



Clay Bullard | Chief Executive Officer

J. Kevin Stitt | Governor

Via Email

April 10, 2026

RE: Ongoing Concerns of OHCA Operational and Payment Issues

Attorney General Drummond:

Thank you for sharing the concerns regarding payment delays, inconsistent reimbursement determinations and administrative barriers to claims processing. As you know from previous communications with you on these matters, I prefer to respond with data that can better explain the realities of each process. Since no specific providers were identified and the issues mentioned in your letter were characterized as systemic, I will address the overall performance of our managed care system related to the topics you mentioned. However, OHCA is always willing to engage individual providers regarding their issues so they can be investigated and resolved.

OHCA receives and monitors numerous reports regarding the managed care entities (MCEs), including claims processing and prior authorization performance. We are providing the following data as a sample of this oversight:

Claims Processing (Medical Plans Combined)

- Average time to pay a claim: 5.7 days
- Percent of denied claims denied as unclean (incomplete): 0.52%

For February 2026 (an average month), MCOs processed:

- Over 884K medical claims, with 98.53% of claims processed within 14 days
- Over 580K pharmacy claims, with 99.99% of claims processed within 14 days

Prior Authorization Processing (Medical Plans Combined)

To give you a picture of our throughput in any given one-month period, here are the February 2026 data:



ADDRESS

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105



WEBSITES

oklahoma.gov/ohca
mysoonerare.org



PHONE

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

- 1,483 urgent Prior Authorization requests received, with 99.62% completed within 72 hours
- 26,621 standard Prior Authorization requests received, with 99.75% completed in 7 calendar days
- 11,551 pharmacy Prior Authorization requests received, with 99.99% completed within 24 hours

OHCA acknowledges that there are issues that need to be fixed. The agency still needs to *fully* transition systems, which were historically designed for fee-for-service claims and not for a managed care environment, while also maintaining fee-for-service operations for the associated populations. My goal is to have all system fixes completed, tested and implemented within the next 90 days.

OHCA remains committed to administering the Medicaid program in accordance with state and federal law while safeguarding access to care and ensuring responsible stewardship of public resources. We appreciate your continued partnership in protecting our members, our providers, and Oklahoma taxpayers. I respectfully present this response with embedded data for your review.

Thank you,

A handwritten signature in black ink, appearing to read "Clay Bullard", with a stylized, flowing script.

Clay Bullard
CEO of the Oklahoma Health Care Authority
Cabinet Secretary of Health and Mental Health