kwalok ke kimij lore wot kontreek eo am.

## Nan kolla wonen jiban ko am ikijen ejmour eo am.

Kim naj jee meler ko kin ejmour eo am einwpt am kollaiki wonen jiban ko ikijen ejmour eo am.

**Nan wan jonok:** Kim naj jere melele ko kin kwe kin plan in kauno ko nan koman kolla nan uno ko am. Nan jino kejerbal Plan eo am. Kim maron jere melele kin ejmour eo am iben bejneej ko jet nan komane plan eo.

**Nan wan jonok:** Kim naj jere melele ko am iben kompani ko rej leto-letak armij bwe kimin jela bwe emoj am tobar ien lolok ko am. Iben ro rej jermal in bejneej ibam. Kim maron jere melele ko kin ejmour eo am iben kompani ko jet, eo im kim ar boktok ir nan komani jiban ko nan kim ak ilo et eo etam. Kim naj jere wot melele ko elane ro rej bejneej ibem emoj an erre ilo jeje bwe renaj kejbarok melele ko kin ejmour ittino im koon.

## Wawin ko kim maron kejerbale ak jere melele kein kin ejmour eo am kim melim eo jen kwe.

Komaron kelet ewi wawin am maron jere melele ko am ilo jekjek eo ej bed ijin ilal. Jiron kim ta eo kwoj konan bwe kimin komane im kim naj lore kemelele ko am. Elane kwojab maron jiron kim kin wawin eo keoj konan, kim maron etal wot im jere melele ko am elane enaj juon men eo enaj eman nan kwe.

## Kajojo ro rej bok kunan in kolla nan kejbarok ejmour eo am.

Kim maron jere melele ko kin ejmour eo am iben ro uan paamle eo am, ro jeram, ak armij ro jet rej bed ilo mour eo kejbarok ko nan ejmour eo am ak jiban kolla wonen ko. Eor am jimwe nan kajitok bwe kimin jab jere melele ko iben jet kain armij,

Ro uwaan Jibañ kein 866-261-1286 | TTY: 711 34  
empowerarkansas.com|  
Version 1132021

### **Information About Health-Related Benefits, Services and Treatment Alternatives.**

We may tell you about health services, products, possible treatments or alternatives available to you.

### **Sensitive Information.**

Some types of medical information are very sensitive. The law may require that we obtain your written permission to share this information. Sensitive medical information may include genetic testing, HIV/AIDS testing, diagnosis or treatment, mental health, alcohol and substance abuse, sexual assault or in-vitro fertilization. Your permission is also required for the use and sharing of psychotherapy notes.

### **Use of Your Information for Our Marketing.**

We may not use or disclose your health information for marketing purposes unless we have your written permission.

### **Sale of Your Information.**

We will not sell your health information unless we have your written permission.

- How We Must Share Your Health Information

We also have to share your information in situations that help contribute to the public good or safety. We have to meet many conditions in the law before we can share your information for these purposes.

### **Research.**

We can use or share your information for health research.

ak kwoj aikuij kwalok won.

### **Melele ko kin jiban ko ikijen ejmour, jiban ko, im komadmod ko jet.**

Kim maron jiron iok kin jiban ko nan ejmour, kein jerbal ko, wawin naj komadmod ko ak ko jet remaron ekar nan kwe.

### **Melele ko rej aikuij ittino**

Eor jet melele ko an ejmour rej aikuij ittino. kajikan eo emaron in kwalok bwe jen bok melim ilo jeje jen kwe nan jere melele kein Melele ko raurok kin ejmour emaron koba teej ko nan etale ejaak eo am, HIV,/AIDS teej ko, komadmod ak kakolkol ko, ejmour in kolemenlokjen, dren in kadok, im uno ko rekajur, kakure enbwinin, ak ekar ko nan wor neje. Melim eo am ej men eo ej aikuij koman nan kejerbal im jere jaikoterapi kemelele ko.

### **Kejerbal melel ko am nan makit ko am.**

Kim maron jab kejerbal ak kwalok melele kin ejmour eo am nan komane makit ko am ijelokin elane elon melim jen kwe.

