



Empower Healthcare Solutions revamps Chronic Condition Management program

Empower Healthcare Solutions is pleased to announce major improvements to its Chronic Condition Management Program (CCM Program).

Relaunched in March 2024, the improvements were initiated after planning that included a much more comprehensive program that was based on chronic conditions medical protocols that would guide the individualized self-directed goals. Other activity that was addressed with the in-depth planning was the determination of covered conditions, incorporation of active interviewing, formulation of pertinent policies, and

establishment of the comprehensive workflow. These foundational changes have been successfully implemented to enhance the management of chronic conditions for our members.

The CCM program employs a data driven identification process with referrals to the CCM Program Nurse Melissa Griffin, BSN, RN. Eligibility for the program requires members to have one or more of the following conditions:

- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Congestive Heart Failure
- Hypertension.
- Cardiovascular Conditions
- Diabetes.

The Millman Care Guidelines (MCGs) are used to assist in defining a standard of care education plan specific to a member's needs. The program's approach to chronic condition management is interdisciplinary, ensuring integrated care delivery.

The program team comprises the member's healthcare providers, the Empower CCM Nurse, and the

member's designated Empower Care Coordinator (CC).

This collaborative framework ensures seamless coordination of care across various healthcare services, optimizing health outcomes for participants.

The CCM nurse facilitates with the member comprehensive ongoing assessments in collaboration with the CC. These assessments cover the current status of the member's conditions, management practices, medication adherence, social determinates of health needs and any recent healthcare interactions, such as visits to providers, emergency departments, or hospital admissions. With a focus on patient-centered goals, the program measures progress regularly, offers education on chronic condition management, and empowers members to make informed health decisions by providing necessary resources and support.

Upon a member's enrollment, a notification letter will be sent to the relevant providers detailing the member's participation in the CCM Program.

For information or inquiries, please contact the Empower team at chronic.conditions@empowerarkansas.com.

THIS ISSUE

- ◆ Empower partners with DispatchHealth®
- ◆ Maternal Health program
- ◆ Transition of Care initiative
- ◆ Provider alerts



Empower set to launch maternal health program

Empower Healthcare Solutions is set to launch its Maternal Health Program, designed to provide comprehensive support and care coordination for pregnant and postpartum members. With a focus on enhancing the well-being of expectant mothers and their newborns, this program offers a range of services aimed at ensuring a smooth and healthy journey through pregnancy and beyond.

Enhanced Care Coordination

One of the key features of the program is its enhanced care coordination services. Recognizing the importance of consistent support throughout the prenatal and postpartum periods, the program includes: Monthly calls during the first trimester to check in on the mother's health and address any early concerns.

Weekly calls during the second and third trimesters to provide ongoing support and guidance as the pregnancy progresses.

Monthly face-to-face visits to assess the mother's health status and address any emerging issues.

Assistance with finding and establishing OB care, ensuring that mothers receive the best possible prenatal care.

Assistance with making appointments and appointment reminders for all prenatal and

postpartum care, helping mothers stay on track with their healthcare needs.

Assistance with developing a birth plan, including decisions about the birth location, choice of doctor, and support person(s).

Holistic support

Empower Healthcare Solutions understands that maternal health goes beyond just medical care. That's why the Maternal Health Program also focuses on addressing social determinants of health and providing support for mental health and substance use disorders. The program includes:

Connecting members with Outpatient Behavioral Health Services, ensuring that depression screening is completed and addressing any mental health concerns.

Screening and monitoring for Substance Use Disorders (SUD), with access to appropriate resources and support for those in need.

Ensuring Social Determinants of Health (SDOH) screening is completed, and providing referrals to resources for all Health-Related Social Needs (HRSN) as well as medical needs.

Access to Chronic Condition Management (CCM) and Medical Transitions of Care (MTOC) Nurse, for comprehensive management of chronic conditions during pregnancy

and beyond.

Access to Dispatch Health, Empower's Concierge medical service, for convenient and timely medical care at home when needed.

Education and Information

Knowledge is power, especially when it comes to pregnancy and childbirth. That's why the Maternal Health Program includes:

Education each trimester on pregnancy, childbirth, and postpartum care, providing mothers with the information they need to make informed decisions and take control of their health.

Support for new families

Empower Healthcare Solutions is committed to supporting families beyond the birth of their child. The Maternal Health Program will provide the following resources:

Information on WIC, SNAP, and Medicaid for the new baby, ensuring that families have access to essential resources for their child's well-being.

The Empower staff believe that every mother deserves access to high-quality, comprehensive care throughout their pregnancy and beyond. With the Maternal Health Program, Empower is dedicated to empowering mothers and families to achieve healthy outcomes and thrive during this transformative time in their lives.

