



PROVIDER

Engagement team

Empower Provider Engagement team expands, ramps up contracting and roster processes

Chad Roggow, recently named Senior Director of Provider Engagement at Empower Healthcare Solutions, has recently hired two additional staff to round out his team. His team has launched an automated contracting and provider roster solution to make

becoming an in-network provider and updating rosters more convenient for the provider community.

Roggow is excited for the newly improved system and shared his goals for the future. “One of my goals ... is to ensure that the provider community is educated, supported and is being interacted with on a regular basis through our provider engagement team,” he said. “Our team will focus to ensure that the revenue cycle, on-boarding, enrollments and all other processes with our providers are working appropriately to help support an uninterrupted experience of caring for our members.”

The two new additions to his team are:

Kyly Plumlee, Manager Provider Contracting, responsibilities will include contracting, network adequacy reporting and ensuring our behavioral health/intellectual developmentally disabled (BH/IDD) providers have a positive experience joining the

Empower Healthcare Solutions network.

Katie Lor, Provider Network Specialist, is responsible for management of all new provider rosters, additions, changes, as well as future audit functions. Lor will work closely with provider groups to ensure there are no stoppages in claims payment for our BH/IDD providers related to roster information.

Roggow’s team also includes, Jamila Phillips, Manager of Provider Advocacy and Advocates Debbie McGillton and Micah Pryor.

The newly launched automated contracting and provider roster solution is located on the new Empower website under the **FOR PROVIDERS** tab. Providers may access this tab to update contact and roster information to prevent any delays in claim payments or inaccurate data being published on the provider directory. Providers can also email information to providerroster@empowerarkansas.com.

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Empower conducts provider access, availability survey

Empower Healthcare Solutions is committed to ensuring that our members have access to high-quality healthcare providers when they need it most. Our recent Provider Access and Availability Survey, which included feedback from a diverse group of healthcare professionals, has provided valuable insights into how we can enhance the overall member experience.



within seven days, and 57.38 percent provide immediate emergent care. For specialty consultations, 65.65 percent have a 15-day waiting time. Regarding after-hours calls, 61.63 percent are answered by a live party, with 94.59 percent of automated messages including emergency instructions. However, 98.08 percent of patients cannot speak with a provider within 30 minutes after hours.

Survey Participants and Response Rate

In this comprehensive survey, we engaged 249 respondents representing 431 providers out of the 1500 surveyed across various provider types, including Behavioral Health (BH), Primary Care Providers (PCP), Obstetrics and Gynecology (OB/GYN), and Specialists. While this represents a completion rate of 28.73 percent, it's important to note that several providers shared facilities and scheduling services, making the response rate a meaningful representation of our provider network.

Results

The survey results provide insights into healthcare providers' ability to schedule various types of appointments. Key findings include: 88.52 percent can offer urgent care within 24 hours, 93.44 percent schedule non-urgent visits within seven days, 90.16 percent accommodate preventive care

Importance and Conclusion

The results show that a significant number of facilities are capable of responding to a range of medical needs, including urgent, emergent, and preventive care, with varied but generally prompt scheduling options. Facilities also appear to have systems in place for after-hours calls, ensuring continued patient access and support.

These insights are crucial for understanding the accessibility and availability of healthcare providers, particularly in managed care settings. The data reveals how facilities are equipped to handle different levels of medical urgency and the availability of specialty services such as OBGYN care, specialty care and behavioral health services. For more information, contact Brittani Childers via email at Brittani.childers@empowerarkansas.com.

Empower integrates PCSP into state SHARE program

Empower Healthcare Solutions is making strides to enhance the healthcare experience for providers and members alike in Arkansas. In collaboration with the Arkansas Department of Health (ADH), Empower is diligently working to integrate our Person-Centered Service Plan (PCSP) into the State Health Alliance for Records Exchange (SHARE), which is the state's Health Information Exchange (HIE). This integration marks a significant milestone in ensuring that our providers have seamless access to our members' PCSP, a critical tool in delivering personalized, high-quality care.

