May 25, 2023

RE: Migration to Amazon Web Service (AWS) Cloud Environment

The Oklahoma Health Care Authority (OHCA) and Gainwell have been working toward a migration of the Gainwell servers that operate the Medicaid Management Information System (MMIS) to the Amazon Web Service (AWS) cloud environment. That migration is scheduled to take place starting at 7pm on Friday, May 26th and continuing through 5am on Tuesday, May 30th. During this time, MMIS will not be operational. This includes the SoonerCare point of sale system, which will result in rejected pharmacy claims. Claims will need to be resubmitted once the migration is complete on or after Tuesday, May 30th. Additionally, all OHCA call centers, including the Pharmacy Help Desk, will be closed during this time. Prior authorization (PA) requests submitted during this time will not be processed until on or after Tuesday, May 30th. Please do not submit duplicate PA requests based on not receiving a response within 24 hours, as the response time will be delayed based on the server migration. Gainwell will provide OHCA with progress updates throughout the weekend.

Thank you for the services you provide to Oklahomans insured by SoonerCare!