

## Member Advisory Task Force

### MATF Notes

Co-Chairs: Wanda Felty, Nicole Victorine  
June 6, 2026

**Members Present:** X Wanda Felty, Co-Chair, X Linda Ingram Vice Co-Chair, X Paty Hernandez-Byers, X Ryan McLaughlin, X Dale Stuart, X Emily Burns-Bradley

**Steering Committee:** X Nicole Victorine, OHCA- Co-Chair, X Wanda Felty, Co-Chair, X Linda Ingram Vice Co-Chair X Carolyn Reconnu-Shoffner, OHCA

**Guests:** X Stephanie Mavredes, OHCA, X Janine Archie, Humana Healthy Horizons, X Mica Armstrong, OHCA, X Heather Cox, OHCA,

X Roberta Neal, Liberty Dental, X Brenda Olivares, DentalQuest, X Kelsey Dewbre, OHCA X Rebecca Sheppard, OHCA,

X Cynthia Ressler, OHCA, X Marisa Walters, DentalQuest, X Tayvon Lewis, Aetna Better Health of Oklahoma,

**OFN Staff:** X Terri Kinder, X Heather Pike, X Regenia Manning,

X = Virtual Attendee

| Item                                      | Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Recommendations / Golden Nuggets                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| <b>Welcome &amp; Conflict of Interest</b> | Welcome to everyone.<br>Introductions were made and potential conflicts of interest were disclosed by committee members.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Review FY 2026 Recommendation Log</b>  | <p><b>OHCA Updates on MATF Recommendations (July–April)</b></p> <p><b>August:</b> In response to recommendations about emergency coverage information, OHCA highlighted resources available through the care coordination member portal for eligible members. The portal provides emergency care guidance, instructions for seeking urgent care, secure messaging with care coordinators, and a "Locate My Provider" feature. Members are reminded that emergency services cover benefits and can contact their medical home for 24/7 assistance.</p> <p><b>October:</b> OHCA promoted the 988 Mental Health Lifeline during Mental Health Awareness Month, emphasizing free, confidential support available 24/7 by call or text. OHCA also noted that provider search tools are available through SoonerSelect plans, the OHCA website, dental partners, and the care coordination member portal, which includes enhanced search capabilities.</p> <p><b>December:</b> OHCA confirmed that the SoonerCare Benefits Guide includes detailed coverage information for children, adults, expansion populations, and Traditional and Choice programs. Coverage is available for colorectal cancer screenings, including colonoscopies, Cologuard, and fecal occult blood tests. OHCA also reported that larger wipe sizes and adjusted quantities are available when medically necessary.</p> <p><b>February:</b> To improve member support and reduce wait times, OHCA added AI-guided assistance to both the SoonerCare website and helpline in May 2026.</p> <p><b>OHCA Message:</b> OHCA reaffirmed its commitment to listening to member feedback, reviewing recommendations, and continuously improving services for members.</p> | <p><b>RECOMMENDATION:</b></p> <p>When OHCA provides updates on the recommendation logs, we encourage continuing the use of presentation slides that highlight each recommendation and describe actions taken in response to member feedback. Additionally, we recommend maintaining a record of all recommendations submitted by members and providing updates on their status as well. This could include whether a recommendation has been implemented, is under consideration for future action, or is not currently feasible. Providing this information will help ensure transparency and demonstrate to members that their voices are being heard and valued throughout the decision-making process.</p> |

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|                                                            | <p><b>OHCA Comments:</b><br/>Quote from Bryant H. McGill - “One of the most sincere forms of respect is actually listening to what others have to say. We are listening. We want to hear from members, and we take these recommendations back to see how we can help. We know we want to do the best we can for our members. Help Make Us Better. We want to do the best we can for our members.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>SoonerSelect – Open Enrollment, Questions</b>           | <p>Open Enrollment is the annual period when members can change their medical and/or dental plans. The 2026 Open Enrollment period ran May 1–June 12, with changes effective July 1, 2026. Members who did not make a selection remained with their current plans.</p> <p>Medical plan options included Aetna Better Health of Oklahoma, Humana Healthy Horizons in Oklahoma, and Oklahoma Complete Health. Dental plan options included DentaQuest and Liberty Dental. Members could change plans through MySoonerCare.org or by contacting the SoonerCare Helpline for assistance from a Choice Counselor. Members who change plans receive a 90-day continuity of care period, and plans work together to transfer information and previously approved services. SoonerSelect plans cover the same core services as traditional SoonerCare and may offer additional Value-Added Benefits, including health and wellness support, transportation assistance, community resources, and preventive services. OHCA continues to provide resources such as plan comparison tools, provider directories, benefit guides, and Value-Added Benefit information to help members choose the plan that best meets their needs.</p> <p>Pick A Plan - <a href="https://youtu.be/RLggAkWag-Y?si=9IGqqrI7XzXxbjoe">https://youtu.be/RLggAkWag-Y?si=9IGqqrI7XzXxbjoe</a></p>                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Policy Update and Process of policies being updated</b> | <p><b>Proposed Emergency Rules Update</b><br/>OHCA reviewed three emergency rules that will be presented at the June 26 Board meeting:<br/>Emergency Rule #26-07 – Nonpayment for Certain Gender Transition Procedures<br/>In response to Senate Bill 904, OHCA would no longer reimburse certain gender transition procedures as defined in state law, regardless of the member's age. The law does not affect behavioral health services, mental health counseling, medications for depression or anxiety, or treatment for precocious or delayed puberty. The rule is requested to take effect immediately upon the Governor's approval to ensure compliance with state law.</p> <p><b>Emergency Rule #26-10 – Justice-Involved Youth Reentry</b><br/>This rule implements a federal requirement that expands Medicaid services for justice-involved youth under age 21 and former foster youth up to age 26. Beginning July 1, 2026, eligible youth may receive certain Medicaid-covered services during the 30 days before release from a correctional facility and targeted case management for 30 days after release. The goal is to support successful community reentry, connect youth to needed services, and reduce recidivism. OHCA emphasized that intensive pre-release planning, post-release case management, and "warm handoffs" to community providers and health plans will help ensure continuity of care. Full Medicaid benefits continue beyond the 30-day post-release case management period for eligible individuals.</p> <p><b>Emergency Rule #26-03 – Alien Eligibility</b></p> | <p><b>Recommendation:</b> Provide MATF with a follow-up update on the implementation of services for justice-involved youth transitioning from incarceration back into the community. The update should include details on how eligible youth are being connected to Medicaid-covered services and case management beginning 30 days prior to release and continuing through the 30-day post-release period. Information should address efforts to identify physical health, behavioral health, and social support needs, coordinate care, and ensure continuity of services to promote a successful reentry.</p> <p><b>Recommendation:</b> Develop and implement a structured "warm</p> |

