

PROVIDER CONNECTIONS

PARTNERING WITH PROVIDERS TO EMPOWER MEMBERS TO LEAD FULLER, HEALTHIER LIVES

WINTER 2024



Empower Healthcare Solutions conducts state-mandated provider records review

Empower Healthcare Solutions is conducting the annual Arkansas state-mandated Provider Medical Records Documentation Review, (MRDR).

According to the Empower Quality department staff, this annual review is part of Empower’s quality improvement initiatives, which seeks to improve member care and treatment outcomes. The purpose of the MRDR is to assess the documentation practices of specific groups of providers to determine if providers are meeting the performance standards set forth in the Provider-

led Arkansas Shared Savings Entity (PASSE) Provider Agreement, as well as requirements in the Empower provider handbook. The aim of this project is to maximize the quality of care provided to Empower members.

The state requires Empower to include all providers rendering member healthcare services to participate in the review as an ongoing quality improvement initiative. The 2024 Provider MRDR will be composed of randomly selected providers from psychiatrists, psychologists, obstetrician-gynecologists, primary care physicians, and pediatricians. Five member records will be reviewed for each provider. Information on this and other provider rights and responsibilities can be found in the Empower Provider Handbook, found on the Empower website getempowerhealth.com

Selected providers for the 2024 review should have received direct notification for their participation in this year’s review. When the initial notification is made by an Empower representative, each provider’s contact

person will receive the following information: a list of Empower members whose medical records will be reviewed, a checklist of required documentation, instructions on how to submit medical records, and directions on how to access on-line Empower provider training.

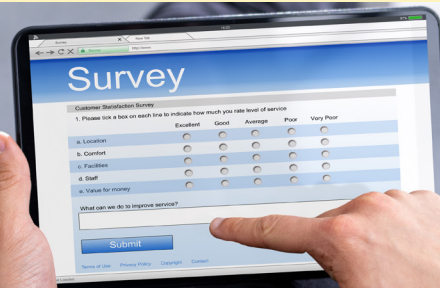
Once the medical records review has been completed, each participating provider will receive their individual results, along with feedback. The individual provider’s results will not be made public. Based upon the findings, Empower may request that individual providers submit corrective action plans for the improvement of documentation practices.

For further updates on the 2024 MRDR, along with additional provider resources for best practices, go to the Empower website, getempowerhealth.com. If providers have questions regarding the review, reach out to Melissa Griffin, BSN RN, Medical Record Review Coordinator, at melissa.griffin@empowerarkansas.com or at (501) 553-7296.

THIS ISSUE

- ◆ Provider access survey completed
- ◆ Roster update reminder
- ◆ New provider welcome
- ◆ Provider alerts

Empower completes provider access, availability survey



Empower Healthcare Solutions is excited to announce the completion of our 2024 Provider Access and Availability Survey with an outstanding 71 percent response rate. Thank you to all Empower providers that participated in the survey. Participation in this survey plays a vital role in helping identify areas of improvement, eliminating barriers to care, and enhances the overall member experience.

Empower recognizes the significance of access and availability in delivering comprehensive healthcare to our members. The goal of this survey was to ensure that our members have ample access to primary care, behavioral health, and specialty providers, not just during regular business hours but also

after hours.

Eighty-nine percent of participating behavioral health providers reported being able to schedule an initial appointment within 14 days to establish care for our members. Additionally, 100 percent of participating providers had immediate availability or directed members to the appropriate care provider for non-life-threatening emergency appointments.

In primary care, 100 percent of participating providers were able to provide immediate appointments or appropriate referrals for conditions or injuries requiring urgent medical attention. Furthermore, 91 percent were able to schedule a wellness or preventive visit within 14 days.

Ninety-eight percent of participat-

ing Specialty providers had an appointment available within 30 days with a referral from a primary care provider.

Overall, the after-hour access survey showed 98 percent of participating providers had after-hour access to a medical provider within 30 minutes of the initial call.

Empower staff believes that every provider within the Empower network is an invaluable asset in the organization's mission to provide exceptional healthcare experiences. Participation in these surveys contributes directly to the ongoing improvement of Empower's services, ultimately benefiting Empower members and the communities Empower serves. Empower staff appreciates your time, dedication and commitment to excellence.