The PCSP is a cornerstone of Empower's approach to healthcare, embodying the principle of patient-centric care by tailoring healthcare services to the unique needs and preferences of each member. By integrating the PCSP into the Arkansas ADH's SHARE, Empower is not only enhancing the interoperability of health information but also empowering providers with real-time access to crucial information

that can significantly improve the care delivery process.

With this integration, providers will have immediate access to a member's PCSP, which outlines their healthcare goals, preferences and the coordinated services required to meet their needs. This information is vital for providers to deliver effective, coordinated care, and ensure the best possible outcomes for Empower members. Moreover, the PCSPs will be available on SHARE at the close of this year, 2023, marking a pivotal step towards streamlined healthcare delivery and improved patient-provider coordination.

Furthermore, this initiative aligns with Empower's mission as a Provider-led Arkansas Shared Savings Entity (PASSE), which is designed to address the comprehensive healthcare needs of Medicaid beneficiaries who have complex behavioral health or intellectual and developmental disability (IDD) service needs. Under the Arkansas managed care model, provider-led organizations like Empower are responsi-

ble for integrating physical health care services, behavioral health services, and specialized home and community based services (HCBS). This integration reaffirms our commitment to creating a collaborative healthcare ecosystem where providers are equipped with the necessary tools and information to deliver exceptional care to our members.

Empower is excited about this collaboration with the Arkansas ADH and the positive impact it will have on our providers and members. Empower believes that by fostering a more connected healthcare community, the company can significantly enhance the quality of care, improve health outcomes, and enrich the healthcare experience for all involved.

Through the Provider Alert Hub, Empower will keep providers updated on the progress of this integration and other important developments in the healthcare landscape. Empower's goal is to ensure that providers are always well-informed and prepared to deliver the best possible care to members.

Empower announces 2023 EQRO activities, updates

In an ongoing commitment to quality healthcare, Empower Healthcare Solutions is proud to share the positive outcomes of the recent 2023 External Quality Review Organization (EQRO) activities. This review underscores Empower's dedication to providing top-notch care to its beneficiaries. Let's delve into the details of the EQRO journey and upcoming deliverables.

EQRO Overview

EQRO, or External Quality Review Organization, serves as an independent entity responsible for evaluating the quality of services offered by Managed Care Organizations (MCOs) in the healthcare sector. Empower's EQRO partner is Qsource, mandated by the Arkansas Department of Human Services (DHS) to ensure high-quality care delivery.

Significance of EQRO Activities

Empower acknowledges the multifaceted significance of EQRO activities, encompassing quality assurance, beneficiary protection, transparency and data-driven decision-making. These activities play a pivotal role in ensuring that company services consistently meet high-quality standards while safeguarding the well-being of beneficiaries, enhancing transparency through process and performance evaluations, and enabling data-driven decisions for continuous improvement. Staff collaboration with Qsource further bolsters Empower's EQRO endeavors by promoting innovation in quality improvement initiatives and ensuring strict compliance with DHS requirements and industry best practices.

Compliance Audit - Overview

Our Compliance Audit, conducted on 8/28/23, aimed to assess regulatory compliance and effectiveness across various aspects, including disenrollment requirements, enrollee rights, emergency services, capacity, coordination of care and practice guidelines. This audit also incorporated new standards from the 2023 CMS EQR Protocols.

Compliance Audit - Findings

With the impending release of the final report after the auditor's final review, Empower is eager to share the preliminary findings. The Qsource Assessment has identified areas for improvement, specifically in the Empower policy and procedure review process, where Empower has the opportunity to strengthen it, enhance documentation practices and improve tracking mechanisms. In response, Empower has taken proactive measures, including implementing a robust tracking procedure, maintaining comprehensive review histories and ensuring transparent documentation of review dates within policies. Staff is also formalizing the process for annual policy and procedure reviews, with a strong commitment to meticulously documenting outcomes. Looking ahead, the Compliance and Quality teams are actively working towards transitioning to an annual policy review cycle, aiming to complete all policy reviews by the end of 2023. Empower's dedication to continuous improvement and process excellence remains



unwavering, and plan to share the comprehensive final report to provide further insights into our journey of improvement.

