

THE OHCA WEBSITE AND PROVIDERS SELF-HELP TOOLS

Fall 2020



COURSE DESCRIPTION

Recommended Audience

- All SoonerCare provider types and billing staff.

Class Description

- Discover the resources available to providers on the OHCA public website (www.okhca.org). This class is an overview of navigating the OHCA public site. We will focus our attention on highlighting educational tools for our provider's offices such as where to find billing manuals, policy information, subject specific PowerPoints, forms and more.
- Note: the OHCA public website will be covered in this class (www.okhca.org), **NOT** the SoonerCare provider portal.

DISCLAIMER

- All SoonerCare policy is subject to change.
- The information included in this presentation is current as of September 2020.
- Stay informed with up-to-date information by signing up for web alerts at www.okhca.org/webalerts.

AGENDA

The OHCA Public Website

- Banner Messages
- Quick Links
- Member Portal
- Individuals
- About Us
- Research and Statistics

Providers

- Self-Help Tools

Questions

THE OHCA PUBLIC WEBSITE

BANNER MESSAGES

- Banner messages contain general information concerning topics of public interest.



BANNER MESSAGES

- Current banner messages:
 - [Coronavirus Information](#)
 - [Learn More About Medicaid Expansion](#)
 - [Keep your address up to date](#)
 - [SFY 2019 Annual Report](#)
 - [IRS 1095-B Tax Forms](#)
 - [Electronic Health Record Program Updates](#)

QUICK LINKS

- Quick links provide an easy short cut to many areas of interest and importance.



The image shows a screenshot of a website's 'quick links' menu. The menu is titled 'quick links' in a red-bordered box. A large red arrow points from the right towards the 'quick links' header. Below the header is a circular icon of a computer mouse. To the right of the icon is a list of seven quick links, each preceded by a blue arrowhead.

quick links

- ▶ [How to Change Your SoonerCare Mailing Address](#)
- ▶ [About Medicaid Expansion](#)
- ▶ [New Out of State Provider Rules for Members](#)
- ▶ [Enroll In SoonerCare](#)
- ▶ [NEW: ABA information](#)
- ▶ [Suspect Medicaid Fraud? Click here to file a report](#)

MEMBER PORTAL

- The member portal provides quick access to information commonly used by SoonerCare members.



SoonerCare Online Enrollment

WebAlerts

Sign up for email Web Alerts for the latest news and information about SoonerCare Online Enrollment.



Log In Now



Apply for Benefits



Income Guidelines



How-To Videos



Member Handbook



#MySoonerCare



After Hours Locator



Register to Vote

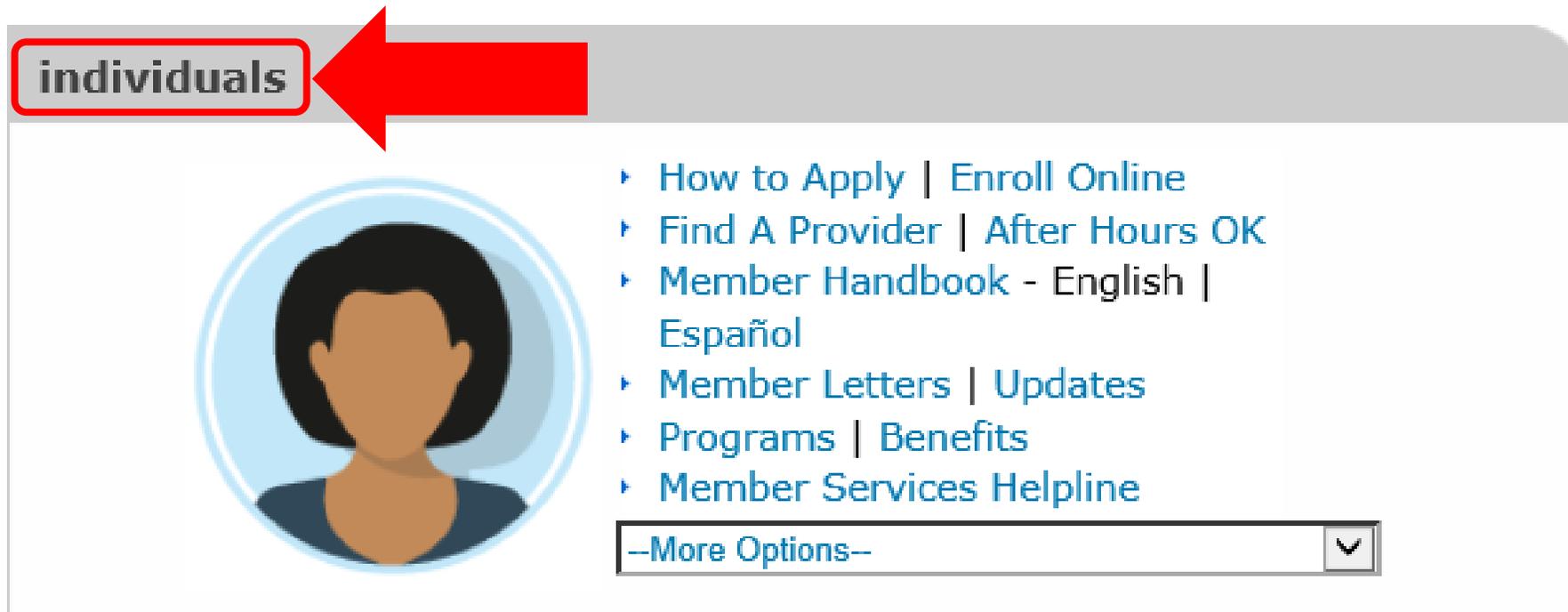
English | Spanish

ADDITIONAL LINKS

- [SoonerCare FAQs](#)
- [Health Insurance Marketplace Application - English](#)
- [Health Insurance Marketplace Application - Spanish](#)
- [12 Month Income Statement Profit and Loss - English](#)
- [12 Month Income Statement Profit and Loss - Spanish](#)
- [Lottery Gambling Winnings Monthly Income](#)

INDIVIDUALS

- The individuals section includes an extensive list of member information topics.



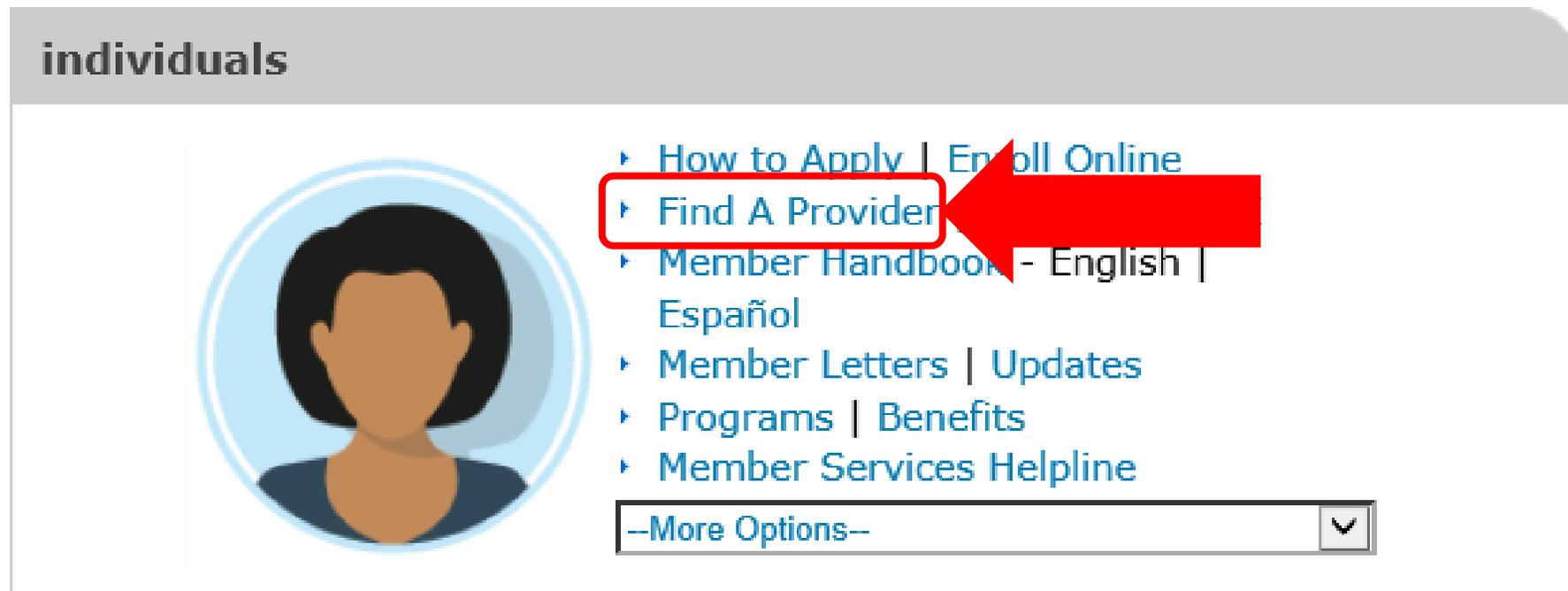
individuals

- ▶ [How to Apply | Enroll Online](#)
- ▶ [Find A Provider | After Hours OK](#)
- ▶ [Member Handbook - English | Español](#)
- ▶ [Member Letters | Updates](#)
- ▶ [Programs | Benefits](#)
- ▶ [Member Services Helpline](#)

[-More Options-](#)

FIND A PROVIDER

- [Find A Provider](#) is a function where members can search for contracted providers within the SoonerCare network.



The screenshot shows a user menu for 'individuals'. On the left is a circular profile icon of a person with dark hair. To the right is a list of menu items:

- ▶ [How to Apply | Enroll Online](#)
- ▶ [Find A Provider](#)
- ▶ [Member Handbook - English | Español](#)
- ▶ [Member Letters | Updates](#)
- ▶ [Programs | Benefits](#)
- ▶ [Member Services Helpline](#)

At the bottom of the menu is a dropdown arrow labeled '-More Options-'.

