



August 22, 2024

Re: Changes to Empower's ICF Authorization Process

Providers,

Empower Healthcare Solutions has updated our process for Intermediate Care Facilities' (ICF) authorizations. Effective immediately, for new requests, Empower will authorize the Dates of Service according to the effective dates on the DHS-704 form (i.e. 1 year) for all ICF requests.

Please note there is no impact to current authorizations.

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

Thank you,

Empower Healthcare Solutions