### **Wiakake melele ko am**

Kim ban wiakake melele ko kin ejmour eo am elane emoj am letok am melim ilo jeje.

- Kim maron jere melele ko iben:

Kimij bareinwot maron jere melele kokin wawin ko rej jiban eman eo an jikjukin bed eo ak kejbarok. Kimij aikuij lore aueb wawin ko ilo kajikan mokta jen am jere melele ko nan un kein.

### **Ekatak.**

Kim maron kejerbal ak jere melele ko nan Ekatak ko an ejmour.



## Public Health and Safety.

We may share your health information for public health and safety reasons. For example

- To prevent or control disease
- To help report information about bad products
- To report adverse reactions to medications
- To let you know that you may have been exposed to a disease or may be at risk for getting or spreading a disease or condition
- To your employer in certain limited instances

## Abuse and Neglect.

We may have to share your information to report suspected abuse, neglect or domestic violence to state and federal agencies. You will likely be told that we are sharing this information with these agencies.

## For Disaster Relief.

We may share your health information in a disaster relief situation.

## Prevent a Serious Threat to Safety.

We may use and share your medical information to prevent or reduce a serious threat to your health and safety or the health and safety of others.

## Comply with the Law.

We must share health information about you when we are required to do so by federal or state laws.

## As a Part of Legal Proceedings.

We can share health information about you in response to a court order or a subpoena. We will only share the information stated in the order. If we receive any other legal requests, we may share your health information if we are told that you know about it and do not object to the release.

## With Law Enforcement.

We must share health information about you when we are required to do so by law or by the court process, including for the following:

- To identify or locate a suspect, fugitive, material witness or missing person
- To obtain information about an actual or suspected victim of a crime

We may also share information with law enforcement if we believe a death was the result of a crime or to report crimes on our property or in an emergency.

## Kejbarok im Ejmour an jukjukin bed eo

Kim maron jere melele ko kin ejmour iben: Kim maron jere melele ko iben: ro ilo jikin ejmour ak un ko nan kejbarok. nan wan jonok:

- Nan debij ak kibel jen naninmij ko
- Nan ripoote melele ko kōn juon kein jermal enana.
- Nan ripoote men ko renaj jelete jen uno ko.
- Nan kwalok ke komaron jedmatmat nan juon naninmij ak bed ilo kauatata ilo am boke ak kajedede naninmij ak wawin ko.
- Nan jikin jermal eo am kin jet wawin ko rej nan un ko wot

## Kakure im Kejekdoon

Kim maron jere melele ko nan kwalok jorren jen kakure, kejekdron ak jorren imoko nan kein eo ilo jikin eo ak kien eo iolab. Renaj jiron iok bwe kimij jere melele kien iben jikin kein rej walok

## Nan jorren ko rej walok.

Kim maron jere meler ko kin ejmour ilo jorren ko nan kokmanmanlok.

## Kejbarok jen naj kar jorren ej walok nan kejbarok.

Kim maron kejbale im jere melele ko kin ejmour nan kejbarok ak kadiklok naj kar jorren eo nan ejmour eo am im kejbarok ak ejmour im kejbarok eo nan ro jet

## Lore Kakien ko.

Kim ij aikuuj jere melele kin ejmour kin kwe elane ej menin aikuuj nan kim jen kien eo iolab ak jen state eo.

## Einwot mottan jermal in kakien ikijen keboje men ko jakemaanlok.

Kim maron jere melele ko kin ejmour kin kwe nan ortar ko jen jikin ekajet ak jibina ko. Kim naj maron wot jere meler ko kin ejmour im ej walok ilo ortar eo. Elane kim naj bar loe jet kajitok ikijen kakien, kim maron jere melele ko kin ejmour eo am elane renaj karon kim bwe kwojela kin wawin eo im kwojab makoko in koroloke.

