

Member Advisory Task Force April 18, 2026 Notes

Attendance Summary:

- **Members' Present: 9**
- **OHCA Staff: 5**
- **Guests: 5**
- **Open Meeting Attendees: 8 (listen-only, no speaking access)**
- **OFN Staff: 2 from Oklahoma Family Network**

Item	Notes	Recommendations / Golden Nuggets
Welcome & Conflict of Interest Review Minutes – MATF Cards	This is the first meeting to be open to the public. Oklahoma Health Care Authority (HCA) has had a Member Advisory Task Force (MATF) before Centers for Medicare and Medicaid mandated it Introductions and potential conflicts of interest were disclosed by committee members. <i>History:</i> The Member Advisory Task Force (MATF) was created by the Oklahoma Health Care Authority to ensure SoonerCare members and families with lived experience have a meaningful voice in improving the system. Because the agency cannot directly compensate participants, Oklahoma Family Network serves as a neutral partner to recruit, support, and coordinate members, including helping cover participation-related expenses like travel. This collaborative model—between OHCA, OFN, and MATF members—ensures diverse perspectives are represented and strengthens the group’s ability to influence Medicaid. Members are encouraged to share ideas, recommendations, and agenda items directly with OFN, through chat, or by submitting MATF cards during meetings. MATF members receive meeting notes by email, and a Recommendation Log is maintained to track feedback, ideas, and suggested changes shared during discussions. Agendas and notes are also publicly available on the Oklahoma Health Care Authority website, where members can find meeting registration links and the MATF application. Members are encouraged to review materials and share any recommendations.	
Eligibility Updates	Income guidelines for SoonerCare are updated annually based on the Federal Poverty Level (FPL), with the new guidelines effective April 1, 2026. They are posted on MySoonerCare.org. These	

	updates also apply to programs through Oklahoma Human Services and Oklahoma Department of Mental Health and Substance Abuse Services. Due to the FPL increase, individuals who did not qualify last year may now be eligible and should consider reapplying. Income guidelines apply across programs, including those accessing care through Indian Health Service. While guidelines are released at the beginning of the year, they take effect April 1, and eligibility for current members is reviewed on their renewal date. Questions about more frequent eligibility renewals (such as every 6 months) are tied to upcoming policy changes, with more information expected at future MATF meetings. Members are reminded to regularly check their SoonerCare portal for notices. Loss of coverage is often due to missing documentation, and outreach attempts are made, but many Members often miss important updates because they are not checking their portal messages. Important reminder: As a SoonerCare member, you should regularly check both your contracted entity (CE) portal and MySoonerCare.org to avoid gaps in coverage, services, or prescriptions. A key concern raised is that many members are not being properly informed or educated about their individual CE portals, including where to access value-added benefits. In response, at least one CE has updated its Welcome Kit to direct members to the portal and website and is also developing step-by-step how-to videos showing login instructions and navigation. The goal is to have these resources available by July 1. In terms of tracking usage, data can be reviewed on how often value-added benefits are accessed monthly. A mid-year survey also showed a significant gap between members who are aware of benefits (around 99%) and those who actually understand and use them (around 80%), which has led to a renewed focus on improving education and engagement this year. Contracted entities also maintain advisory councils to support member input and feedback.	Golden Nugget: Income guidelines are updated annually and effective April 1. Recommendation: Improve communication with members regarding accessing value-added benefits and make them easier to access.
Open Enrollment & Value-Added Benefits: Humana, Aetna & Oklahoma Complete Health	The traditional enrolled individuals through the HCA can choose one of the CEs, and each CE has their own value-add benefits. Children in foster care and those in custody of Juvenile Justice are covered by Oklahoma Complete Health's Specialty Program. If a Member is in the age, blind or disabled population, and receives SoonerCare through OHS, they utilize traditional SoonerCare and are not covered by Humana, Aetna or Oklahoma Complete Health.	

