



GENTNER DRUMMOND
ATTORNEY GENERAL

March 26, 2026

Via Email

Clay Bullard
Director, Oklahoma Health Care Authority
4345 N. Lincoln Blvd.
Oklahoma City, OK 73105
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Dear Director Bullard:

My office continues to receive reports from providers across Oklahoma describing the same operational and payment issues identified in my October 12, 2025, and January 16, 2026, correspondence and our conversations. Despite assurances that corrective steps are underway, providers report that significant problems—including payment delays, inconsistent reimbursement determinations, and administrative barriers to claims processing—continue to persist.

Providers serving large patient populations, particularly in rural areas, report serious financial strain and mounting uncertainty. Many warn that delayed payments and unresolved claims are threatening their ability to retain staff and continue serving Medicaid-enrolled patients. These are not isolated complaints. And worse, claims for medically necessary, life-sustaining equipment are being denied. Rural health care infrastructure is eroding and a continuing pattern of causation is clear: there are systemic deficiencies in Governor Stitt's administration and in the implementation of managed care. If unclean claims or fraud are contributing to these failures, identify them and act. But inaction—for any reason—is reckless and unconscionable. It places the health and lives of Oklahoma's most vulnerable residents at direct risk.

The Authority must act immediately. Please provide a written response detailing the precise corrective steps being taken with managed care organizations. The Medicaid program is obligated to protect our most vulnerable, uphold the law, and ensure that public funds are directed toward necessary and life-sustaining care. My office will remain vigilant. I expect swift and decisive action.

Respectfully,

A handwritten signature in blue ink, appearing to read "Gentner Drummond".

GENTNER DRUMMOND
Attorney General