

empower



HEALTHCARE SOLUTIONS

Empowering members to live fuller, healthier lives at home in their communities!



Empower Healthcare Solutions

AFMC Annual Billing Workshop

2023



Agenda

01 **About
Empower**

02 **Billing
Information**

Chapter

01

About Empower

Empower Leadership

Mitch Morris	Chief Executive Officer
Greg Lueck	Chief Operating Officer
Marty Catron	Chief Financial Officer
Brad Diner, M.D.	Chief Medical Officer
Suzanne Tipton	Chief Compliance Officer
Jamila Phillips	Manager, Provider Relations
Chad Roggow	Senior Director, Provider Engagement
Marcina Dunn-McKinley	Director, Utilization Management
Amy Cobb	Vice President, Coordinated Care and Integration
Aaron Cousins	Director, Network Development

Provider Relations Team

Jamila Phillips	Manager, Provider Relations <u>Jamila.Phillips@Empowerarkansas.com</u> (501) 804-7132
Debbie McGilton	Provider Relations Advocate <u>Debbie.McGilton@Empowerarkansas.com</u> (501) 804-7233
Micah Pryor	Provider Relations Advocate <u>Micah.Pryor@Empowerarkansas.com</u> (501) 804-7169

Chapter

02



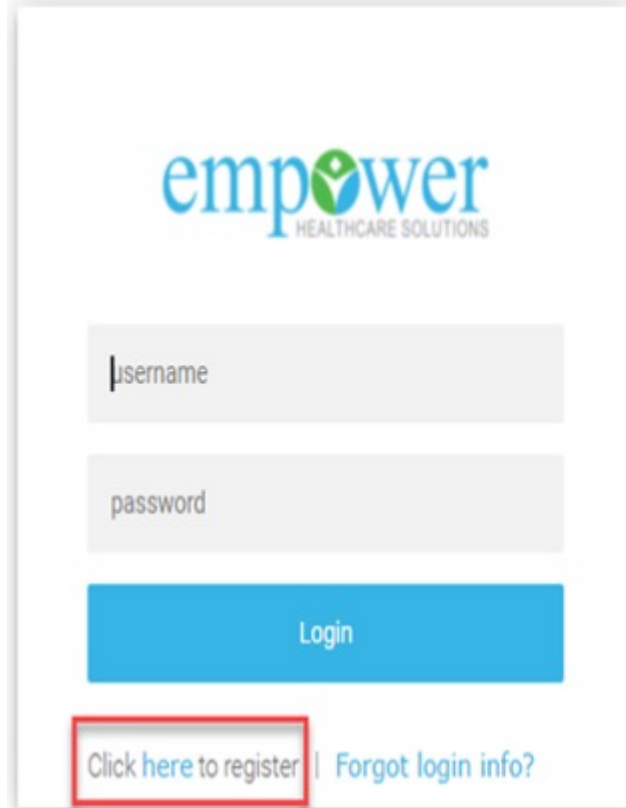
Billing Information

Empower's [Provider Portal](#) allows providers to verify member eligibility, request and track prior authorizations (includes a link to [Identifi](#)), view claims payment history and status, and view Explanation of Payments (EOP).

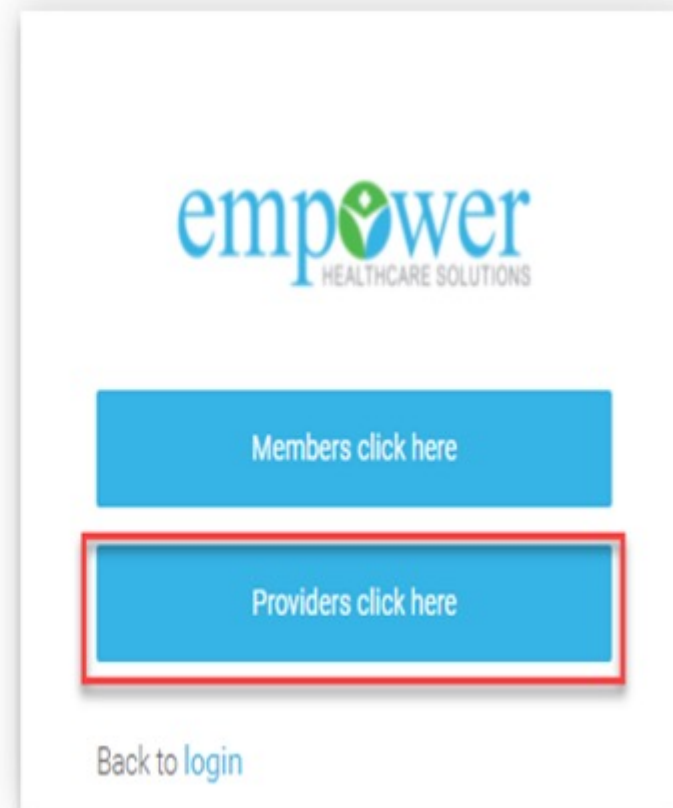
**Empower's Provider Portal
can be accessed at
www.getempowerhealth.com
under the “Provider Tab” and
select “Provider Portal”**