A red box highlights the 'Find A Provider' link, and a red arrow points to it from the right.

FIND A PROVIDER

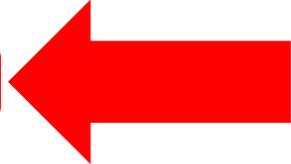
- The search can be performed using the Plan, First & Last Name, Facility, Specialty, or State & City.

[Home](#) > [Individuals](#) > [Help](#)

Find a Provider

OHCA's SoonerCare Provider Directory is a listing of all contracted providers.

All downloadable PDFs are no longer available. Please use the new [Provider Directory](#) to search for contracted providers. The new application will allow you to search by plan, provider name, facility, specialty, state and city.

[Click Here for Provider Directory](#) 

FIND A PROVIDER

Please select your plan.

Enter the Plan...

Please select a search option below. You may search for a provider by name, facility, or specialty.

Last Name:

First Name

Facility:

Specialty:

Enter the Specialty

State:

Oklahoma

City:

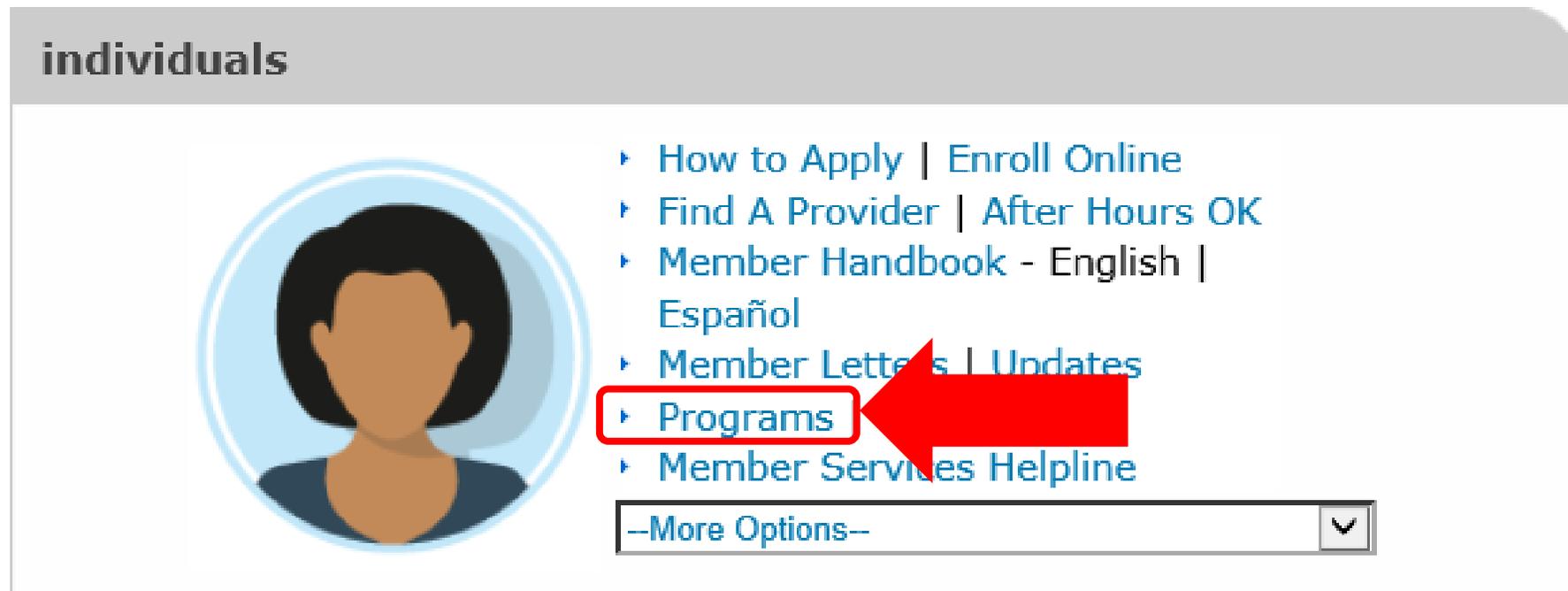
Enter the city...

Search

Reset

PROGRAMS

- A detailed list and resources of Medicaid plans can be found in the [Programs](#) section.



The screenshot shows a user interface for 'individuals'. On the left is a circular profile icon of a woman. To the right is a list of menu items:

- ▶ How to Apply | Enroll Online
- ▶ Find A Provider | After Hours OK
- ▶ Member Handbook - English | Español
- ▶ Member Letters | Updates
- ▶ **Programs**
- ▶ Member Services Helpline

Below the list is a dropdown menu labeled '-More Options-' with a downward arrow icon. A red box highlights the 'Programs' link, and a red arrow points to it from the right.

PROGRAMS

- [Breast and Cervical Cancer Treatment Program](#)
- [Child Health](#)
- [Health Management Program](#)
- [Pregnancy Services](#)
- [SoonerCare Supplemental](#)
- [SoonerPlan](#)
- [SoonerRide](#)

BENEFITS

- The [Benefits](#) section provides a list of covered services within the SoonerCare program.

individuals

- ▶ [How to Apply | Enroll Online](#)
- ▶ [Find A Provider | After Hours OK](#)
- ▶ [Member Handbook - English | Español](#)
- ▶ [Member Letters | Updates](#)
- ▶ [Programs **Benefits**](#)
- ▶ [Member Services Helpline](#)

[-More Options-](#)

BENEFITS

- [Behavioral Health and Substance Abuse](#)
- [Dental Services](#)
- [Hemophilia](#)
- [Nutritional Services](#)
- [Pregnancy Services](#)
- [Quitting Smoking & Tobacco](#)

BENEFITS

Individuals

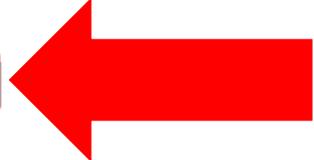
- What Is SoonerCare?
- Online Enrollment
- Programs
- Benefits**
- Policies & Rules
- Forms
- Stay Healthy!

[Home > Individuals](#)

What is Covered?

SoonerCare (Oklahoma Medicaid) covers many health care services. However, there are limitations that apply to ensure that only medically necessary services are provided. Some services are for children only. The benefits and coverage outlined here may change. Please check [Chapter 30 of the OHCA Rules](#) for the most up to date information.

- ▶ [Comparison Chart of SoonerCare Benefits and Co-pay Amounts](#)
- ▶ [Cost Sharing/Out-of-Pocket Cost Exemptions](#)

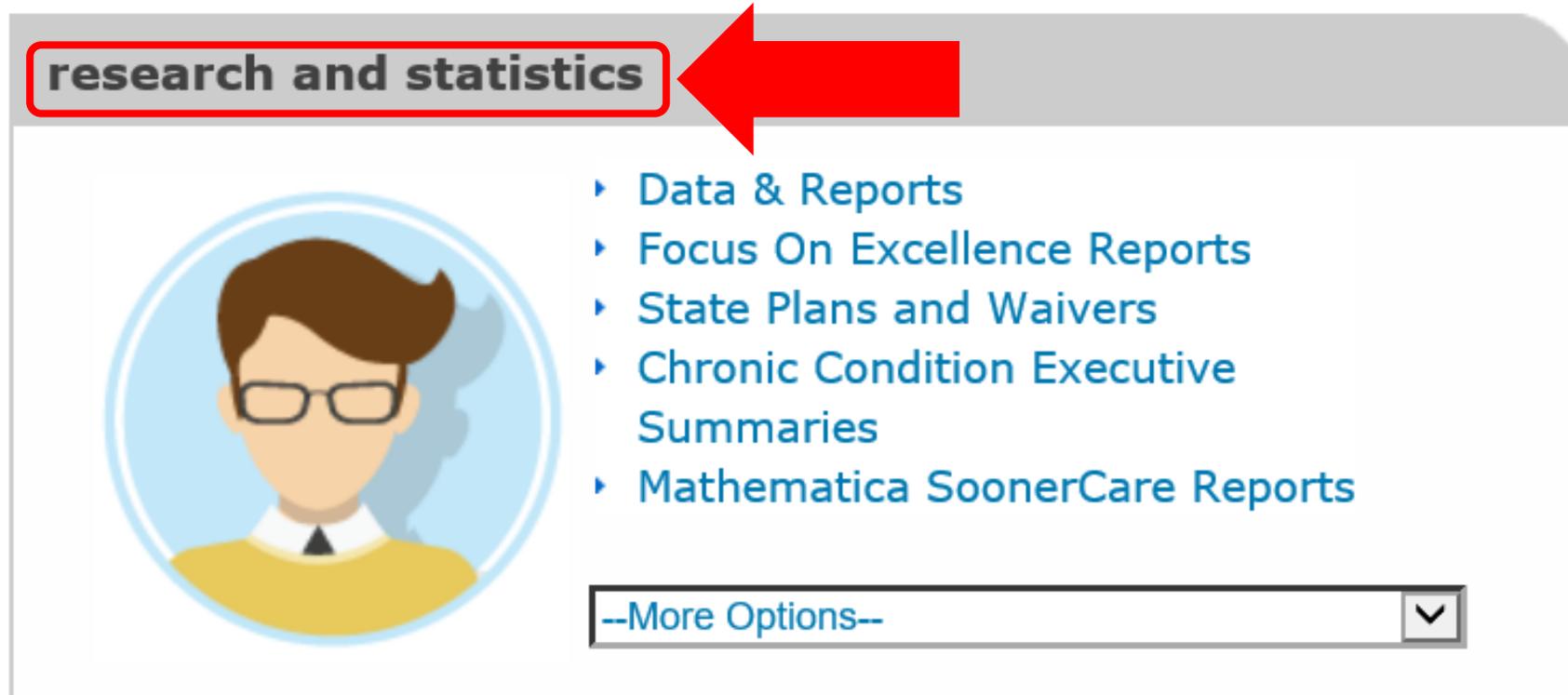


ADDITIONAL MEMBER LINKS

- [Blood Lead Screening](#)
- [Child Health/EPSTD](#)
- [Childhood Immunizations](#)
- [Living Choice/Money Follows the Person](#)
- [Long-Term Care Services](#)
- [Member Letters](#)
- [Member Newsletter](#)
- [SoonerQuit](#)