## Ibbān Bwilijmāān.

Kim maron jere melele ko kin kwe elane ej menin aikuuj im rej jiron kim jen kaien ak jen jermal ko an jikin ekajet, ekoba ijokein:

- Nan kakilen ak kwalok ej bed ia ri-jorren eo, eo ej ko-to-ko-tak, juon ri-kamol ak armij eo ejako.
- Nan bok melele ko kin jermal in jorren ak armij eo ear jorren jen ri-nan ro.



### **During an Investigation.**

We will share your information with the Secretary of the Department of Health and Human Services if they ask for it as part of an investigation of a privacy violation.

### **Special Governmental Functions.**

We may share your health information with:

- Authorized federal officials
- Military
- For intelligence, counter-intelligence and other national security activities
- To protect the president

### **Coroners, Medical Examiners and Funeral Directors.**

We may share health information with a coroner or medical examiner to identify a dead person or find the cause of death. We also may share health information with funeral directors if they need it to do their job.

### **Health Oversight Activities.**

Certain health agencies are in charge of overseeing health care systems and government programs or to make sure that civil rights laws are being followed. We may share your information with these agencies for these purposes.

### **Organ and Tissue Donation.**

If you are an organ donor, we may release health information to the organizations in charge of getting, transporting or transplanting an organ, eye or tissue.

### **Workers Compensation.**

We may share your health information with agencies or individuals to follow workers compensation laws or other similar programs.

- Your Rights Regarding Your Health Information

Kim maron bareinwot jere melele ko iben ro rej kejbarok kien ko elane kim jela bwe mij ear walok jen jorren ko ak ripoote jorrren ko ilo jikin ko ak ilo idrin ko.

### **Ilo iien Etale ko**

Kōm naaj aje melele ko ibbān ri-jeje eo an Ra eo an ejmour im jibañ ko ñan armej ( Department of Health and Human Services) elaññe renaaj kajjitōk ñan etale ko kōn jermal in kejekdoon ko.

### **Jermal aurok an Kien ko.**

Kōm maroñ jere melele ko ibbān:

- Ro emōj kōmaroñ ir jen kien eo iolab.
- Ri-Tarinae
- Ñan kabukot, bukot jorrān ko, im bar ko jet im rej makūtkūt an ro rej bōk eddo in kibel.
- Ñan kōjbarok president eo

### **Ro rej mwijmwij ñan etale ko, ro rej ekatak kake, im ro rej bōk eddo in iien mej ko.**

Kōm maroñ jere melele ko kōn ejmour ibbān ro rej mwijmwij ñan etale, ak eo ej ekatak kake, ñan kakilen armej eo emej ak lale wūnin mej eo an. Kōm maroñ bar aje melele kōn ejmour ibbān ro rej eddoik iien mej ñan kōmane jermal eo aer.

### **Makūtkūt ko kōn ejmour eo rar ella jene.**

Jet jikin jermal an ejmour rej eddoiki im lale system in kōjbarok eo ñan ejmour im prokraam ko an kien ak ñan lale bwe jimwe an kajojo kakien ko rej lore. Kōm maroñ aje melele ko ibbān jikin jermal kein ñan wūn kein wōt.

### **Mottan ko ilowan ānbwinin ak Eke ko rej aji.**

Elaññe kwōj juon eo ej ajej mottan ko iola, kōm maroñ kaduoajok melele ko ñan doulul ko im rej bōk eddoin bōke, leto-letak, ak bar kolaake mottan ko iloa, mej ak eke ko.

### **Kōllā ko ñan ri-jermal rein.**

Kōm maroñ aje melele ko kōn ejmour ibbān jikin jermal ko an kajojo armej ñan lore kakien ko ñan ri-jermal ak prokraam ko jet eierlok wōt.

- Maroñ ko am ikkijien melele kein kōn ejmour eo am.

### **You Have a Right to Request Restrictions.**

You have the right to ask us to limit the ways we use and share your health information for treatment, payment, and health care operations. We do not have to agree if it would affect your care. You must submit your request in writing, and it must be signed and dated. You should describe the information you want limited and tell us who should not receive this information. You must submit your written request to [carecoordination@empowerarkansas.com](mailto:carecoordination@empowerarkansas.com).