ATTENTION NEW EMPOWER PROVIDERS: All Aboard!

As a newly contracted provider with Empower Healthcare Solutions, Empower first would like to say, "Thank you for joining the Empower network." Empower's number one priority is to empower individuals to lead fuller, healthier lives, so we appreciate providers for joining Empower in that mission.

Providers that have not completed the on-boarding process, should reach out to Empower to secure a time and date for this training. This process includes a warm welcome to the Empower network along with introducing you to the Empower Provider Relations Advocates. New providers will also receive valuable information and resources that will assist with accessing the Empower Provider Portal, Prior Authorization Lookup Tool, EVV via HHA, signing up for electronic payments via InstaMed, and so much more.

For information, email empowerhealthcaresolutionspr@empowerarkansas.com.



Home for the Holidays -- DispatchHealth® delivers emergency room magic to member living rooms

Feeling sick? With cold and flu season right around the corner, Empower Healthcare Solution members, living in Central Arkansas, can stay home and feel better with Empower's partner DispatchHealth®.

Traditionally, emergency rooms (ER) have been the go-to destination for holiday health mishaps or cold and flu symptoms; however Empower has teamed up with highly skilled and credentialed medical professionals at DispatchHealth®. 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.

One of the key advantages of DispatchHealth® is its accessibility. Operating for Empower members 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 around-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.

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 additional information, members in Central Arkansas should call DispatchHealth® at 501-260-7213.

Providers: update rosters via the Empower website

**IMPORTANT
REMINDER**

In partnership with providers, Empower is constantly working to ensure the organization has the most up-to-date provider information. Ensuring accurate information through an updated provider roster allows Empower to capture current information for each provider at each facility.

Provider rosters forms can be found at: <https://getempowerhealth.com/for-providers/>. For medical providers please submit updates to empowernetworkops@accesshealthservices.com. Behavioral health providers should submit updates to providerroster@empowerarkansas.com.

Reminder: Provider method for submitting appeals

Empower Healthcare Solutions would like to remind all providers of the method for submitting appeals.

Once a provider receives an adverse determination notice from Empower Healthcare Solutions, providers may either request a reconsideration from Empower or request a hearing from the Arkansas Department of Health Office of Medicaid Provider Appeals.

- Please note that if a request for a hearing from the Arkansas Department of Health Office of Medicaid Provider Appeals is made by the provider, this will bypass Empower's reconsideration process completely.

The request for either the reconsideration through Empower or the hearing through the Arkansas Department of Health Office of Medicaid Provider Appeals must be submitted in writing within 35 calendar days from the date of the notice of adverse decision/action.

The request for a reconsideration through Empower must include a copy of the adverse decision notice received from Empower and any additional documentation to support medical necessity.

If the reconsideration is denied by Empower, the provider has 35 calendar days to submit a request for a hearing to the Arkansas Department of Health, Office of Medicaid Provider Appeals. Provider appeals must be submitted to: Arkansas Department of Health Office of Medicaid Provider Appeals



4815 West Markham Street, Slot 31 Little Rock, AR 72205 FAX: 501-661-2357.

The request for a hearing with the Arkansas Department of Health Office of Medicaid Provider Appeals must include the notice of adverse determination received from Empower and a statement explaining the reason for the appeal. All provider appeals are conducted by the Arkansas Department of Health. Providers should not send provider appeals to the DHS Office of Appeals and

Hearings.

Please ensure that all staff are educated about this requirement. This information is documented in the Provider-Led Arkansas Shared Savings Entity (PASSE) Provider Agreement (Section 4.9.7) found at <https://humanservices.arkansas.gov/wp-content/uploads/PasserAgreement-2023-FINAL.pdf>.

Providers may also contact the Empower assigned DMS PASSE Compliance Liaison or the DMS Assistant Director of Plan Compliance at the email addresses below with any questions or concerns.

- Shamia Rafter (Liaison for Arkansas Total Care and Empower) shamia.rafter@dhs.arkansas.gov
- Chawnte Booker, DMS Assistant Director of Plan Compliance - chawnte.booker@dhs.arkansas.gov

For other questions, contact Empower at empowerhealthcaresolutionspr@empowerarkansas.com.



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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

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www.getempowerhealth.com
TO FIND RESOURCES FOR PROVIDERS:

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