RESEARCH AND STATISTICS

- OHCA reports and statistical information are available in this section.



research and statistics

- ▶ Data & Reports
- ▶ Focus On Excellence Reports
- ▶ State Plans and Waivers
- ▶ Chronic Condition Executive Summaries
- ▶ Mathematica SoonerCare Reports

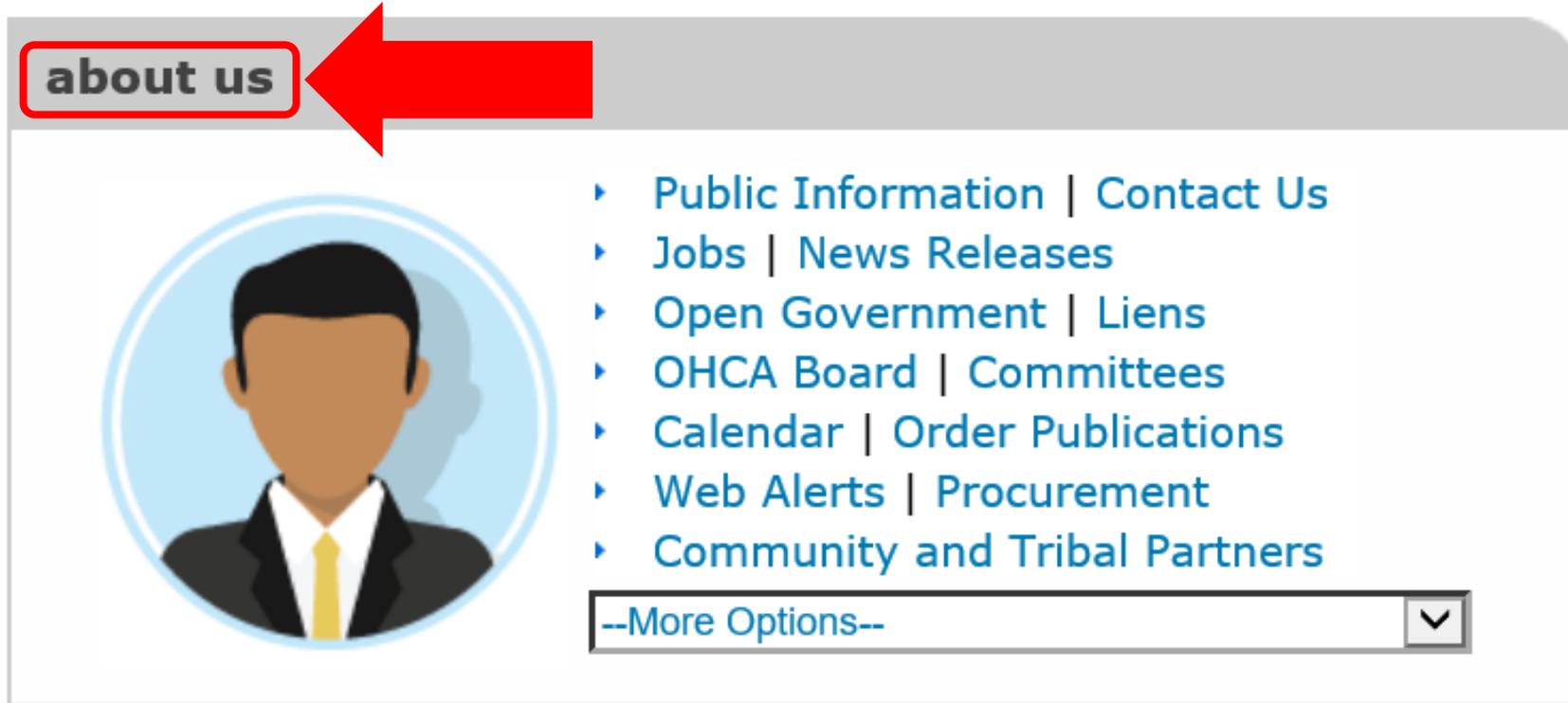
--More Options--

DATA AND REPORT EXAMPLES

- Fast Facts
 - Enrollment
 - Insure Oklahoma
 - Provider and Services
- Reports
 - Annual
 - Strategic Planning
- Studies and Evaluations

ABOUT US

- Information about the Oklahoma Health Care Authority is found in this section.



about us

- ▶ [Public Information](#) | [Contact Us](#)
- ▶ [Jobs](#) | [News Releases](#)
- ▶ [Open Government](#) | [Liens](#)
- ▶ [OHCA Board](#) | [Committees](#)
- ▶ [Calendar](#) | [Order Publications](#)
- ▶ [Web Alerts](#) | [Procurement](#)
- ▶ [Community and Tribal Partners](#)

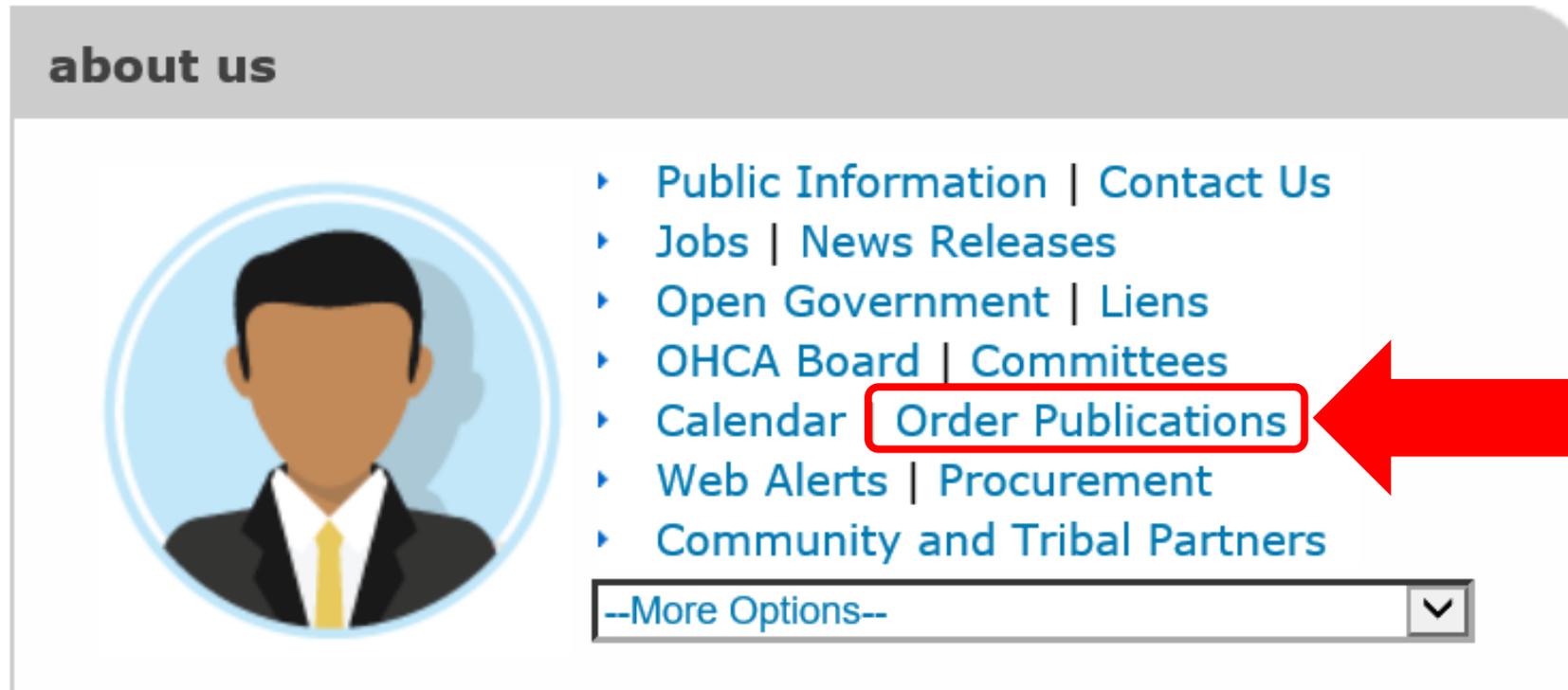
--More Options--

ABOUT US

- [Public Information](#)
 - [News Releases](#)
 - [Social Media](#)
- [Committees](#)
 - [OHCA Board](#)
 - [Drug Utilization Review \(DUR\) Board](#)
 - [Medical Advisory Committee \(MAC\)](#)
 - [Member Advisory Task Force \(MATF\)](#)

ORDER PUBLICATIONS

- OHCA publications can be ordered through the public website.



about us

- ▶ [Public Information](#) | [Contact Us](#)
- ▶ [Jobs](#) | [News Releases](#)
- ▶ [Open Government](#) | [Liens](#)
- ▶ [OHCA Board](#) | [Committees](#)
- ▶ [Calendar](#) | **Order Publications**
- ▶ [Web Alerts](#) | [Procurement](#)
- ▶ [Community and Tribal Partners](#)