We will tell you if we agree with your request or not. If we do agree, we will follow your request unless the information is needed to treat you in an emergency. If we do not agree we will discuss our concerns with you in order to better understand how we can help you.

### **You Have a Right to Get a Copy of Health and Claims Records.**

You have the right to read or get a copy of your health and claims records and other health information we have about you. To see and obtain copies of your information you must complete your request in writing. We will give you a copy or a summary of your health and claims record within 30 days of your request. If you request a copy of your health and claims record, we may charge a reasonable, cost-based fee for the costs of copying, mailing or other expenses associated with your request.

### **You Have a Right to Request Changes.**

You may ask us to change your health information or payment record if you think it is incorrect or incomplete. You must send us a written request and you must provide the reason why you want the change. We are not required to agree to make the change. If we do not agree to the requested change, we will tell you why in writing within 60 days. You may then send another request disagreeing with us. It will be attached to the information you wanted changed or corrected.

### **You Have a Right to Request Confidential Communication.**

You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address. We will consider all reasonable requests.

We must agree if you tell us you would be in danger if we do not follow your request.

### **You have the right to make a written request for a list of the times we have shared your health information in the past six years.**

The list will have who we shared it with, the date it was shared and why. We will include all the

### **Ewōr am Maroñ nan Kajjitōk ñan kabine.**

Ewor am maroñ in kajjitok ibbām ñan lelok joñan ñan wāween ko in kōjberbal im aje melele ko kōn ejmour eo am ñan kōmadmōd, kōllā, im makūtkūt ko ikkijien kōjbarok ejmour. Kōmij jab errā elaññe enaañ jelōt ejmour eo am. Kwōj aikuij jilikinlok kajjitōk eo am ilo jeje, ej aikuj bwe en jain im je ran eo. Kwōj aikuj kwalok kōn melele ko im kwōj kōnaan bwe en wōr joñan im jiroñ kōm won ejañ maroñ bōk melele kein. Kwōj aikuj jilkinlok kajjitōk in ilo jeje ñan [carecoordination@empowerarkansas.com](mailto:carecoordination@empowerarkansas.com).

Kōm naaj ennaan ie yuk ñe kōmij errā kōn kajjitōk eo am. Elaññe kōm naaj errā, kōm naaj lore kajjitōk eo amijelokin elaññe melele ko rej menin aikuj ñan kōmadmōde yuk ilo idirñ. Ñe kōmij jamin errā kōm naaj kajjitikini enjake ko am ibbām ñan kokmanmanlok wāween ko ñan jibañ yuk.

### **Ewr am maroñ ñan ebōk kape in ejmour im kleim rekoot ko.**

Ewōr am maroñ in riiti ak kape in rekoot in ejmour im kleim ko im melele ko jet ikkijien ejmour eo ej kwalok kōn kwe. Ñan lale im bōk am kape in melele kein am kwōj aikuj kadedeiklok kajjitōk eo am ilo jeje. Kōm naaj lewōj am kape ak laajak in ejmour eo am im kleim rekoot ko iumwin 30 raan jen kajjitōk eo. Ñe kwōnaaj kajjitōk kōn kape in ejmour im kleim rekoot ko, kōm ñan kōmman bwe kwōn kōllā joñan en emman, bedbed ion wōnāān ko ñan kōmman kape, mail ak bar jet wōnāā ko jet im rej koba wot iben kajjitok eo am.

### **Ewōr am maroñ ñan Kōmman Oktak.**

Kwōj maroñ kajjitōk bwe en oktak melele ko kōn ejmour eo am ak rekoot in kōllā elaññe kwōj loe ke ebōd ak ejain dedelok. Kwōj aikuj jilikin lok juon kajjitōk ilo jeje im kwōj aikuij kwalok melele eo etke kwōj kōnaan kōmman oktak. Kimij jab aikuij erre bwe en eindrein nan koman oktak kein. Elaññe kōmij jab errā ñan kajjitōk in ñan oktak, kōm naaj jiroñ yuk wūn eo iumwin 60 raan ko. Kwōj maroñ in naaj bar jilkinlok juon kajjitōk ilo am jab erre ibem. Enaañ eddeb lok ibbām melele ko kwōj kōnaan ukote ak kajimwe.

