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



Empower Healthcare Solutions

AFMC Annual Billing Workshop







O1About
EmpowerO2Billing
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



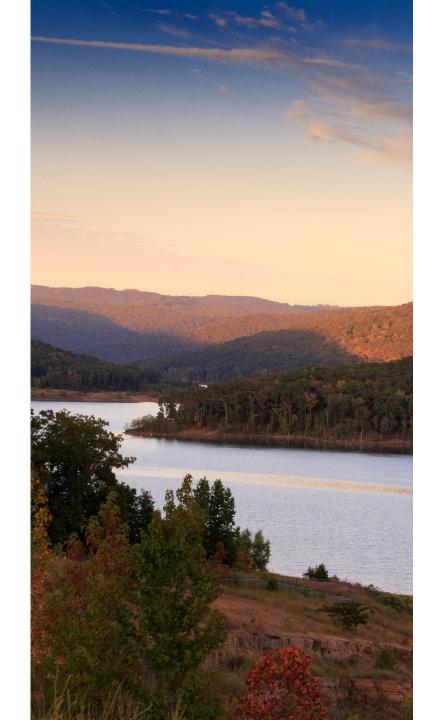
Provider Relations Team

Jamila Phillips	Manager, Provider Relations Jamila.Phillips@Empowerarkansas.com (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



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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

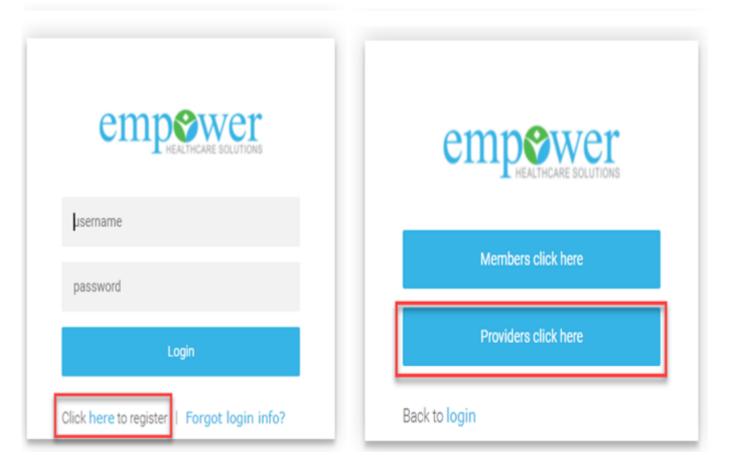
under the "Provider Tab" and select "Provider Portal"



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:





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)

HHAeXchange (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 <u>EmpowerHealthcareSolutionsPR</u> @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**



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Thank you

Come visit our table with questions or for additional information <u>www.getempowerhealth.com</u>





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