

# Oklahoma *SoonerCare* Update Fax Blast

*SoonerCare* Main Telephone Numbers  
OKC Metro (405) 522-7366  
State-wide Toll Free 1-877-823-4529  
OHCA Website: [www.okhca.org](http://www.okhca.org)

**January 26, 2006**

**Dear Provider:**

## **Change of procedure for processing *SoonerCare* Provider Change Request Forms (SC-10)**

Many of you in your offices are facilitating the enrollment of ***SoonerCare*** members by submitting the OHCA Form SC-10, Provider Change Request Form. The purpose of this message is to inform you of a change in procedure in processing these forms to better serve you and your ***SoonerCare*** patients.

In the past these forms have been sent via fax from your office to your designated ***SoonerCare*** Provider Representative. These forms go directly to your Provider Representative's office computer as an e-mail message. The Provider Representative's e-mails are secure and password protected. In the event that they are not in the office there have been times when, due to this security measure, that the processing of your "Change Requests" may have been delayed.

Future SC-10 forms need to be faxed directly to the ***SoonerCare*** Helpline. Their direct fax number is (405) 872-8780. Please change any existing SC-10 forms in your office to reflect this new fax number. Continue to send them to the attention of your Provider Representative. In addition, please make sure that the information requested, both member information and provider information, on this form is accurate and complete. SC-10 forms that are incomplete or inaccurate may not be processed.

If you have an urgent need for a change of Primary Care Provider due to continuity of care issues please contact your Provider Representative for instructions on where to fax your request.

An updated version of the SC-10 form is available on the Oklahoma Health Care Authority web site at [www.okhca.org](http://www.okhca.org). If you are unable to access the web site or need more information concerning this change, please contact your ***SoonerCare*** Provider Representative.

## **Reminder of Nurse Advice Line Changes**

As of Jan. 1, 2006 the ***SoonerCare*** Nurse Advice Line (NAL) is now the Patient Advice Line (PAL). Patient Advice Line services are available 5:00 p.m. to 8:00 a.m. Monday through Friday and 24 hours per day on weekends and holidays. The PAL will no longer offer triage services during normal business hours.

Callers to the ***SoonerCare*** Helpline and the PAL will be directed to contact their PCP to be triaged by a medical professional. PCPs will need to make the necessary arrangements to accommodate this process. PCPs who have days off/afternoons off during normal 8:00 a.m. to 5:00 p.m. business hours Monday through Friday, will need to make sure that the necessary changes are made to telephone messaging systems, answering services, or office staff to advise their ***SoonerCare*** patients about how to access urgent care in the PCPs absence.

### **Primary Care Provider After-Hours Surveys Coming**

Just a friendly reminder to let you know that PCPs will be audited in the near future to make sure that you have a messaging system in place to advise your SoonerCare patients how to access health information 24 hours per day/7 days per week.

These "After-hours" audits will be performed on 100% of the SoonerCare Primary Care Provider network and will be done after your normal business hours. Please be sure you update your messages as needed and consistently remember to turn on your messaging system.