### **Ewōr Am Maroñ ñan Kajjitōk kōn Kōnono ko ilo Ittino.**

Kwōj maroñ kajjitōk ibbām bwe kōmin kur waj yuk ilo juon wāween (ñan waan joñok, imōko ak talpoon in wōpiij) ak jilkin wōj ilo mail ñan juon atōrej eo oktak. Kōm naaj lale aoleb kajjitōk ko rekkar tata.

Kōmij aikuij erre elaññe kwōnaaj jiroñ kōm kwōnaaj bād ilo kawatata elaññe kōm bar lore kajjitōk eo am.

disclosures except for those about treatment, payment, and health care operations and any disclosure you asked us to make. We will provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months. Your written request must designate a time period. You have the right to ask for a paper copy of this notice at any time. We will provide you with a paper copy promptly.

- You Have a Right to Choose Someone to Act For You. If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information. We will make sure the person has this authority and can act for you before we take any action.
- Changes to This Notice We may change our privacy policies, procedures, and this Notice at any time, and the changes will apply to all information we have about you. If we change this Notice, the new Notice will be posted on our web site [www.empowerarkansas.com](http://www.empowerarkansas.com).

## 17. AUTHORIZATION FOR DISCLOSURE OF CONFIDENTIAL INFORMATION

Getting the best health care is important. Sharing your health information helps you get the best health care. Empower needs your health information. Your providers need your health information. Providers need your permission to talk to each other. Your Care Coordinator can help you review and fill out the form to share this information. He or she will help you understand what is and is not being shared about you. [Authorization for Disclosure of Confidential Information.](#)

## Ewōr am jimwe ñan lelok ilo jeje kajjitōk ñan laajrak in iien ko im kōm ear kajeedede melele ko kōn ejmour eo am ilo iio ko jiljino rej jemloklok.

Laajrak eo enaaj bād won ro kōmij lelok melele ko ñan ibbier, raan eo rar lelok melele im da wūnin. Kōm naaj kobaik aoleb men ko rar kōmmani ijelokin wōt kōmadmōd ko ñan kwe, kōllā ko, kōmadmōd ko ikkijien mwijmwij im jabdewōt men ko rar walok kwaar jiroñ kōm bwe kōmin kōmmane. Kōm naaj lewōj juon wōt bwinbwin ilo juon iio ilo an ejelok wōnāān ak naaj jaaj wōt joñan eo emman joñan wōnāān ejjelok elaññe kwōj kajjitōk ñan bar juon iumwin allōñ ko 12. Kajjitōk eo am ilo jeje ej aikuuj wr raan ko ie. Ewōr am maroñ in kajjitōk ñan juon kape in pepa kōn kōjjelā ilo jabdewōt iien. Kōm naaj lewōj juon am kape in pepa eo ilo iien eo emōkaj.

- Ewōr Am Maroñ in Kāālōt Juon Bwe en Kōmadmōd Ñan Kwe. Ñe emōj am lelok ñan juon mālim in kōnono ñan kwe ikkijien ejmour ak ñe juon eo ej am ri-kōjbarok, armij eo emaroñ kōjberbal maroñ ko am im kōmmane kāālōt ko kōn melele in ejmour eo am. Kōm naaj lukkun etale bwe armij eo en wōr an mālim im maroñ in jermal ikkijiem mokta jen am kōmman buñtōn ko.
- Oktak ko ñan Kōjjelā In Iōm maroñ ukote kakien ko am ikkijien kōjbarok melele, kōl ko, im Kōjjelā in ilo jadewōt iien, im oktak ko renaaj jermal ñan aoleb melele ko kōm ear likiti kōn kwe. Elaññe kōm naaj ukōt Kōjjelā eo, melele in Kōjjelā eo ekāāl kōm naaj doore ilo webjait eo am ilo [www.empowerarkansas.com](http://www.empowerarkansas.com).

