Call Unit (AKA)	Hours of Operation	Scope of Responsibility
Provider/Claim Call Center	8am - 12pm and 1pm - 5pm, M-F	• Claims status • General policy questions • Status of Prior Authorizations, • Status of Provider Contracts • TPL Questionnaires.
Insure Oklahoma	8am – 5pm, M-F	• Insure Oklahoma member questions • Insure Oklahoma prospective member questions
Spanish Assistance	7am -5pm, M-F	• Any Spanish-speaking caller • IO Spanish speakers
Online Enrollment Helpdesk	8am – 5pm, M-F	• Educate members/applicants regarding application for SoonerCare • Help applicants to navigate the home view of the online application. • Send paper applications via mail. • Check for current eligibility. • Answer general questions about the application. • **UNABLE to answer specific guideline questions.** • **UNABLE to answer case specific "what if" type eligibility questions.**
Online Enrollment Spanish	8am – 5pm, M-F	**For Spanish speakers only.** • Educate members/applicants regarding application for SoonerCare • Help applicants to navigate the home view of the online application. • Send paper applications via mail. • Check for current eligibility. • Answer general questions about the application. • **UNABLE** to answer specific guideline questions. • **UNABLE** to answer case specific "what if" type eligibility questions.
SoonerCare Help Line	8am – 5pm, M-F	• Access to Care Issues • Assist member in finding a PCP/CM • BCC program general questions • Enrollment materials and application requests • EPSDT calls • PCP change requests/PCP issues • Medical ID Cards • Member Eligibility • SoonerCare and SCHIP covered services • SoonerPlan

Call Unit (AKA)	Hours of Operation	Scope of Responsibility
SoonerCare Spanish	8am – 5pm, M-F	• Any Spanish-speaking caller
OHCA DHS (Eligibility, Family Planning & BCC Unit, DHS)	8am – 4pm, M-F	• Breast and Cervical Cancer • Family Planning Waiver
Online Enrollment Applications	8am – 5pm, M-F	• Assists clients with applications or application completion • What items are to be included in 'income' section • Who is to be included in 'household' section • Fields questions from DHS and other contracted entities regarding Agency View • Aid members in updating their demographic, income, and household composition information on their case • Research completion percentage of SC-1 applications in progress • Performs workflow tasks
Online Enrollment Applications Spanish	8am – 5pm, M-F	**For Spanish speakers only.** • Assists clients with applications or application completion • What items are to be included in 'income' section • Who is to be included in 'household' section • Fields questions from DHS and other contracted entities regarding Agency View • Aid members in updating their demographic, income, and household composition information on their case • Research completion percentage of SC-1 applications in progress • Performs workflow tasks
Patient Advise Line (PAL)	5pm - 8am, All day on Saturday, Sunday & State Holidays	• Assess the nature and urgency of the caller's problem and recommend an appropriate course of action including home care, calling the medical home provider the next day, or accessing emergency medical services. • Provide medical advice based upon pre-established clinical protocols approved by OHCA prior to implementation, particularly where medical resources are limited
Dental Unit	8am – 5pm, M-F	• Assist Member in finding a Dentist