[--More Options--](#) ▼

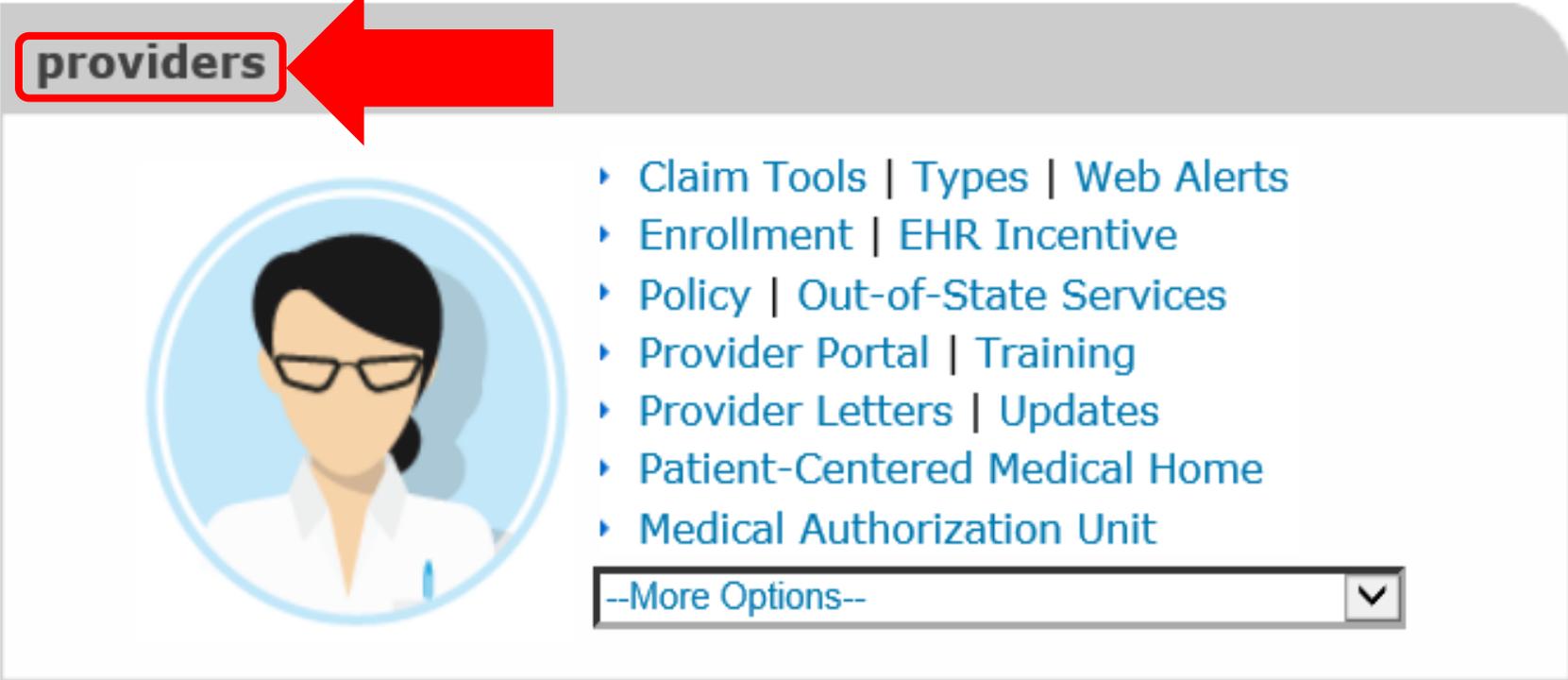
PUBLICATION EXAMPLES

- Brochures
- Cards
- Flyers
- Handbooks
- Posters
- Promotional Items

PROVIDERS

PROVIDERS

- Information specific to providers is found in this section.



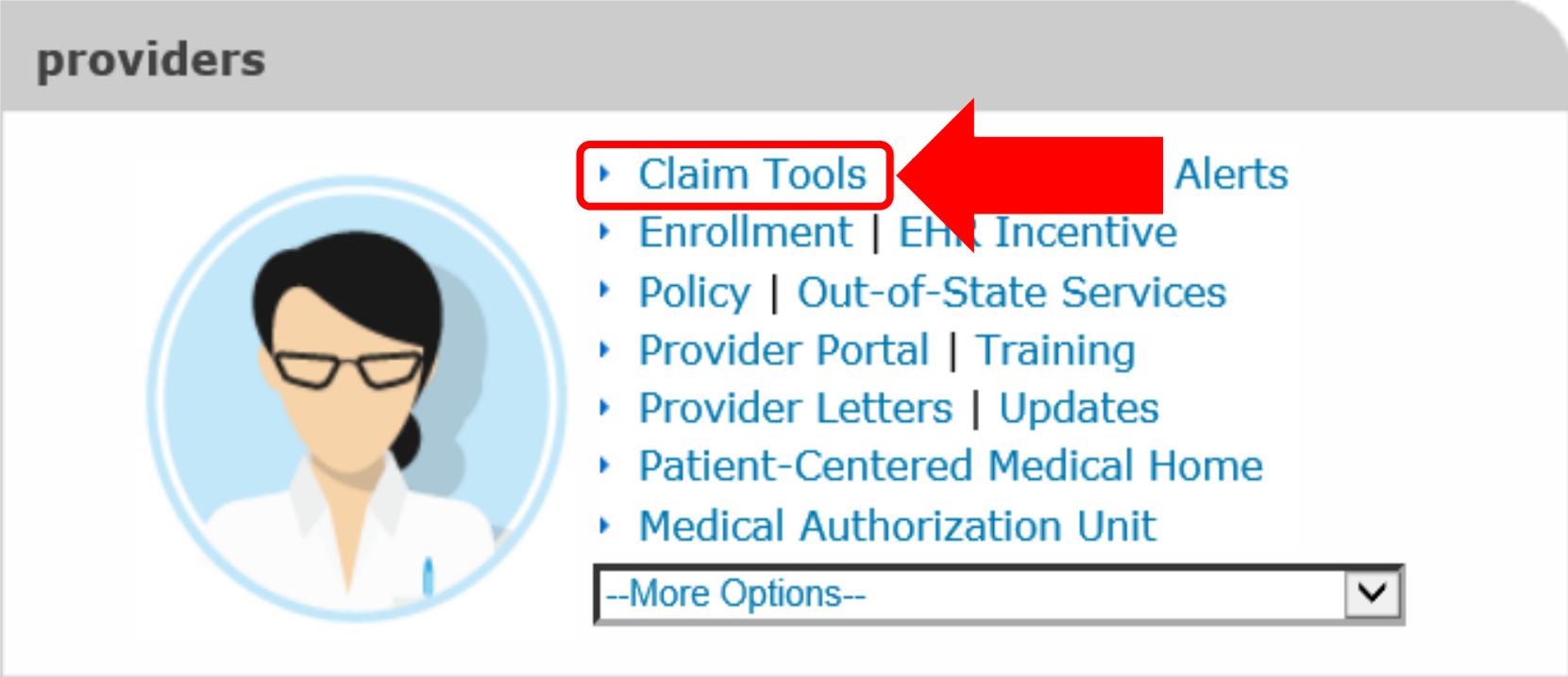
providers

- ▶ Claim Tools | Types | Web Alerts
- ▶ Enrollment | EHR Incentive
- ▶ Policy | Out-of-State Services
- ▶ Provider Portal | Training
- ▶ Provider Letters | Updates
- ▶ Patient-Centered Medical Home
- ▶ Medical Authorization Unit

--More Options--

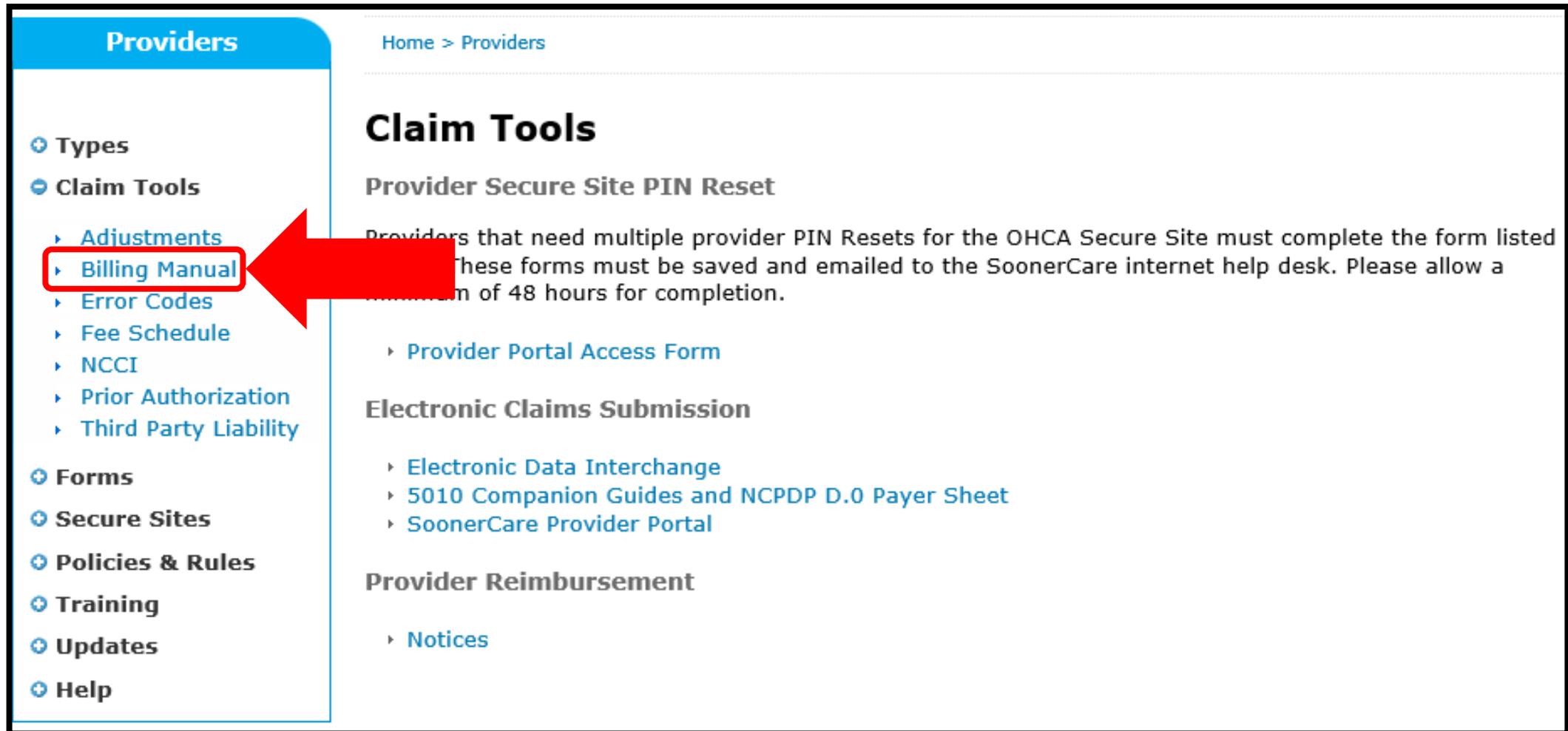
CLAIM TOOLS

- Information in this section contains helpful tools for claims submission.