## 17. KŌMĀLIM EO ÑAN KWALOK MELELE KO REAORŌK AN JUON

Bōk jibañ eo emman tata jen jikin ejmour eluukun aorōk. Lelok melele ko kōn ejmour eo am enaaj jibañ bwe kwōn maroñ bōk jibañ ko rekkar ikkijien ejmour eo am. Empower ej aikuuji melele ko kōn ejmour eo am. Lale bwe melele ko kin kwe ren jab ajeded Rijerbal in ejmour ro rej aikuuj melele ko kōn ejmour eo am. Rijerbal in ejmour ro rej aikuuj māim eo am ñan kōnono ibbān doon. Armej eo ej kōlaajrak jibañ enaaj jibañ yuk etale im kanne pepa eo ñan jaketo jaketak melele ko Enaaj jibañ yuk kōn melele ta ko rej im rejab kajedjed ie ikkijien melele ko kōn kwe. [Kōmālim eo ñan Kwalok melele ko rej an juon make.](#)

## 18. Helpful Contacts

Key Empower Contacts	
<b>Website:</b>	<a href="http://www.empowerarkansas.com">www.empowerarkansas.com</a>
<b>Mailing Address:</b>	Empower Healthcare Solutions P.O. Box 211446 Eagan, MN 55121
<b>Physical Address:</b>	17500 Chenal Pkwy., Suite 300 Little Rock, AR 72223
<b>Member Services:</b> Benefits, Eligibility, Authorizations, Provider Services, Credentialing, Contracting, Care Coordination, Claims, Clinical Appeals	(866) 261-1286   TTY 711
<b>Member Grievances</b>	<a href="mailto:complaintsandgrievance@empowerarkansas.com">complaintsandgrievance@empowerarkansas.com</a>
<b>Pharmacy Help Desk</b> (pharmacies only)	(800) 364-6331
<b>Fraud, Waste &amp; Abuse:</b> Billing for services not rendered, up-coding, bundling or unbundling of services, medically unnecessary care, double-billing, using false credentials, or inappropriate documentation	<b>Phone:</b> (844) 478-0329 <b>Email:</b> <a href="mailto:siu@empowerarkansas.com">siu@empowerarkansas.com</a> <b>Website:</b> <a href="https://empower.ethix360.com">https://empower.ethix360.com</a>
<b>Care Coordination</b>	<a href="mailto:carecoordination@empowerarkansas.com">carecoordination@empowerarkansas.com</a>
<b>Consumer Advisory</b>	<a href="mailto:consumer.advisory@empowerarkansas.com">consumer.advisory@empowerarkansas.com</a>

## 18. Jikin Jiban ñan Kurlok

Ki Empower ro kwōj kurlok er	
<b>webjaite:</b>	<a href="http://www.empowerarkansas.com">www.empowerarkansas.com</a>
<b>Mail Atōrej:</b>	Wāween Jibañ Ejmour ko rejejjet an Empower HealthCare P.O. Box 211446 Eagan, MN 55121
<b>Atōrej in Ijo:</b>	17500 Chenal Pkwy., Suite 300 Little Rock, AR 72223
<b>Jibañ ñan Ro Uwaan:</b> Menin Jibañ, Maroñ Tobrak, Kōmālim ko, Jibañ jen Rijerbal in Ejmour, Pepa in Kwalok Joñan Kapeel, Kōmman pepa in Kwalok Kon eo, Kōmadmōd dibdikdik in jerbāl in Keijmour ko, Kotobalbal kejbarok ko, pepa in kajjitōk jen rijerbal in ejmour ñan joortoklik eo ikkijien wōnāan kōmadmōd ko, Abnōnō ikkijien jerbāl in keijmour.	(866) 261-1286   TTY 711
<b>Ro uwaan rej kwalok wāween Bōd ko</b>	<a href="mailto:complaintsandgrievance@empowerarkansas.com">complaintsandgrievance@empowerarkansas.com</a>
<b>Jibañ jen Jikin Kaūno eo</b> (jikin kaūno wōt)	(800) 364-6331
<b>Jerbāl nana, kakure &amp; Koōjorrāāe:</b> Piil ñan menin jiban ko rar jab lelok, bōd in nōmba ko rar etal ña joortoklik, kalōñlok ak kadiklok jibañ ko, , ruo kottan lelok piil, kōjerbāl melele ko rejab jejet,	<b>Talpoon:</b> (844) 478-0329 <b>Email:</b> <a href="mailto:siu@empowerarkansas.com">siu@empowerarkansas.com</a> <b>Website:</b> <a href="https://empower.ethix360.com">https://empower.ethix360.com</a>

