



April 26, 2024

Re: Overpayment of Adjudicated Claim

Providers,

If you have received a notification dated on or around April 13, 2024, or April 26, 2024, titled “Overpayment of Adjudicated Claim” with the listed reason as “Claim reprocessed due to updated pricing/benefits,” then please disregard. Your claims will be re-reviewed, and you will receive another letter if the claims were overpaid. These claims are specifically related to Personal Care Services and CES Waiver. As a reminder, all Personal Care and CES Waiver Services require prior authorization.

If you receive a new overpayment request, please follow the instructions within the notice of overpayment if you wish to formally dispute the findings.

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

Thank you,

Empower Healthcare Solutions