The screenshot shows a user interface for providers. At the top left, the word "providers" is written in a bold, dark font. Below this, there is a circular profile picture of a woman with dark hair and glasses, wearing a white lab coat. To the right of the profile picture is a vertical list of menu items, each preceded by a right-pointing chevron (▸). The items are: "Claim Tools", "Enrollment | EHR Incentive", "Policy | Out-of-State Services", "Provider Portal | Training", "Provider Letters | Updates", "Patient-Centered Medical Home", and "Medical Authorization Unit". The "Claim Tools" item is highlighted with a red rectangular border, and a large red arrow points from the right towards it. To the right of the "Claim Tools" item, the word "Alerts" is visible. At the bottom of the menu list is a dropdown menu with the text "--More Options--" and a downward-pointing chevron icon.

CLAIM TOOLS

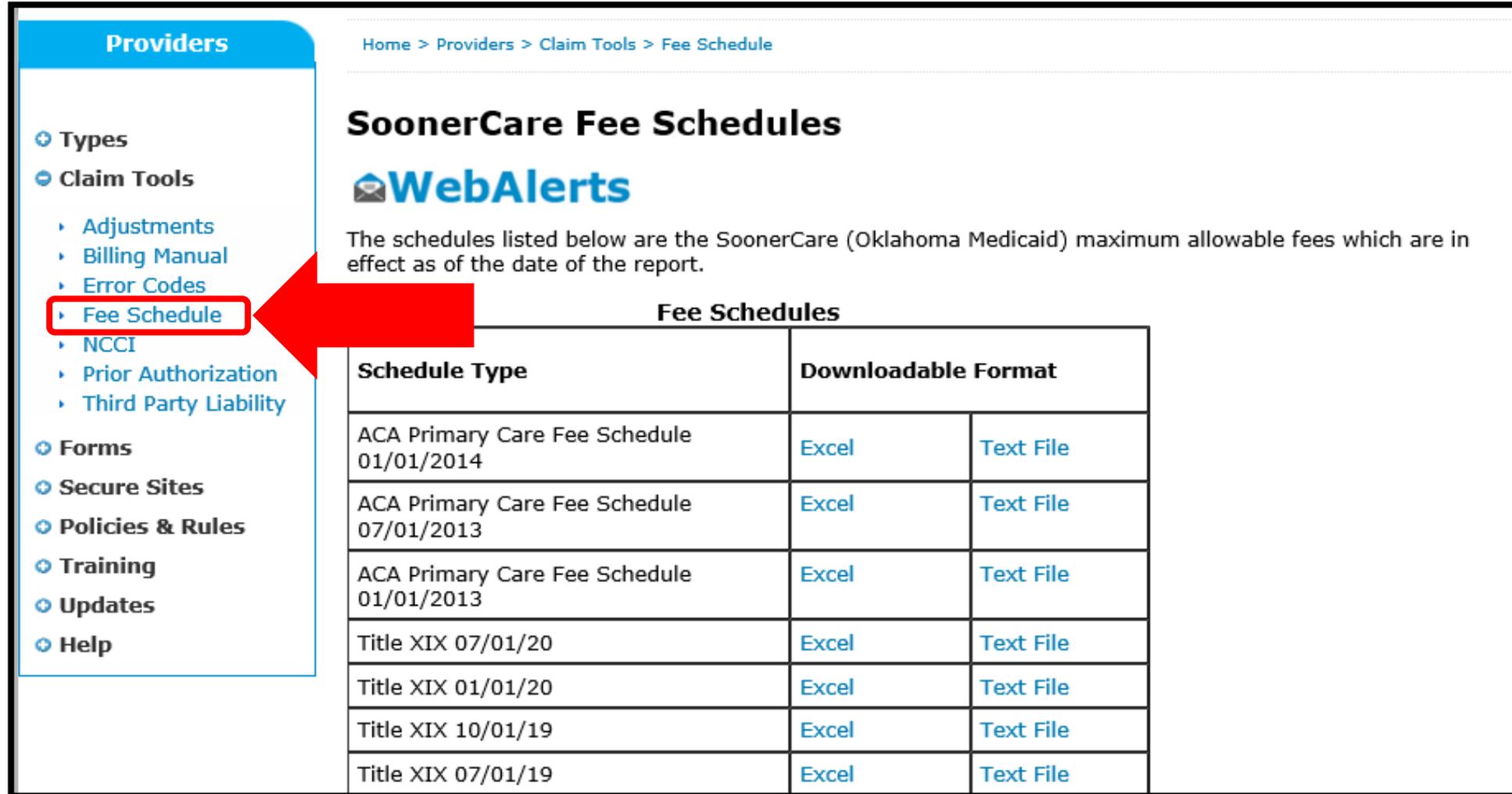


The screenshot displays a web interface for 'Providers'. The left sidebar contains a navigation menu with the following items: Types, Claim Tools (expanded), Adjustments, Billing Manual (highlighted with a red box and a red arrow), Error Codes, Fee Schedule, NCCI, Prior Authorization, and Third Party Liability. Below these are Forms, Secure Sites, Policies & Rules, Training, Updates, and Help. The main content area shows the breadcrumb 'Home > Providers' and the title 'Claim Tools'. Under the heading 'Provider Secure Site PIN Reset', there is a paragraph: 'Providers that need multiple provider PIN Resets for the OHCA Secure Site must complete the form listed below. These forms must be saved and emailed to the SoonerCare internet help desk. Please allow a minimum of 48 hours for completion.' Below this paragraph is a list item: 'Provider Portal Access Form'. Under the heading 'Electronic Claims Submission', there is a list of items: 'Electronic Data Interchange', '5010 Companion Guides and NCPDP D.0 Payer Sheet', and 'SoonerCare Provider Portal'. Under the heading 'Provider Reimbursement', there is a list item: 'Notices'.

BILLING MANUAL

- The billing and procedure manual provides valuable information to providers. It includes detailed information about:
 - Provider contracts
 - Provider inquiries
 - The SoonerCare provider portal and its features
 - Member eligibility verification
 - Claims completion instructions for all claim types
 - Claims resolution
 - Much more

FEE SCHEDULES



Providers

Home > Providers > Claim Tools > Fee Schedule

SoonerCare Fee Schedules

WebAlerts

The schedules listed below are the SoonerCare (Oklahoma Medicaid) maximum allowable fees which are in effect as of the date of the report.

Fee Schedules

Schedule Type	Downloadable Format	
ACA Primary Care Fee Schedule 01/01/2014	Excel	Text File
ACA Primary Care Fee Schedule 07/01/2013	Excel	Text File
ACA Primary Care Fee Schedule 01/01/2013	Excel	Text File
Title XIX 07/01/20	Excel	Text File
Title XIX 01/01/20	Excel	Text File
Title XIX 10/01/19	Excel	Text File
Title XIX 07/01/19	Excel	Text File

FEE SCHEDULES

- OHCA publishes current and historic fees schedules for:
 - Title XIX
 - ASC & APC
 - Dental
 - Insure Oklahoma
- Please use the most appropriate fee schedule date when using these schedules.
- Fee schedules are available in Excel and PDF formats.

PROVIDER PORTAL ACCESS FORM

The screenshot displays the 'Providers' section of a website. On the left is a navigation menu with categories: Types, Claim Tools, Forms, Secure Sites, Policies & Rules, Training, Updates, and Help. The 'Claim Tools' category is expanded, listing: Adjustments, Billing Manual, Error Codes, Fee Schedule, NCCI, Prior Authorization, and Third Party Liability. The main content area shows a breadcrumb 'Home > Providers' and a heading 'Claim Tools'. Below this is a sub-heading 'Provider Secure Site PIN Reset' followed by a paragraph: 'Providers that need multiple provider PIN Resets for the OHCA Secure Site must complete the form listed below. These forms must be saved and emailed to the SoonerCare internet help desk. Please allow a minimum of 48 hours for completion.' A red box highlights the link 'Provider Portal Access Form', with a large red arrow pointing to it from the right. Below this are sections for 'Electronic Claims Submission' (listing Electronic Data Interchange, 5010 Companion Guides and NCPDP D.0 Payer Sheet, and SoonerCare Provider Portal) and 'Provider Reimbursement' (listing Notices).

PROVIDER PORTAL ACCESS FORM

- The requestor must be the provider or the contact name on the account.

SOONERCARE PROVIDER PORTAL ACCESS FORM

- TO REQUEST INFORMATION YOU MUST BE THE PROVIDER OR THE CONTACT NAME ON THE ACCOUNT -

Date: Requester Contact Name:

Contact Number/Extension: () Email Address:

Once completed, save the PDF to your desktop then attach the saved PDF to an e-mail and send to: SoonerCareInternetHelpDesk@dxc.com.
 After your file has been received, the Internet Help Desk team will work on the request and e-mail the requested information to the Contact email above.
 Please allow a minimum of 48 hours for the request to be completed.