<b>Council:</b>	<a href="http://mpowerarkansas.com">mpowerarkansas.com</a>
-----------------	--

ak pepa ko rejab ekkar	
<b>Kōlaajrak Jibañ</b>	<a href="mailto:carecoordination@empowerarkansas.com">carecoordination@empowerarkansas.com</a>
KAUNJEL EO ÑAN RO REJ WIA:	<a href="mailto:consumer.advisory@empowerarkansas.com">consumer.advisory@empowerarkansas.com</a>



Regulatory Contacts	
<b>Arkansas Department of Human Services</b>	(501) 682-1001
<b>U.S. Department of Human Services</b>	Toll Free: 800-868-1019   800-537-7697 (TDD)
<b>Suicide Hotline</b>	Toll Free: 888-274-7472
<b>AFMC PASSE Member Line</b>	(833) 402-0672
<b>Arkansas Office of the Medicaid Inspector General</b>	(501) 682-8349 or (855) 527-6644
<b>Division of Medical Services Office of the PASSE Ombudsman:</b> Individuals with a hearing or speech impairment may contact the Ombudsman office by dialing: (888) 987-1200, option 2.	<b>Phone:</b> (844) 843-7351 <b>Fax:</b> (501) 404-4625 PASSEOmbudsmanOffice@dhs.arkansas.gov P.O. Box 1437 Slot S-418 Little Rock, AR 72203-1437
<b>Arkansas Child Abuse Hotline</b>	1-800-482-5964
<b>Arkansas Adult Protective Services</b>	1-800-482-8049

Ro Tellokier ñan kurlok ir	
<b>Ra eo an Jiban ko an armij</b>	(501) 682-1001
<b>U.S. Ra eo an Jikin Jibañ ko an Armij</b>	Ejjetlok wōnāān Kurlok: 800-868-1019   800-537-7697 (TDD)
<b>Jikin Kurlok Jibañ ikkijien Lemnak in Make Bōk Mour</b>	Ejjetlok wōnāān Kurlok: 888-274-7472
<b>AFMC PASSE Line an Ro Uwaan</b>	(833) 402-0672
<b>Wōpij eo an Rijerbalin Etale Jikin Jerbal ko an Ejmour ilo Arkansas (Arkansas Office of the Medicaid Inspector)</b>	(501) 682-8349 or (855) 527-6644
<b>Mottan eo an Ejmour ikkijien Jiban ko (Division of Medical Services) Wōpij eo an PASSE Ombudsman</b> Armij ro ewōr aer utamwe ikkijien roñlokjen ak kōnono rej maroñ kurlok wōpij eo an Ombudsman ilo am dial: (888) 987-1200, jibed nōmba 2.	<b>Talpoon</b> (844) 843-7351 <b>Fax:</b> (501) 404-4625 PASSEOmbudsmanOffice@dhs.arkansas.gov P.O. Box 1437 Slot S-418 Little Rock, AR 72203-1437
<b>Jikin Kurlok ñe Ewōr Jorrāān ñan Ajri (Arkansas Child Abuse Hotline)</b>	1-800-482-5964
<b>Jibañ ko ñan kōjbarok Ritto ilo Arkansas (Arkansas Adult Protective Services)</b>	1-800-482-8049