DispatchHealth® to bring healthcare services to Empower members' homes in Central Arkansas

Empower Healthcare Solutions has launched a partnership with DispatchHealth®, a pioneer in on-demand urgent medical care. This collaboration aims to revolutionize the way high-acuity patients receive medical attention by bringing quality healthcare services directly to their homes.

With highly skilled and credentialed medical professionals, DispatchHealth® is dedicated to complementing and extending the practice of healthcare providers. With the ability to treat 95 percent of the most common emergency room diagnoses, DispatchHealth® ensures that patients receive the urgent care they need without the inconvenience of visiting a hospital or clinic.

One of the key advantages of DispatchHealth® is its accessibility. Operating for Empower members, residing in Central Arkansas only, from 8 a.m. to 10 p.m., 365 days a year, including weekends and holidays, DispatchHealth® ensures that patients can access urgent medical care whenever they need it. This round-the-clock availability eliminates the need for patients to wait for their primary care provider's office to open or endure long waits in the emergency room.

In addition to being accessible, DispatchHealth® services are also



affordable. They are in-network with Empower, ensuring that patients can receive the care they need without worrying about excessive costs.

Requesting care for Empower patients through DispatchHealth® is quick and easy. Providers and staff can call 501-260-7213 to set up a DispatchHealth® visit for Empower members living in Central Arkansas.

After the visit, DispatchHealth® ensures seamless continuity of care. They send detailed notes to the referring provider, ensuring that patients receive appropriate follow-up care.

DispatchHealth® also handles prescriptions and billing through Empower further streamlining the process.

It is important to note that

DispatchHealth® should not be used in life-threatening emergencies and does not replace a primary care provider. In such cases, members should call 911 or go to the nearest emergency room. DispatchHealth® complies with all applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Empower is thrilled to partner with DispatchHealth® to bring high-quality, in-home urgent medical care to patients. Together, Empower and DispatchHealth® aims to empower patients and healthcare providers alike, ensuring that everyone has access to the care they need, when they need it.

For information, call DispatchHealth® at 501-260-7213.



Melissa Griffin and Cynthia Ball, both part of Empower's Quality team, visit with one of the speakers at a recent Child Abuse Awareness Rally Benton, Ark.

New Medical Transition of Care program to enhance support for Empower members, families



Empower Healthcare Solution recently launched a new Medical Transitions of Care program, an initiative designed to enhance the support provided to members and their families during hospitalizations and transitions between care settings.

The Medical Transitions of Care program focuses on seamless integration and quality care management, which involves close collaboration and shared decision-making among members, caregivers, and providers. By advocating for continuity of care and following established guidelines, Empower aims to foster strong relationships between primary care providers and their patients.

Key Features of the Program:

■ **Integrated Care Coordination:** A specialized Transitions of Care Nurse

will be assigned to oversee the member's care process, from hospitalization to various transitions, whether to a primary or specialty care setting, long-term care facility, home health, or rehabilitation center.

■ Personalized Care Plans:

A Transitions of Care Nurse will develop an individualized plan of care, set goals with the member and caregiver, and coordinate with the discharge team to ensure a comprehensive discharge plan. A follow-up visit with the primary care provider will be scheduled within 7-14 days post-discharge.

■ Ongoing Monitoring and Support:

After hospital discharge, the nurse will monitor the member's condition through follow-up phone calls tailored to their specific health needs. Education

on medication management, disease self-management, symptom detection, and when to seek further medical care will be provided to both member and caregiver.

■ **Collaboration and Communication:** Regular updates will be communicated to the provider once care goals have been met. A Transitions of Care Nurse will also work closely with the member's assigned care coordinator to ensure follow-through on the care plan.

■ Outcome-Oriented Objectives:

The program aims to identify and address barriers to care, close gaps in care, and reduce the likelihood of hospital readmissions and frequent emergency department use. By engaging members and their guardians in the care process, we enhance collaborative care and shared decision-making.

Empower believes that the program will not only support members during critical times but also empower providers to deliver more effective and coordinated care. Empower is committed to the well-being of members and look forward to the positive impact this program will have on their health outcomes.

Empower thanks providers for continued partnership as we strive to improve the quality of care we deliver together.

ALERT

Overpayment of Adjudicated of Claim notice

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, contact the Provider Relations team: empowerhealthcaresolutionspr@empowerarkansas.com.

Empower releases 2023 Cultural Competency Program evaluation, description plan

Empower Healthcare Solutions has released its 2024 Cultural Competency Plan (CCP) Evaluation and Plan description.

The evaluation, based on 2023 demographic information, aims to assess and improve healthcare quality and equity by reducing health care disparities. The CCP and Plan Description are annual requirements by the Department of Human Services as specified in the 2023 PASSE Agreement Sections 4.8 to 4.8.4, and Section 4.2.4 and the PASSE Provider Manual Section 231.400.