Follow the instructions on whether you are entering information for a GROUP or an INDIVIDUAL .						
INFO REQUESTED FOR:	Individual: PROVIDER # Group: PROVIDER #	Individual: SSN Group: TAX ID/FEIN	Individual: NPI Group: NPI	Individual: LAST NAME, FIRST NAME Group: GROUP NAME	Individual: ADDRESS MATCHING SERVICE LOCATION ON FILE Group: ADDRESS MATCHING SERVICE LOCATION ON FILE	SELECT FROM LIST WHAT IS BEING REQUESTED
▼	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	<input style="width: 80%;" type="text"/>	▼

ELECTRONIC CLAIMS SUBMISSION INFORMATION

The screenshot shows a web interface for providers. On the left is a navigation menu with categories: Types, Claim Tools, Forms, Secure Sites, Policies & Rules, Training, Updates, and Help. The 'Claim Tools' category is expanded, showing links for Adjustments, Billing Manual, Error Codes, Fee Schedule, NCCI, Prior Authorization, and Third Party Liability. The main content area is titled 'Claim Tools' and contains a section for 'Provider Secure Site PIN Reset' with a paragraph of text and a link to 'Provider Portal Access Form'. Below this is a red-bordered box containing the 'Electronic Claims Submission' section, which includes links for 'Electronic Data Interchange', '5010 Companion Guides and NCPDP D.0 Payer Sheet', and 'SoonerCare Provider Portal'. A large red arrow points to this box. Further down is a 'Provider Reimbursement' section with a link to 'Notices'. The breadcrumb 'Home > Providers' is visible at the top.

Providers

Home > Providers

Claim Tools

Provider Secure Site PIN Reset

Providers that need multiple provider PIN Resets for the OHCA Secure Site must complete the form listed below. These forms must be saved and emailed to the SoonerCare internet help desk. Please allow a minimum of 48 hours for completion.

- ▶ [Provider Portal Access Form](#)

Electronic Claims Submission

- ▶ [Electronic Data Interchange](#)
- ▶ [5010 Companion Guides and NCPDP D.0 Payer Sheet](#)
- ▶ [SoonerCare Provider Portal](#)

Provider Reimbursement

- ▶ [Notices](#)

Types

Claim Tools

- ▶ [Adjustments](#)
- ▶ [Billing Manual](#)
- ▶ [Error Codes](#)
- ▶ [Fee Schedule](#)
- ▶ [NCCI](#)
- ▶ [Prior Authorization](#)
- ▶ [Third Party Liability](#)

Forms

Secure Sites

Policies & Rules

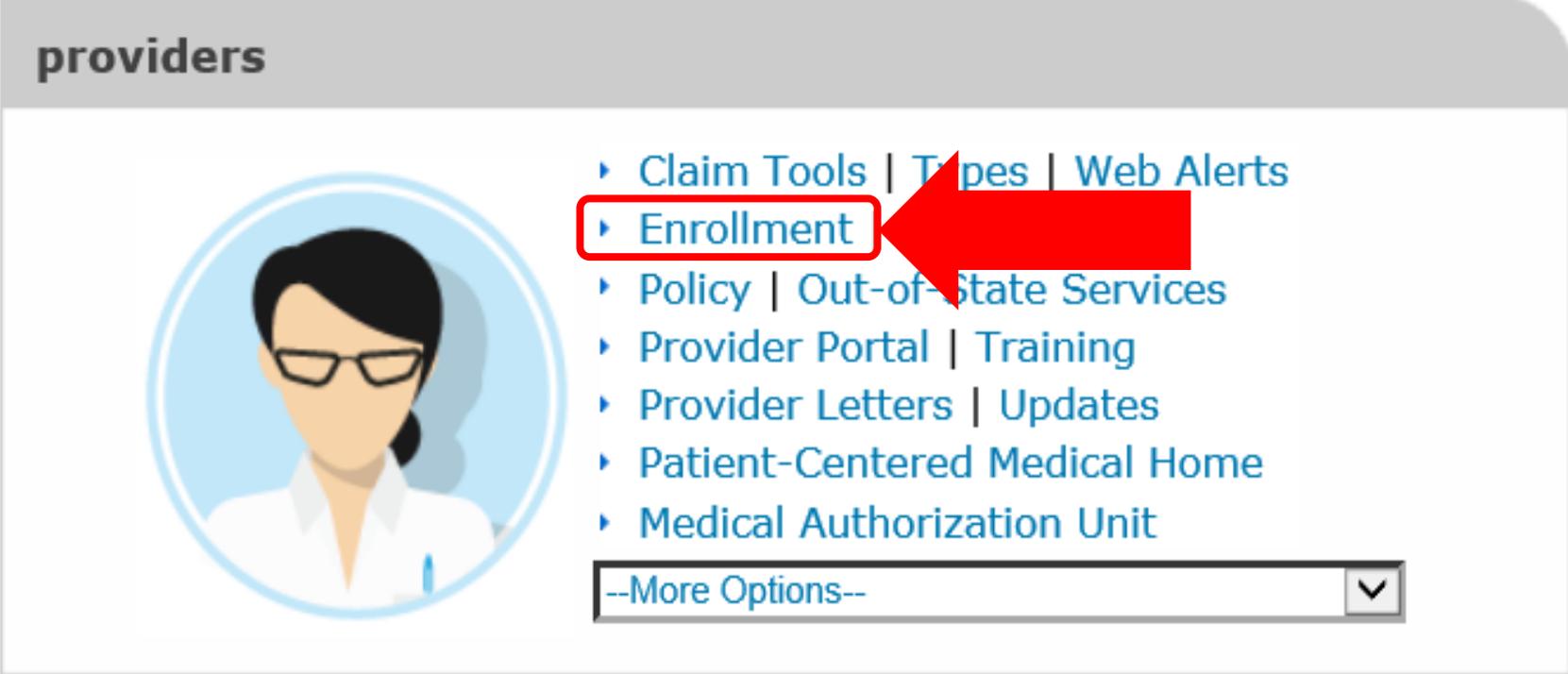
Training

Updates

Help

ENROLLMENT

- The enrollment section provides contract resources and tools.



The screenshot shows a user interface for providers. On the left is a circular profile picture of a woman with glasses. To the right is a vertical list of menu items, each preceded by a right-pointing chevron. The 'Enrollment' item is highlighted with a red rectangular box, and a large red arrow points from the right towards it. Below the list is a dropdown menu with the text '--More Options--' and a downward-pointing chevron icon.

providers

- ▶ Claim Tools | Types | Web Alerts
- ▶ **Enrollment**
- ▶ Policy | Out-of-State Services
- ▶ Provider Portal | Training
- ▶ Provider Letters | Updates
- ▶ Patient-Centered Medical Home
- ▶ Medical Authorization Unit

--More Options--

ENROLLMENT

- New contracts and renewals are performed using the SoonerCare provider enrollment page.

Create a User Account

To create an account, you will need a User ID, password, and email address. When selecting a user ID and password, choose something that is easy for you to remember but hard for other people to guess. If you already have an account, [log on](#) now.

Required fields are marked with an asterisk (*).

User ID: *
Your User ID must be between 8 and 20 characters, lowercase letters, no spaces.

Password: *
Retype Password: *
Your password must be 8-20 characters in length, contain 1 numeric digit, 1 capital letter, 1 lowercase letter, no spaces and no special characters. Passwords are case-sensitive.

- Providers**
- [Types](#)
 - [Claim Tools](#)
 - [Enrollment](#)
 - [Forms](#)
 - [SoonerCare Provider Portal](#)
 - [Policies & Rules](#)
 - [Training](#)
 - [Updates](#)
 - [Help](#)

ENROLLMENT

- New check application status feature.
 - The following information is needed to use this function:
 - Application tracking number (ATN)
 - Social Security number or Federal employer Identification number (FEIN)

ENROLLMENT, CONT.

 **OKLAHOMA**
Health Care Authority

[Contact Us](#) | [Log Off](#)

SoonerCare Provider Enrollment

Today is September 01, 2020

Verify your application status.

Enter your ATN and SSN or FEIN number to review your application status.

Required fields are marked with an asterisk (*).

ATN (Application Tracking * Number):

SSN or FEIN Number: *

- Providers
 - [Types](#)
 - [Claim Tools](#)
 - [Enrollment](#)
 - [Forms](#)
 - [SoonerCare Provider Portal](#)
 - [Policies & Rules](#)
 - [Training](#)
 - [Updates](#)
 - [Help](#)

ENROLLMENT

- Resources:
 - [False Claims Act information](#)
 - [Frequently Asked Questions and Answers](#)
 - [Office of Inspector General \(OIG\) Exclusion List](#)

ENROLLMENT

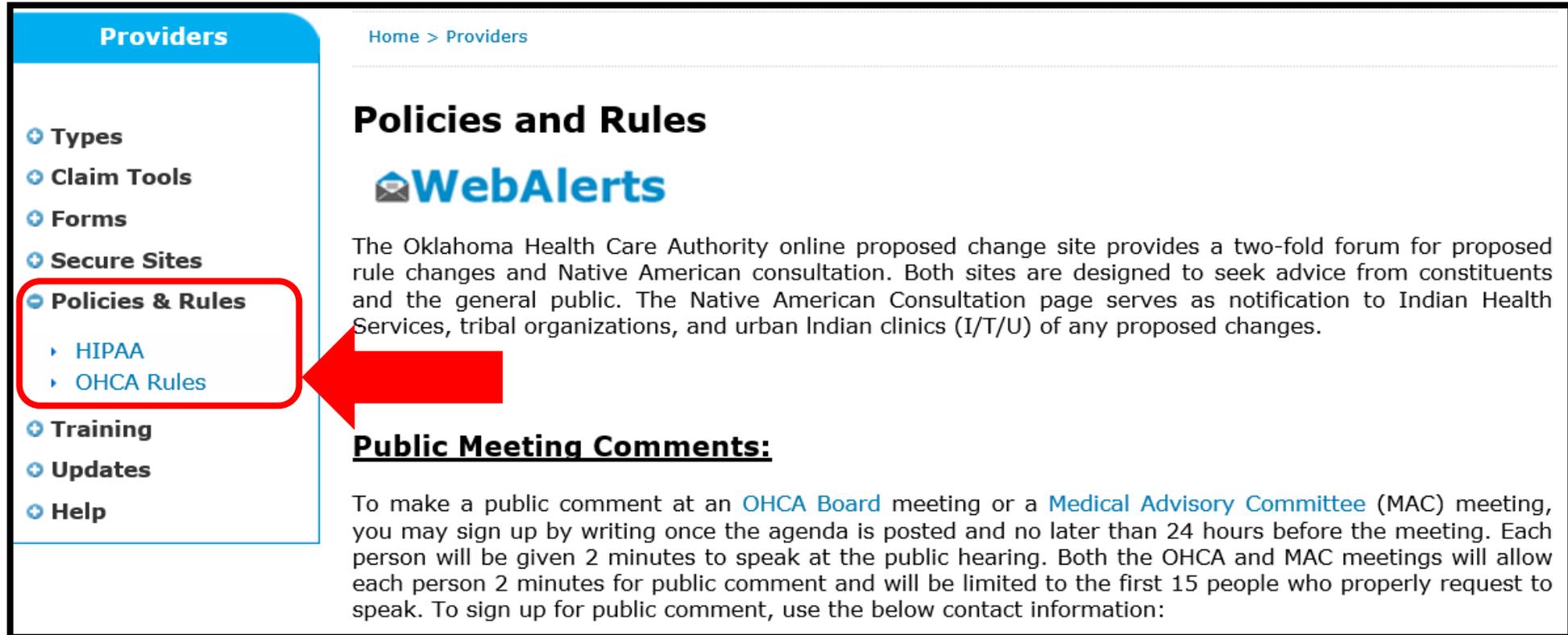
- Hours of operation:
 - Monday, Tuesday, Thursday, Friday – 8 a.m. to 5 p.m.
 - Wednesday – 1 to 5 p.m.
- Telephone – Toll free 800-522-0114, option 5.
- Email – providerenrollment@okhca.org

