April 30, 2024

Re: Changes to Empower Healthcare’s Outpatient Behavioral Health Limits and Updates to Billing EOBs

Providers,

When calculating the need for an Extension of Benefits, the member’s comprehensive utilization from January 1, 2024 to present should be included. For example, once the member has reached the new limit while calculating all 2024 utilization, then an extension of benefits must be requested.

Please remember that once these limits have been reached, then an extension of benefits request should be submitted to the Utilization Management Department with the corresponding clinical documentation. The authorization forms and contact information are located at <https://getempowerhealth.com/for-providers/provider-materials/provider-forms-resources/> for behavioral health providers.

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

Thank you,

Empower Healthcare Solutions