	• Social supports: Emergency grants (housing/utilities starting July 1), \$250 tribal traditional healing support, nutritional support, and Connection Plus • Education: GED and K–12 tutoring, new work certification program (18+), and Reach Out and Read literacy program • Health & wellness: Sports physicals, 4-H (ages 8–18), FFA, Weight Watchers (3-month membership), and online health literacy tools • Transportation: Medical, behavioral health, enhanced transport, hospital visits, and dependent non-emergency medical transportation services • Pregnancy & parenting: Diaper Club (\$30/month), breast pump, crib, and new car seat benefit, plus pregnancy-related rewards and Start Smart for baby care management program • Mental health supports: My Strength, Pyx Health, caregiver respite, and recovery programs • Vision & nutrition: Eyewear credits, enhanced vision, post-hospital meals, and food delivery support • Rewards program: My Health Pays Visa card earned through healthy activities, usable for essentials like rent, utilities, childcare, and groceries • The Children’s Specialty Program includes additional supports such as care grants, orthodontia, alternative therapy, and comfort items. Members can access supports through: 1. Member Services (SSP: 1-833-752-1664 / CSP: 1-833-752-1665) 2. Care Management (for eligibility-based benefits and coordination) 3. Community Health Workers (in-person community support) 4. Self-service options via website or specific program links (e.g., OTC, breast pumps) Benefits include: • Virtual visits, including behavioral health, are allowed • Enhanced transportation typically requires 2–3 business days’ notice (urgent exceptions possible) • Tribal traditional healing benefits require CDIB or verified tribal documentation • Orthodontia and specialty care require coordination with dental plans and care managers for approval and reimbursement • Members must report pregnancy through a Notice of Pregnancy to activate supports System & Access Concerns Raised for All Plans: • Many members are unaware of available benefits due to reliance on digital portals • Strong concern that services are “hidden” in apps or not clearly explained • Need for increased community health worker presence and in-person support	Recommendation for all plans: Improve access to awareness of available benefits by reducing information access to digital portals only. Some members need emails or mailed documents.
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	Emphasis on improving outreach, including one-on-one member education calls	Recommendation for all plans: Improve access to community health workers and in-person support. Recommendation for all plans: Increase access to one-on-one member education calls.
Open Enrollment & Value-Added Benefits: DentaQuest, Liberty Dental	DentaQuest – Value-Added Benefits Summary DentaQuest provides expanded dental supports at no cost to members, in addition to standard covered services. Key benefits include: \$0 out-of-pocket cost for dental appointments - Medication alternatives to fillings when appropriate - Nitrous oxide and sedation when medically necessary - Emergency pain treatment 24/7 tele-dentistry (virtual dentist visits) Additional programs: - Smiling Stork Program for pregnant members - Emergency Dental Redirect to connect members with a primary dentist - Healthy Behaviors rewards and oral health education for children and families - One additional cleaning per year for eligible adults with certain health conditions - Opioid safety education after dental extractions Liberty Dental Plan – Value-Added Benefits Summary Liberty Dental Plan also provides enhanced dental and wellness supports at no cost to members, with a strong focus on outreach and whole-person care. Core benefits include: 24/7 tele-dentistry (on-demand access to a dentist) \$0 out-of-pocket costs for covered services \$0 copays for dental care Additional programs and supports: - Healthy Behaviors incentive program for preventive care, pregnancy, and post-ER dental follow-up - Targeted outreach through case management, especially for pregnant members	Dentaquest Golden Nugget: Care coordination and case management are available to help members access and navigate benefits. Liberty Dental Golden Nugget: Care management and member services help guide members through accessing benefits and completing any required steps.

	- Community Smiles program connecting members to broader supports such as housing, food, utilities, and public benefits - Nutritional support, including post-dental surgery meal assistance - Child dental supports tied to special health conditions Liberty Dental also uses mailings, text outreach, and eligibility data to proactively connect members to services.	
Open Enrollment OHCA	Open Enrollment Summary Open enrollment for SoonerCare runs May 1 through June 12. During this period, members can choose to change their health plan, while those satisfied with their current plan do not need to take any action. Any approved plan changes and updated value-added benefits will take effect July 1. Key points: - Oklahoma Health Care Authority provides resources online, including instructional videos to help members change plans - Choice counselors are available through the SoonerCare Helpline: 1-800-987-7767 (option 5) - American Indian and Alaska Native members have the option to voluntarily enroll in SoonerSelect if they have not already done so - Value-added benefit charts are being updated to be clearer and more user-friendly, with both current and updated versions posted online. Enrollment Timing Rule - Applications submitted on or before the 15th → coverage begins the 1st of the following month - Applications submitted after the 15th → coverage begins the 1st of the second following month (up to a 45-day delay) - Members remain covered under traditional SoonerCare during the wait, but value-added benefits may not begin until plan activation Additional Notes - Updated benefit charts for the current and upcoming plan year will both be posted for comparison - Staff remain available to assist members by phone with questions or plan selection support	Golden Nugget: Open enrollment for SoonerCare runs from May 1 through June 12. If Members wish to remain in the same plan, no action is necessary. Golden Nugget: Extra Benefit Chart for each health plan in English: https://oklahoma.gov/ohca/soonerselect/health-plans/vabs.html Golden Nugget: Extra Benefit Chart for each dental plan in English: https://oklahoma.gov/ohca/soonerselect/dental-plans/vabs.html Golden Nugget: Extra Benefit Chart for Children's Specialty Program in English: https://oklahoma.gov/ohca/soonerselect/childrens-specialty/vabs.html

Stipend Forms & Future Agenda Items	Future Agenda Items & MATF Recruitment Update Proposed future agenda topics: • Transition from Oklahoma Health Care Authority SoonerCare to Medicare for individuals age 65+ • Transition process when Members turn 18 and move between coverage categories MATF Membership Openings (Effective July 1) The Member Advisory Task Force (MATF) will have upcoming openings and is actively recruiting members to ensure broad representation, especially from Southwest and Northwest Oklahoma. OFN is seeking applicants with lived experience in the following areas: • Family members supporting an adult in a nursing facility or long-term care setting with Medicare/Medicaid coverage • Individuals receiving services through the Medically Fragile Waiver • Young adults who have aged out of the child welfare system • Members enrolled through Aetna While all eligible individuals are welcome to apply, these perspectives help ensure MATF reflects the full range of SoonerCare member experiences across Oklahoma. Application & Contact Information More information about the application process is available on the Oklahoma Family Network website at https://oklahomafamilynetwork.org/leadership-advocacy/. The flyer with the link to the application can be found at Matf Flyer - 8.5 × 11in. Interested individuals are encouraged to reach out with questions or for assistance at info@oklahomafamilynetwork.org. Closing MATF is committed to maintaining strong, diverse representation and ensuring that lived experience remains central to discussions and improvements within the Medicaid system. We welcome all applicants to apply, regardless of whether they meet the highest needed lived experience focus areas noted above.	
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