

PROVIDER CONNECTIONS

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

SPRING 2025



Empower Healthcare Solutions Quality Team to present at 2025 MCG Client Forum

Empower Healthcare Solutions is honored to be invited as a featured speaker at the MCG Health Client Forum 2025, a premier event showcasing innovative strategies for improving healthcare quality, transitions of care and chronic condition management. The conference, to be held May 13 – 15, 2025 in San Diego, Calif., will bring together industry leaders to discuss data-driven, evidence-based approaches to enhancing patient outcomes and health system performance.

Several of Empower’s Quality Team

leadership and clinical experts will present on two critical topics.

Empowering Health Through Comprehensive Chronic Condition Management will be held May 14, 2025. Speakers include Melissa Griffin, BSN, RN, Quality Nurse Senior Analyst, and Brigham A. Gibson-Oliver, Jr., DrBA, Senior Director of Quality Assurance and Performance Improvement (QAPI). This session will highlight Empower’s Chronic Condition Management Program (CCMP) and its role in reducing emergency department visits, improving disease management, and addressing social determinants of health. Attendees will gain insight into how care coordination, data analytics, and digital tools such as the “Stop Light” self-assessment have helped drive positive health outcomes. Case studies will demonstrate how Empower integrates DispatchHealth© services to enhance member engagement and quality of life.

Enhancing Transitions of Care to Improve Clinical Outcomes and Address Social Determinants of Health will be held May 15, 2025. Speakers include

Cynthia Ball, RN, CCM, Quality Nurse Senior Analyst, and Gibson-Oliver. Empower’s Medical Transitions of Care (MTOC) Program has been instrumental in reducing hospital readmissions and ensuring smoother care transitions for members. This session will explore how MCG care guidelines and our mobile urgent care partnership help Empower streamline care coordination and enhance population health management. Real-world examples will showcase how innovative tools like the “Stop Light” self-assessment have helped prevent unnecessary emergency visits, improve member outcomes, and drive financial sustainability.

Empower leadership is proud to share these initiatives with a national audience and continue advancing quality-driven, member-centric care. Stay tuned for insights from the conference and how these innovations will further support our providers and members. For more information about the MCG Client Forum, visit <https://clientforum2025.eventscribe.net/>.

THIS ISSUE

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- ◆ HHAExchange implementation
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Empower updates BH services configuration

Empower Healthcare Solutions updated the configuration of the behavioral health services (see below) March 1, 2025.

When submitting a request for an Extension Of Benefits (EOB) or Prior Authorization, please submit only one of the codes within the grouping.

Any of the codes within the grouping can then be billed for reimbursement. For example, if requesting EOB for individual behavioral health counseling services, a provider can request 90837. That provider can then bill the appropriate level/code of service delivered (90832, 90834, or 90837) using the 90837 authorization.

- Grouping 1: Individual

Behavioral Health Counseling 90832, 90834, 90837

- Grouping 2: Marital or Family Behavioral Health Counseling 90846, 90847

- Grouping 3: Pharmacological Management 99212, 99213, 99214

- Grouping 4: Crisis Stabilization Intervention H2011 U4 U6, H2011 U4 U5

- Grouping 5: Family Support Partners H2014 UC U4, H2016 U4

- Grouping 6: Child and Youth Support Services H2015 UC U4, H2015 U1 U4

- Grouping 7: Adult Life Skills Development (Ages 21+) H2017 U3 U4, H2017 U4 U5, H2017 U3 U4 HQ, H2017 U4 U5 HQ

- Grouping 8: Life Skills Development (Ages 16-20) H2017 UC U4, H2017 U4 U6, H2017 UC U4 HQ, H2017 U4 U6 HQ

- Grouping 9: Behavioral Assistance H2019 U4 UC, H2019 U4 Adult Rehabilitative Day Services require Prior Authorization.

The same grouping methodology described above will apply to the following H2017 code/modifier combinations:

- Grouping 1: Adult Rehabilitative Day Services H2017 UB U4, H2017 UA U4

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

ATTENTION EMPOWER PROVIDERS: New PC services form

Empower Healthcare Solutions has revised the request form for Empower providers to access Personal Care Services. This form replaces the Department of Human Services' (DHS) DMS-618. This is the only form that has been accepted by Empower for new Personal Care Services requests received since Jan. 1, 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 went into effect Jan. 1, 2025.

The new form can be located on the Empower website, at <https://getempowerhealth.com/for-providers/provider-materials/provider-forms-resources/>

For additional questions, please contact the Empower Provider Relations team at empowerhealthcaresolutionspr@empowerarkansas.com.



Empower partners with HHAeXchange to implement EVV system for providers

Empower Healthcare Solutions has partnered with HHAeXchange to implement an Electronic Visit Verification (EVV) system for Home Health Fee providers. EVV will be used to record in-home visits for home health services to Arkansas Medicaid recipients and will:

- Bring Empower Healthcare Solutions into compliance with federal regulations.
- Ensure Home Health clients are receiving services as planned and authorized.
- Improve the accountability of caregiver services.
- Ensure the accuracy of payment for services provided.