ENROLLMENT

- Forms
 - [Electronic Funds Transfer \(EFT\) request form](#)
 - [Group Appendix A form](#)
 - [Other useful forms](#)

POLICIES & RULES

- OHCA policies and rules for SoonerCare can be found in this section.



The screenshot shows the 'Providers' section of the OHCA website. The left sidebar contains a menu with the following items: Types, Claim Tools, Forms, Secure Sites, Policies & Rules (highlighted with a red box and arrow), Training, Updates, and Help. The 'Policies & Rules' item has sub-items for HIPAA and OHCA Rules. The main content area is titled 'Policies and Rules' and features a 'WebAlerts' icon. Below this, there is a paragraph explaining the online proposed change site and its purpose. A red arrow points from the 'Policies & Rules' menu item to the 'WebAlerts' icon.

Providers

Home > Providers

Policies and Rules

WebAlerts

The Oklahoma Health Care Authority online proposed change site provides a two-fold forum for proposed rule changes and Native American consultation. Both sites are designed to seek advice from constituents and the general public. The Native American Consultation page serves as notification to Indian Health Services, tribal organizations, and urban Indian clinics (I/T/U) of any proposed changes.

Public Meeting Comments:

To make a public comment at an [OHCA Board](#) meeting or a [Medical Advisory Committee](#) (MAC) meeting, you may sign up by writing once the agenda is posted and no later than 24 hours before the meeting. Each person will be given 2 minutes to speak at the public hearing. Both the OHCA and MAC meetings will allow each person 2 minutes for public comment and will be limited to the first 15 people who properly request to speak. To sign up for public comment, use the below contact information:

POLICIES & RULES

Providers

- Types
- Claim Tools
- Forms
- Secure Sites
- Policies & Rules**
- Training
- Updates
- Help

Home > Providers > Policies and Rules

OHCA Policies and Rules

[Search Entire Policy](#)
[OHCA Policies and Rules Main Page](#)

Browse chapters by clicking on the plus sign to the right of each chapter below.

Chapters

Chapter 1	ADMINISTRATIVE OPERATIONS	+
Chapter 2	GRIEVANCE PROCEDURES AND PROCESS	+
Chapter 10	PURCHASING	+
Chapter 25	SOONERCARE	+
Chapter 30	MEDICAL PROVIDERS-FEE FOR SERVICE	+
Chapter 35	MEDICAL ASSISTANCE FOR ADULTS AND CHILDREN-ELIGIBILITY	+
Chapter 40	DEVELOPMENTAL DISABILITIES SERVICES	+
Chapter 45	INSURE OKLAHOMA	+
Chapter 50	HOME AND COMMUNITY BASED SERVICES WAIVERS	+

PUBLIC COMMENT AND PROPOSED CHANGES

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- ▶ OHCA Board meeting: email publiccomment@okhca.org
- ▶ Medical Advisory Committee meeting: email MACComments@okhca.org

Proposed Changes:

To view or make comments on upcoming changes, click the icon below to be directed to the appropriate page. All comments will be considered during the process and become a part of the official record.



OTHER RULES AND CODES

- [Code of Federal Regulations](#)
- [HIPAA Notice \(client\)](#)
- [HIPAA Rules \(provider\)](#)
- [Oklahoma Administrative Code](#)
- [OHCA Rules](#)
- [TXIX State Plan](#)
- [TXXI SCHIP State Plan](#)

PROVIDER PORTAL

Providers

- Types
- Claim Tools
- Forms
- Secure Sites**
- Policies & Rules
- Training
- Updates
- Help

Home > Providers

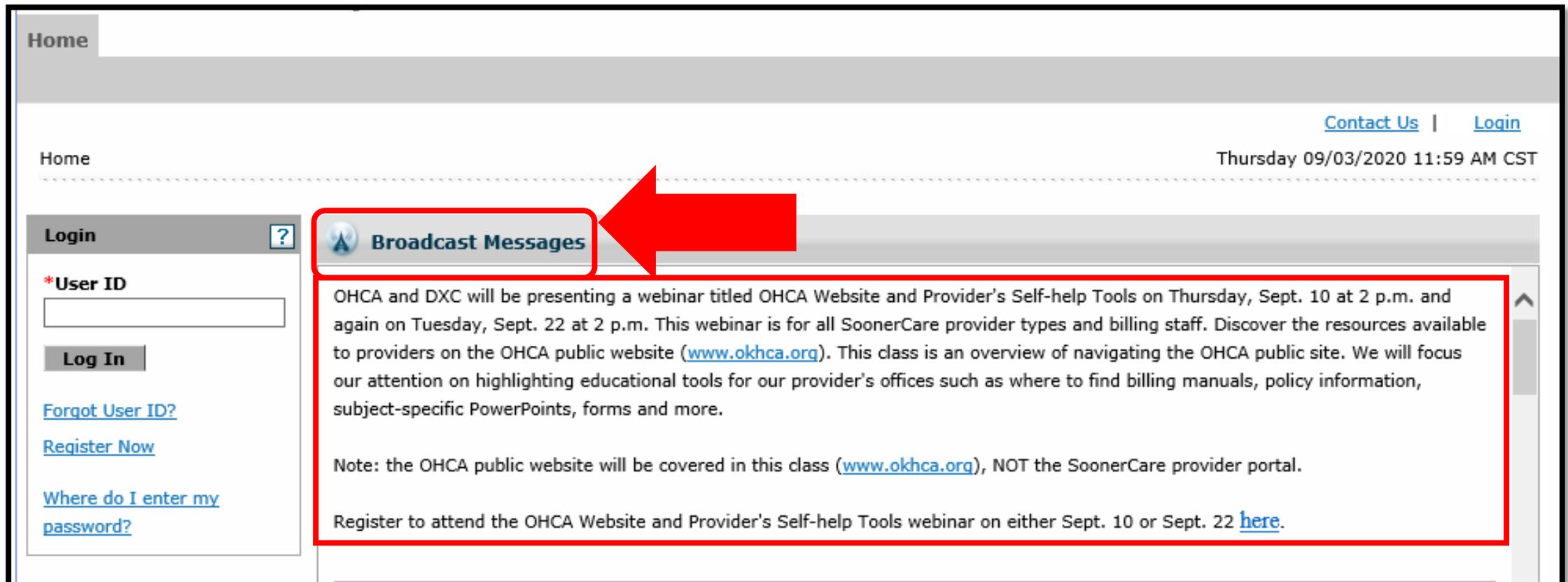
OHCA Secure Web Sites

If you are signing on to the New SoonerCare provider portal for the first time with your existing ID you should be presented with the opportunity to enter your password. If you are presented with a challenge question before you have the opportunity to enter your password, verify you entered your ID correctly. If you still are presented with the challenge question you need to ensure your provider has added you, then obtain from them your clerk code, and the date of birth and driver's license number under which you were registered. Then click on the "Register Now" link to complete your registration.

[▶ SoonerCare Provider Portal](#) ←

PROVIDER PORTAL

- The login screen of the provider portal includes important broadcast messages to providers.



The screenshot displays the provider portal's login interface. On the left, there is a 'Login' section with a 'User ID' input field, a 'Log In' button, and links for 'Forgot User ID?', 'Register Now', and 'Where do I enter my password?'. On the right, a 'Broadcast Messages' section is highlighted with a red box and a red arrow pointing to it. The message text is as follows:

Broadcast Messages

OHCA and DXC will be presenting a webinar titled OHCA Website and Provider's Self-help Tools on Thursday, Sept. 10 at 2 p.m. and again on Tuesday, Sept. 22 at 2 p.m. This webinar is for all SoonerCare provider types and billing staff. Discover the resources available to providers on the OHCA public website (www.okhca.org). This class is an overview of navigating the OHCA public site. We will focus our attention on highlighting educational tools for our provider's offices such as where to find billing manuals, policy information, subject-specific PowerPoints, forms and more.

Note: the OHCA public website will be covered in this class (www.okhca.org), NOT the SoonerCare provider portal.

Register to attend the OHCA Website and Provider's Self-help Tools webinar on either Sept. 10 or Sept. 22 [here](#).

TRAINING

- This section provides training materials and resources.

The screenshot shows a web application interface. On the left is a blue navigation menu titled 'Providers' with the following items: Types, Claim Tools, Forms, Secure Sites, Policies & Rules, Training (highlighted with a red box and a red arrow), Updates, and Help. The main content area on the right has a breadcrumb 'Home > Providers' and a section titled 'Training'. Below this is a 'WebAlerts' section with an envelope icon and the text 'Sign up to receive alerts on new training opportunities!'. At the bottom of the main content area is a link for 'Upcoming Trainings'.