Empower's Quality Management (QM) department is responsible for the coordination and monitoring of the CCP. Annually, the CCP is presented and approved by Empower's Medical Quality Management Committee (MQMC).

The comprehensive evaluation provides valuable insights into the behavioral health and developmental disability populations, as well as

gender, race, and age demographics across various counties in Arkansas. By analyzing this data, Empower aims to address the unique needs of its diverse member population and deliver culturally sensitive care. "The 2023 Cultural Competency Evaluation allows us to identify areas for improvement and ensure that our services meet the unique needs of our diverse member base," notes Tripp Franks, LCSW, Quality Improvement Senior Analyst.

Franks noted several differences in demographic information in this year's CCP as compared to last year's CCP. For instance, a notable difference was the number of members that used the language line for interpreter services. According to Franks, the number of calls to the language interpreter line increased by almost 60 percent. This may represent an increased comfort among Empower members in accessing culturally competent care.

Looking ahead, Empower has set

ambitious goals for the upcoming years, with a particular focus on expanding its CCP.

The plan for 2024 and 2025 includes several key accomplishments and opportunities. Staff plan to further develop training programs to enhance the cultural competency skills of staff and providers. Staff aim to establish more robust community partnerships to better understand the unique needs and challenges of the populations Empower serves. In addition, Empower will continue to evaluate the effectiveness of our CCP through data analysis and member feedback.

The complete CCP, including the evaluation results, is now available for review on the Empower Healthcare Solutions website, getempowerhealth.com. Empower encourages all stakeholders, including members, healthcare providers and community organizations, to access the report and provide feedback.

Empower updates annual limits for outpatient BH services

Empower Healthcare Solutions has updated the annual limits for Outpatient Behavioral Health Services. These changes will be effective June 1, 2024.

These updates impact the following services:

- Individual Counseling
- Group Counseling
- Marital/Family Counseling Pharmacological Management
- Interpretation of Diagnosis
- Adult Rehabilitative Day Services
- Peer Support
- Adult Life Skills
- Individual and Group Life Skills for Adolescents
- Child and Youth Support Services

Please remember that once these limits have been reached, then an extension of benefits request should be submitted to the Empower Utilization Management Department with the corresponding clinical documentation.

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.

The authorization forms and contact information are located on the Empower website, getempowerhealth.com.

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



Improved provider roster solution tool available immediately

Empower Healthcare Solutions has recently launched an automated contracting and provider roster solution to make becoming an in-network provider and updating rosters more convenient for the provider community.



Senior Director of Provider Engagement Chad Roggow encourages providers to utilize these tools.

The fully 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 email any questions about these tools to providerroster@empowerarkansas.com.

Provider Relations team set to connect with provider statewide

Empower’s Provider Relations team will be present at many locations throughout the state as exhibitors at conferences this summer for behavioral health, intellectual/developmental disabilities and medical providers.

The Provider Relations team is available to engage with professionals and connect with those seeking information about services that can help them do their jobs and serve members more efficiently.

The Provider Relations team can be reached at empowerhealthcaresolutionspr@empowerarkansas.com to offer

assistance and answer questions.

Additionally, the Provider Relations team encourages all providers and staff to sign up for the Empower distribution list to receive Empower communications, provider alerts and a quarterly newsletter. Sign up today on the Empower website, getempowerhealth.com.

Provider Relations team members, Micah Pryor and Jamila Phillips, recently attended a training conference for providers.



Provider Services

(855) 429-1028
www.getempowerhealth.com

Corporate Offices:
17500 Chenal Parkway, Suite 300
Little Rock, AR 72225

Correspondence:
Empower Healthcare Solutions
P.O. Box 211445
Eagan, MN 55121

Contracting/Credentialing
(855) 429-1028
empower.network@empowerarkansas.com

Administration

Mitch Morris, Chief Executive Officer

Greg Lueck, Chief Operating Officer

Marty Catron, Chief Financial Officer

Dr. Brad Diner, Chief Medical Officer

Suzanne Tipton, Chief Compliance Officer

Provider Relations

Chad Roggow, Senior Director, Provider Engagement
empowerhealthcaresolutionspr@empowerarkansas.com

Provider Connections newsletter is produced quarterly. Please feel free to share this newsletter. If you would like to receive the newsletter, or provider alerts please email: empowerhealthcaresolutionspr@empowerarkansas.com

PROVIDER NOTES

Visit our website at
www.getempowerhealth.com
TO FIND RESOURCES FOR PROVIDERS:

- ◆ Clinical practice guidelines
- ◆ Contracting/credentialing
- ◆ Cultural competency plan
- ◆ EW
- ◆ Provider forms/resources
- ◆ Incident reporting
- ◆ Provider alerts
- ◆ Provider FAQ
- ◆ Provider handbook
- ◆ Provider portal
- ◆ Pharmacy provider guidelines
- ◆ Provider quality improvement activities