Under Section 12006(a) of the 21st Century Cures Act, states must use EVV for all Medicaid personal care services and home health care services that require an in-home visit by the provider. The EVV system must verify the type of service performed, the date, time, and location of the service, and the person receiving and the person providing the service.

Empower is using an “Open Vendor Model.” The “Open Vendor Model” allows providers to use the state’s EVV system, HHAeXchange, at no cost, or use another EVV system of their choosing that integrates with the state’s EVV system.

Providers who use a third-party EVV system must have an HHAeXchange portal to aggregate EVV visit data to Empower Healthcare Solutions Home Health providers.

The state’s EVV system includes data collection, data aggregation, and a pre-billing module to support Empower Healthcare Solutions and its providers. HHAeXchange will support Empower Healthcare Solutions by consolidating all visit data, regardless of the EVV tools used.

EVV Go-Live Date for Empower Home Health Providers Implementation is March 31, 2025.

Training

All Arkansas PASSE providers will have access to self-service learning materials through our HHAeXchange University



upon receiving access to your provider portal. The HHAeXchange Portal Agency Registration Form is available through the following web link: [Arkansas HHAeXchange Provider Portal Questionnaire](#).

Contact Information, Resources

Empower Healthcare Solutions and HHAeXchange will continue to provide updates, communications and

resources as they become available.

HHAeXchange

For more information about HHAeXchange, please go to: Arkansas State PASSE Information Center.

Empower Healthcare Solutions

For general EVV questions or information, contact Provider Relations at empowerhealthcaresolutionspr@empowerarkansas.com.

Empower partners with WHP as CVO

Empower Healthcare Solutions is excited to partner with Welter Healthcare Partners (WHP) as our Credentials Verification Organization (CVO).

WHP’s CVO is Utilization Review Accreditation Commission (URAC) Accredited and the National Committee for Quality Assurance (NCQA) Certified, ensuring the highest level of quality, compliance, service and capabilities. The experienced team at WHP manages a wide range of practitioner and

facility credentialing for Empower’s network and is focused on providing a high level of customer service and communication to our network of providers.

Empower Healthcare Solutions encourages practitioners to keep CAQH profiles current and up to date to allow a seamless credentialing and re-credentialing process. To learn more about Welter Healthcare Partners please visit Home - Welter Healthcare Partners.



‘Celebrate Differences,’ theme of 2025 Autism Awareness Month

Autism Awareness Month is observed annually in April. In 2025, Autism Awareness Month will take place from April 1 to April 30.

Key Dates:

April 2: World Autism Awareness Day

April 1-30: Autism Awareness Month

Purpose:

Autism Awareness Month aims to raise awareness about autism spectrum disorder (ASD), promote understanding and acceptance of individuals with autism, and advocate for their rights and support.

The theme for Autism Acceptance Month in 2025 is “Celebrate Differences.” This theme encourages people to celebrate the differences that autism brings, rather than seeing it as a condition that needs to be fixed.

How can you get involved?

- Wear blue clothing or accessories
- Light up buildings and landmarks in blue
- Take a selfie wearing blue and tag it #LightItUpBlue
- Donate to autism organizations
- Celebrate teachers and therapists
- Celebrate with classmates
- Decorate bulletin boards
- Organize blue days

- Show a movie about autism
- Involve adults with autism

About autism awareness month

Autism Awareness Month was founded in April 1970 by psychologist and autism researcher Bernard Rimland, Ph.D. He chose April to coincide with his son’s birthday and the start of spring.

The Arkansas Autism Foundation’s Autism Festival & Walk and Easter Egg Hunt is making a comeback!

Join them Saturday, April 12, at 9:30 a.m. - 12:30 p.m., at War Memorial Stadium, Little Rock, Ark.

Bring your family and friends for a day full of fun, including:

- Entertainment & Activities
- Inflatables & Refreshments
- An Autism Resource Fair with amazing vendors & sponsors
- A walk to support the autism community!

Mark your calendars and come together for a day of celebration, support and awareness. Let’s make a difference, one step at a time.

During the event, make sure to stop by Empower’s exhibit booth for give-away items, including Empower Bunny Ears for children. You will also want to have your photo made with Empower’s Mascot, Champ. M. Power.



Empower to follow DHS codes for ABA services

Empower Healthcare Solutions will follow new guidance in the provider manual released by the Department of Human Services (DHS) for Applied Behavior Analysis (ABA) Services.

In line with that guidance, the following subset of codes will no longer be supported effective Feb. 28, 2025:

- 97152
- 97154
- 97157
- 97158

Please note that Empower will continue to support ABA for members with an established diagnosis of Autism Spectrum Disorder and/or Prater Willi Syndrome. Empower does not require the DMS-641 to be submitted with the initial request for an ABA assessment. For an initial ABA assessment to be considered, Empower requires evidence of the established diagnosis and current symptomatology and behaviors causing distress.



Moving forward, the only codes that will be supported for ABA are as follows:

- 97151 – Behavior Identification Assessment
- 97153 – Applied Behavior Analysis Therapy Treatment
- 97155 – Applied Behavior

Treatment with Protocol Modification

- 97156 – Family Adaptive Behavior Treatment.

For additional questions, please contact the Empower Provider Relations team 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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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