UPCOMING TRAININGS

The screenshot shows a web portal interface. On the left is a blue sidebar with the title 'Providers' and a list of menu items: Types, Claim Tools, Forms, Secure Sites, Policies & Rules, Training, Updates, and Help. The 'Training' item is highlighted. The main content area has a breadcrumb 'Home > Providers' and a 'Training' section header. Below this is a 'WebAlerts' icon and a red text prompt: 'Sign up to receive alerts on new training opportunities!'. A red box highlights the 'Upcoming Trainings' link, with a red arrow pointing to the 'Telehealth Updates Webinar' section below. The webinar section includes a title, a paragraph of details about the event on September 8, 2020, and a registration link.

Providers

Home > Providers

Training

 **WebAlerts**

Sign up to receive alerts on new training opportunities!

Upcoming Trainings

Telehealth Updates Webinar

OHCA and DXC will be presenting a webinar titled **Telehealth Updates** on **Tuesday, September 8, 2020 at 2:00 p.m.** This webinar is for providers that render telehealth services and those that are interested in telehealth. This class will cover the definition of telehealth services, covered services, eligible providers and State and Federal guidance as it relates to the COVID-19 emergency declaration. This class will not cover Speech Therapy, Physical Therapy, Occupational Therapy, Behavioral Health or Dental.

Register to attend the Telehealth Updates webinar on September 8: <https://okhca.org/xwebinars.aspx>.

PREVIOUS TRAININGS

- Advanced claim denials
- Billing for third party liability
- Dental basics and beyond
- Medicare crossover claims
- Out-of-state services
- Provider contract solutions
- Many more

RECORDED WEBINARS AND HOW-TO VIDEOS

- Child health
- Journey of a claim
- Outpatient behavioral health
- PCMH essentials
- What is SoonerCare?
- Claims attachments
- Register/create a clerk
- Many more

HOW TO REQUEST TRAINING

- Providers may contact the SoonerCare coordinator to request assistance from a provider education specialist by telephone, 405-522-7422, email, SoonerCareEducation@okhca.org, or fax, 405-530-3288.

For immediate assistance with claim research or resolution of other Oklahoma SoonerCare issues, contact the OHCA call center at 405-522-6205 or 800-522-0114.

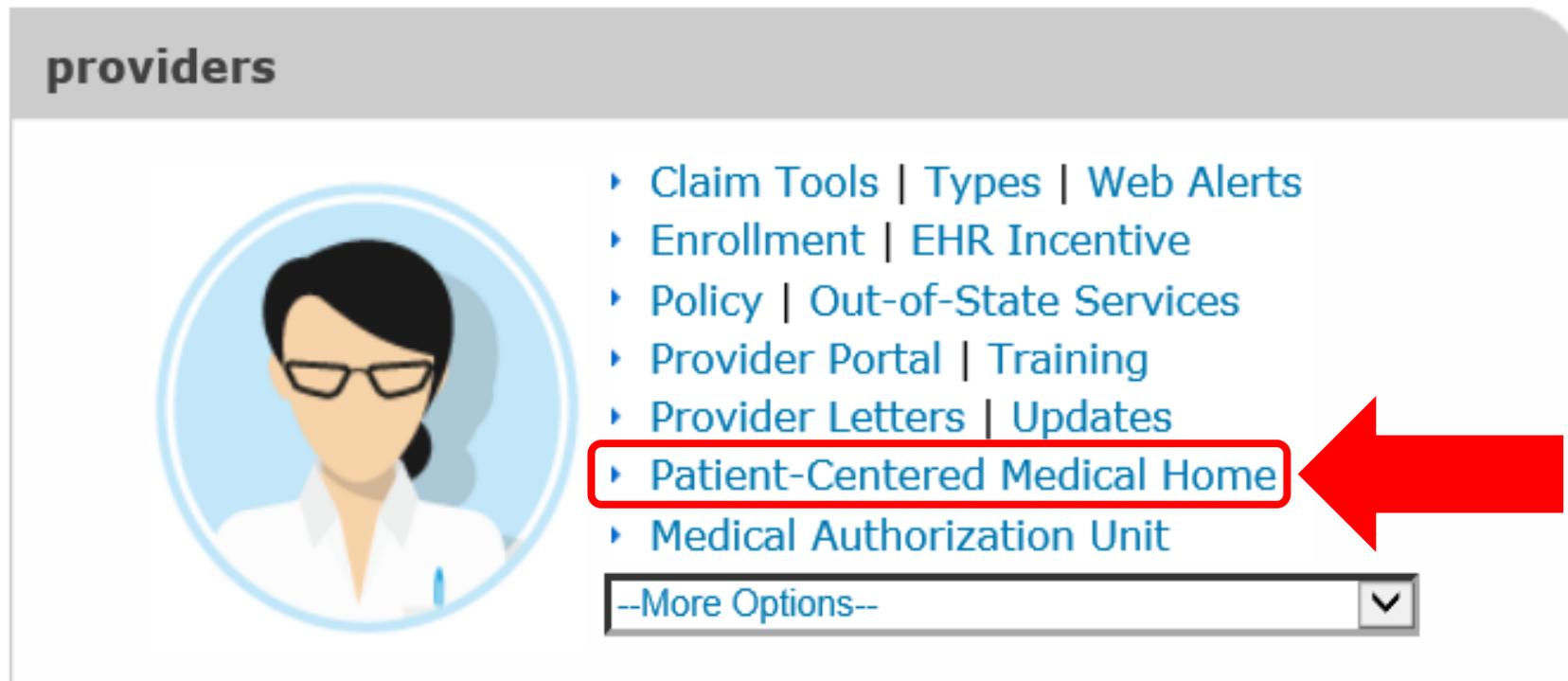
UPDATES

- This section includes all OHCA updates sent to SoonerCare providers.

The screenshot displays the 'Providers' section of the OHCA website. On the left, a sidebar menu lists various provider resources: Types, Claim Tools, Forms, Secure Sites, Policies & Rules, Training, Updates, and Help. The 'Updates' item is highlighted with a red box and a red arrow. The main content area shows the breadcrumb 'Home > Providers' and the heading 'Updates'. Below the heading is a list of update categories: Global Messages, I/T/U Public Notices, Pharmacy Updates, Provider Letters, Provider Reimbursement Notices, Provider Newsletter, SoonerCare Fax Blasts, and Web Alerts.

PATIENT-CENTERED MEDICAL HOME (PCMH)

- This section provides information about SoonerCare PCMHs.



providers

- ▶ [Claim Tools](#) | [Types](#) | [Web Alerts](#)
- ▶ [Enrollment](#) | [EHR Incentive](#)
- ▶ [Policy](#) | [Out-of-State Services](#)
- ▶ [Provider Portal](#) | [Training](#)
- ▶ [Provider Letters](#) | [Updates](#)
- ▶ **[Patient-Centered Medical Home](#)**
- ▶ [Medical Authorization Unit](#)

--More Options--

PATIENT-CENTERED MEDICAL HOME (PCMH)

- Topics included:
 - Medical home tier requirements
 - Care coordination rates
 - Tools and resources
 - Practice guidelines
 - OHCA care management
 - Health management program
 - Quality initiatives
 - Behavioral health screenings
 - Many more topics related to PCMH

PRIOR AUTHORIZATION

- This section covers information concerning prior authorization of services.

providers

- ▶ Claim Tools | Types | Web Alerts
- ▶ Enrollment | EHR Incentive
- ▶ Policy | Out-of-State Services
- ▶ Provider Portal | Training
- ▶ Provider Letters | Updates
- ▶ Patient-Centered Medical Home
- ▶ **Medical Authorization Unit**

--More Options--

PRIOR AUTHORIZATION

- Durable Medical Equipment and Supplies
- Medical services – Testing, Procedures, Surgeries
- Therapy – Occupational/Physical/Speech
- Genetic Testing
- Out of State Services

OTHER PRIOR AUTHORIZATIONS

- Behavioral Health – 800-522-0114 [Behavioral Health](#).
- DDSD – Contact DDSD area office 800-349-9173.
- Dental – Contact the dental unit 800-522-0114 or [Dental Prior Authorizations](#).
- Diabetic Supplies and Medications – 800-522-0114 option 4 or www.okhca.org/rx.
- Personal Care Services – Contact local county DHS office.
- Waiver Programs – Call 800-522-0114.

PRIOR AUTHORIZATION RESOURCES

- How to contact the authorization unit:
 - MAUAdmin@okhca.org
 - TherapyAdmin@okhca.org
 - DMEAdmin@okhca.org
- Change of provider form
- Prescription requests
- How to submit photos and videos
- Prior authorization amendment process

MORE OPTIONS

- [Adjustments](#)
 - [Behavioral Health and Substance Abuse Services](#)
 - [Dental](#)
 - [Forms](#)
 - [Hospitals](#)
 - [Long Term Care](#)
 - [Obstetrical \(OB\) Services](#)
- 
- [Pharmacy](#)
 - [School-Based Services](#)
 - [SoonerPlan](#)
 - [SoonerRide](#)
 - [Telehealth](#)
 - [Third Party Liability \(TPL\)](#)
 - [Tobacco Cessation](#)
 - Much more

WEB ALERTS

- [Web Alerts](#) help you stay up-to-date on important information concerning SoonerCare and the Oklahoma Health Care Authority.

[Home](#) > [Web Alerts](#)

Sign up for OHCA Web Alerts

Be up-to-date on the latest OHCA changes in the areas you care about.
We will send you an e-mail each time a change is made in the section(s) you select.

Enter your e-mail address:

Select one of the following:

I am a new user.

I am already registered and want to modify my current subscriptions.

I want to unsubscribe from all subscriptions.



OKLAHOMA
Health Care Authority

GET IN TOUCH

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105

okhca.org
mysooner care.org

Agency: 405-522-7300
Helpline: 800-987-7767