If you have not already registered and are not currently using the Portal, you can gain access by clicking “[here](#)” to self-register from our website, and then follow the instructions.

It will look like this:



The login form features the Empower Healthcare Solutions logo at the top. Below the logo are two input fields: one for 'username' and one for 'password'. A blue 'Login' button is positioned below the password field. At the bottom of the form, there are two links: 'Click here to register' and 'Forgot login info?'. A red rectangular box highlights the 'Click here to register' link.



This page displays the Empower Healthcare Solutions logo at the top. Below the logo are two blue buttons: 'Members click here' and 'Providers click here'. The 'Providers click here' button is highlighted with a red rectangular box. At the bottom of the page, there is a link that says 'Back to login'.

Be sure you complete all the information requested. After this has been received, it will be approved or pended and you will be notified.

Providers can submit claims electronically through their clearinghouse or Empower's Provider Portal.

Empower's clearinghouse is

Availity.

The payer ID is 12956.

Providers that bill electronically are responsible for monitoring their error reports and EOP's to ensure all submitted claims and encounters appear on the reports.

Providers are also responsible for correcting any errors and resubmitting the affiliated claims and encounters.

Providers may also submit paper claims using the appropriate National Standard Claim Forms (CMS-1500 for professional or UB-04 for institutional) and should be mailed to:

Empower Healthcare Solutions LLC
PO Box 211446
Eagan, MN 55121

Electronic Visit Verification (EVV)

HHAXchange (HHAX) is the EVV vendor for
Empower Healthcare Solutions.

**The following service codes must be submitted
through HHAX:**

Attendant Care - S5125 U2

Personal Care 21 and Over - T1019 U3

Personal Care Under 21- T1019

Respite - S5150

In accordance with state and federal requirements, providers must file claims within 365 days from the date of service.

A **rejected claim is defined as a claim with invalid or missing data elements (such as the provider tax identification number) that is returned to a provider or EDI source without registering in the claims processing system.**

A **denied claim is registered in the Empower claims processing system but does not meet requirements for payment under Empower guidelines. **Denied claims should be corrected and resubmitted.****

**There is a step-by-step “Job Aid” on
our website under**

Provider

Provider Forms and Resources

Claims Resources

**Job Aid – Modifying a claim
submitted on the Empower Portal**

**If you believe there was an error
made during claims processing or
if there is a discrepancy in the
payment amount,**

1. Call **Provider Services at
855-429-1028**

or

2. Email Provider Relations

EmpowerHealthcareSolutionsPR
@empowerarkansas.com

**Providers may check claim status
using the following methods:**

**Online – log into the Empower
Provider Portal or**

**Call Empower Provider Services at
855-429-1028**

Empower is considered the payer of last resort. If medical services are provided to a member who is entitled to, and is enrolled with both Medicare and Medicaid, the claim must be filed with Medicare and it will crossover to Empower.

Secondary claims can be submitted electronically via the Empower Provider Portal and EOP attachments can be uploaded. Secondary claims may also be filed via a paper claim with the EOP attached.

You can request a **Prior Authorization on the Empower Provider Portal (link to Identifi) or by calling Provider Services at 855-429-1028 and choosing option #2 for Utilization Management.**

Empower's Provider Services team will be available to help you via phone at 855-429-1028, Monday through Friday (except holidays), from 8:00 AM to 5:00 PM (Central Standard Time). You may also reach out to Empower Provider Relations Team for assistance by emailing EmpowerHealthcareSolutionsPR@Empowerarkansas.com

Provider Relations Team

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Thank you

**Come visit our table with questions or for
additional information**

www.getempowerhealth.com



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