Virtual Systems Review - Overview and findings

In a recent Virtual Systems Review, Empower concentrated on assessing system capabilities and workflow, encompassing enrollment systems, provider systems, claims, data integration and primary source review. Empower is pleased to report that the auditor commended Empower for its well-prepared presentations, thorough system demonstrations and effective responses to inquiries. Empower has received full compliance during the system review. As for future systems review and processes Empower will continue to improve on the ground work it has laid to ensure that systems are continually managed to the highest efficiencies.

Future EQRO Projects

Looking ahead, Empower remains steadfast in its commitment to delivering quality and has exciting EQRO deliverables on the horizon:

- PIP Summary Forms (Clinical and Nonclinical): These forms serve as comprehensive documentation and validation for Performance Improvement Projects (PIPs) in alignment with CMS EQR Protocols and the PASSE Agreement. Our Clinical PIP focuses on our Psychiatric Residential Treatment Facilities (PRTFs) with the overall all goal of decreasing readmission rates and increasing follow-up care. Our Nonclinical PIP focuses on our Incident Reporting process with the overall all goal of increasing timeliness and completeness of the forms submitted.
- PASSE Protocol 8 - Plan Interventions for DHS Topic (PRTF Readmissions): In conjunction with DHS we are providing addition focused on reducing readmissions to (PRTFs) through this protocol, aligning with DHS's dedication to enhancing mental health services. We look forward to making meaningful contributions in this important area.

Empower remains steadfast in its commitment to compliance and ongoing quality improvement. The EQRO activities outlined above exemplify our dedication to delivering superior healthcare services. The Quality team looks forward to any questions and continued collaboration in our mission to provide the best possible care to all individuals served by Empower.

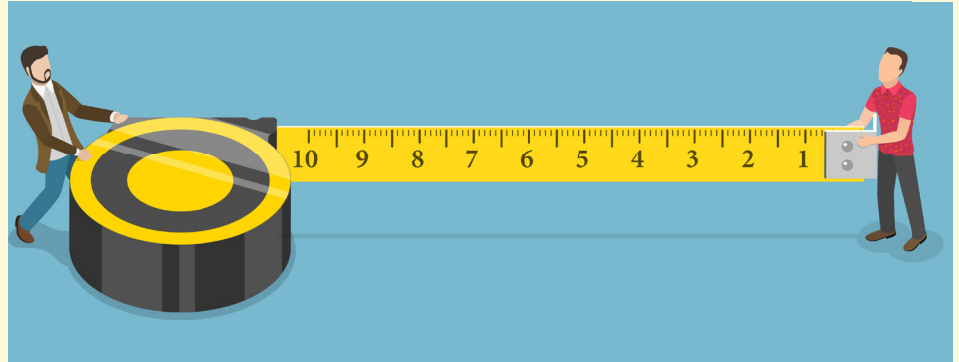
Empower Healthcare Solutions celebrates key achievements in HEDIS MY2022 performance

Reflecting on the completion of the Healthcare Effectiveness Data and Information (HEDIS) for Measurement Year 2022, Empower Healthcare Solutions has achieved significant milestones. The company's diligent efforts and the dedicated partnership of providers have culminated in exciting highlights from Empower measures' performance.

HEDIS is a comprehensive tool used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service. Essentially, HEDIS consists of a set of standardized performance measures that compare how the health care system is performing in terms of quality and service. For Empower, the HEDIS measures are not only a gauge of performance but also a catalyst for improvement. They align with the company's commitment to providing quality care to members and offer insights into where the company can enhance services.

Below are a few of the notable achievements.

The importance of HEDIS to Empower cannot be overstated. It



serves as a benchmarking tool that allows Empower to measure where the company stands in relation to national standards and other managed care organizations. It provides Empower with objective data to inform quality improvement projects, helping staff focus efforts where it is most needed.

