



March 28, 2024

Re: Changes to Empower Healthcare's Personal Care Services Policy

Providers,

Empower Healthcare Solutions has updated the policy for Personal Care Services. **Changes will be effective 04/01/2024.**

Updates include:

- Removal of language that Personal Care Attendants cannot be part of the member's household.
- Please note that Personal Care Attendants are not eligible for the remaining categories:
 - Member's spouse
 - A minor's parent
 - A minor's stepparent
 - Foster parent
 - Anyone acting as a minor's parent
 - Legal guardian of the person
- To align with these changes, the attestation related to staffing must be submitted with the authorization to ensure compliance with the DHS and Empower Personal Care Services policy.
- Clarification that the member's primary care physician is required to sign the DMS-618.

For questions, please contact Empower Provider Relations
empowerhealthcaresolutionspr@empowerarkansas.com.

Thank you,

Empower Healthcare Solutions