empower
HEALTHCARE SOLUTIONS

July 19, 2024

RE: Empower impacts due to Crowdstrike Outage

Providers:

As you may have heard, Crowdstrike, one of the leading cybersecurity software companies with commercial and government customers around the globe, is experiencing a significant service outage. The root cause has been identified as an errant patch that Crowdstrike deployed to its customers overnight. They are actively addressing the issue and have started rolling out fixes to their clients.

Empower does not currently utilize Crowdstrike directly within our enterprise, however, some of our vendor partners either use Crowdstrike directly or rely on other vendors who use Crowdstrike.

At this time, we are aware of the following vendors utilizing Crowdstrike products:

- Evolent

  Many key Evolent systems are currently down, including:

  - Empower Provider Portal

- HHAeXchange

Evolent has identified a path to resolution, but it will take them time to execute. They expect to be working on this throughout the day and into the weekend.

Empower will share updates as we receive them from Evolent.

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

Thank you,

Empower Provider Relations