



December 3, 2024

Re: Changes to Empower Healthcare's Personal Care Services Authorization Request Form

Providers,

Empower Healthcare Solutions has revised the request form to access Personal Care Services. This will replace DHS' DMS-618. This is the only form that will be accepted for new Personal Care Services requests received beginning 01/01/2025. The new form establishes that the members' needs and the assistance requested are appropriately documented for Empower's Utilization Management team to review for medical necessity.

**These changes will be effective 01/01/2025 for new requests.**

The new form will be accessible on our website as a fillable PDF under Provider Forms & Resources: <https://getempowerhealth.com/for-providers/provider-materials/provider-forms-resources/>

For questions, please contact Empower Provider Relations [empowerhealthcaresolutionspr@empowerarkansas.com](mailto:empowerhealthcaresolutionspr@empowerarkansas.com).

Thank you,

Empower Healthcare Solutions