Empower's HEDIS performance reflects the collective commitment of Empower and its providers to excellence in healthcare delivery. The results from MY2022 are not just numbers; they are a testament to the hard work and dedication of Empower's provider network who are at the forefront of patient care. These

achievements lay the groundwork for continuous improvement, and Empower looks forward to building on these successes as the company moves into the next measurement year.

Empower's ongoing collaboration with providers is crucial for these endeavors. Staff would like to express its gratitude to all the healthcare providers for their commitment to quality and their contributions to Empower's HEDIS success. Together, Empower and its providers are not only meeting but exceeding the standards of care for its members, paving the way for a healthier future.

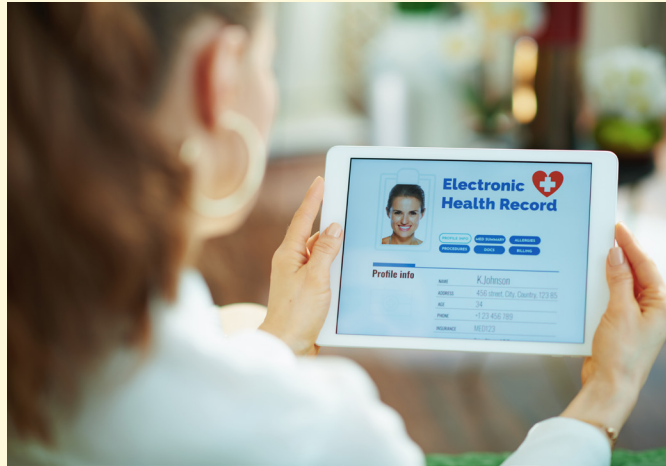
Measure Name	National Benchmark Average (95th Percentile)	Empower's Rate
Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics - 1 to 11 years old	77.31%	79.44%
Use of First-Line Psychosocial Care for Children and Adolescents on Antipsychotics - 12 to 17 years old	77.5%	77.88%
Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose and Cholesterol Testing (1-11)	53.77%	58.15%
Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose and Cholesterol Testing (12-17)	59.32%	69.61%

Quality team conducts annual state mandated MRDR

The Empower Quality Department is conducting the annual state-mandated Provider Medical Records Documentation Review, (MRDR). This annual review is part of Empower's quality improvement initiatives, which seeks to improve member care and treatment outcomes.

The purpose of the MRDR is to assess the documentation practices of specific groups of providers to determine if providers are meeting the performance standards set forth in the PASSE Provider Agreement as well as requirements in the Empower Provider Handbook, with the aim of maximizing the quality of care provided to Empower members.

The state requires Empower to include all providers that render healthcare services to our members to participate in the review as an ongoing quality improvement initiative. The 2023 Provider MRDR will be composed of randomly selected providers from psychiatrists, psychologists, licensed social workers, obstetrician-gynecologists, primary care physicians and pediatricians. All participating providers will have five members records reviewed. Information on this and other provider rights and responsibilities can be found in the Empower Provider handbook at <https://getempowerhealth.com/for-providers/provider-materials/provider-handbook/>



Selected providers for the 2023 review have started to receive direct notification for their participation in this year's review. After the initial notification, the contact person for each provider will receive additional information about online provider training, a list of Empower members whose medical records will be reviewed, a checklist of required documentation and the record submission process.

All participating providers will receive their individual results and feedback from

the Quality team upon completion of review of all medical records. No individual provider's results will be made public. Empower may request that individual providers submit corrective action plans for improving their recordkeeping practices, when needed.

Further updates on the 2023 Provider MRDR, along with additional provider tools and resources for best practices, can be found on the Empower website, www.getempowerhealth.com.

The Empower Quality department is here to answer any review questions providers may have. Please contact Rea Goyne, RN BSN, Quality Nurse Manager, directly for assistance at Rea.Goyne@empowerarkansas.com or at (501) 529-5241.



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PROVIDER NOTES

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- ◆ EW
- ◆ Provider forms/resources
- ◆ Incident reporting
- ◆ Provider alerts
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- ◆ Provider portal
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