



March 6, 2024

RE: Clearinghouse questions

Providers,

Please be reminded that Empower transitioned our direct clearinghouse services to Availity in December 2022.

At this time, **Empower has not experienced any disruption** with services provided by Availity. However, we understand that issues may occur which impact file exchanges between providers and payers. As an organization, Empower always tries to support bridging the gap when service disruptions occur by allowing providers to continue to file claims until issues are resolved.

In the event of clearinghouse service interruptions, please be reminded of other options for your staff to continue to file claims with Empower until those services are restored:

- Submission through Availity (Evolent/Empower's clearinghouse)
  - Providers can register for an Availity Essentials Portal account at [www.availity.com](http://www.availity.com)
  - For guidance or tips, please refer to the following resource: [EDI Quick Start Guide for Availity](#)
  - Contact Availity Client Services with questions: 1-800-282-4548
  - **Payer Name: Empower Arkansas**
  - **Payer ID: 12956**
  
- Submission via the Empower Provider Portal (professional claims only)  
<https://bharportal.valence.care/>
  
- Submission via paper mail to the address below:  
Empower Healthcare Solutions LLC  
PO Box 211446  
Eagan, MN 55121

For questions, please contact Empower Provider Services at (855) 429-1028 or Empower Provider Relations at [empowerhealthcaresolutionspr@empowerarkansas.com](mailto:empowerhealthcaresolutionspr@empowerarkansas.com).

Thank you,

Empower Provider Relations