



Division of Medical Services



You can get this letter in another language, in large print, or in another way that's best for you. Call the phone number at the bottom of this page.

Usted puede obtener esta carta en otro idioma, en letra grande, o de otra manera que sea mejor para usted. Para obtener el número de teléfono en la página siguiente.

Dear Client,

Why you are getting this letter

You are currently a member of Empower Healthcare Solutions. You are getting this letter because the Office of Medicaid Inspector General has partially suspended Empower as of December 1, 2021.

Don't worry. You're not losing coverage, and nothing will change for you at this time. To ensure you continue to have the access to care and services that you need, Empower will continue to get payment from Medicaid for services.

You may remain in your current PASSE. However, should you want to switch to another PASSE you may do so by contacting 1-833-402-0672.

Frequently Asked Questions

Will I have any problems getting the services I need?

Don't worry. You're not losing coverage. You will still be covered and can access services like before.

What if I want to change my PASSE?

If you want to move to a different PASSE, you can do that now. To ask for a change, call 1-833-402-0672.

Why would I choose one PASSE over another?

You should consider the services you receive and choose the PASSE that is the best fit. Find out if your provider is in your PASSE's network by visiting the PASSE's website or by calling them. Links and contact information are available at ar.gov/passe.

Who can I contact if I have questions?

If you have questions, you can visit ar.gov/passe or call 1-833-402-0672.

What do I need to do?

If you want to stay in your current PASSE, you do not need to do anything.

If you want to change to a different PASSE, you can do that.

To ask to change your PASSE call 1-833-402-0672.

Who can I contact if I have questions?

If you have any questions, you can visit ar.gov/passe or call 1-833-402-0672.

Accessibility Assistance

You can get this letter in another language, in large print, or in another way that's best for you by calling 1-877-866-0607 (TTY: 1-800-285-1131). This number is for language accessibility only. Do NOT call this number for plan inquiries as they are unable to assist.

Questions? Call 1-888-987-1200 or go to www.medicaid.mmis.arkansas.gov. You can also find out how to meet with someone in person.

Protecting the vulnerable, fostering independence and promoting better health

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Usted puede obtener esta carta en otro idioma, con letras más grandes, o en otro formato que sea más conveniente para usted. NO marque este número si tiene alguna pregunta en cuanto a su plan de salud ya que no le podrán ayudar. Llamé al 1-877-866-0607 si tiene problemas auditivos (TTY: 1-800-285-1131).

Questions? Call 1-888-987-1200 or go to www.medicaid.mmis.arkansas.gov. You can also find out how to meet with someone in person.

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