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|                                                                                                                         | <p>Effective October 1, 2026, federal Medicaid funding will be limited to U.S. citizens and certain qualified non-citizens, including lawful permanent residents, Cuban/Haitian entrants, and citizens of Freely Associated States. Most other non-citizens will no longer qualify for full Medicaid coverage and will be limited to emergency medical assistance. OHCA noted this change is required to comply with federal law. Coverage for unborn children through the Soon-to-Be Sooner program is not affected.</p> <p>Members were encouraged to follow future OHCA updates regarding the implementation of these proposed rules.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>handoff" process for justice-involved youth transitioning from incarceration to community-based services. The process should include assigning a dedicated case manager prior to release to establish early contact, build trust, assess needs, explain available benefits and services, and coordinate connections to health plans, providers, family supports, and community resources. The goal is to strengthen engagement, reduce barriers to care, support continuity of services, and improve health and reentry outcomes during this critical transition period.</p>                                                                                                                                                                                                                                                        |
| <p><b>New - Website Chat and IVR Bots Transition Process from SoonerCare to Medicare – 65<sup>th</sup> Birthday</b></p> | <p>Members were encouraged to visit MySoonerCare.org and utilize the website's AI chat assistant and automated phone system for assistance. These tools can answer questions, help members navigate resources, and continue to improve over time while protecting personal information. Callers who need additional assistance can request an agent or Member Services representative to be transferred to a live person.</p> <p>OHCA discussed the transition from SoonerCare to Medicare, noting that SoonerCare coverage typically ends at the end of the month in which a member turns 65. Medicare enrollment is often automatic for individuals with sufficient work history. Some individuals who meet Medicaid income requirements may be eligible to keep Medicaid as secondary coverage and should contact the Oklahoma Department of Human Services (OKDHS) for assistance.</p> <p>Members also discussed eligibility transitions for young adults. Individuals moving into their own household may submit a new Medicaid application, and eligibility will be determined based on household composition and income. OHCA noted that household and tax household rules can affect eligibility, particularly for young adults who are still claimed as a dependent.</p> <p>Questions were raised about TEFRA resources. OHCA advised that general TEFRA information may be available online, but members with specific questions should contact a TEFRA coordinator. A TEFRA presentation is scheduled for the August MATF meeting.</p> <p>OHCA encouraged members to use the AI chat assistant to ask questions about programs, enrollment, benefits, and website resources. Questions can be asked in a conversational format, such as "How do I enroll?" or "Can you help me find information about a program?" The AI assistant can</p> | <p><b>RECOMMENDATION:</b><br/>Recommendation: Develop an educational video for individuals approaching age 65 that explains the transition from Medicaid to Medicare, including enrollment steps, eligibility considerations, timelines, and available resources. The goal is to help older adults better understand the process and prepare for a smooth transition into Medicare coverage.</p> <p><b>RECOMMENDATION:</b><br/>Review and improve the transition process for individuals moving from Medicaid-only coverage to Medicare and Medicaid coverage at age 65. Members and families have reported challenges including long wait times, inconsistent information, confusion about eligibility requirements, and uncertainty regarding how household size and income are evaluated for older adults. Increased education,</p> |

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|                                                                                                                            | <p>search information available on the OHCA website; however, it may not locate resources housed on external websites.</p> <p>For official Oklahoma administrative rules and policies, members may refer to the Oklahoma Secretary of State's online rules database. <a href="https://www.sos.ok.gov/">https://www.sos.ok.gov/</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <p>clearer communication, and better coordination between programs could help ensure a smoother transition and timely access to benefits and services.</p> <p><b>RECOMMENDATION:</b><br/>Develop educational resources and transition support for youth and young adults moving from a family Medicaid case to managing their own coverage. Resources should provide clear information on eligibility, application requirements, timelines, and available assistance. Early education and transition planning can help young adults understand their responsibilities, maintain continuous coverage, and avoid delays or disruptions in accessing needed services.</p> |
| <p><b>Communications – OHCA’s preliminary questions on member outreach materials, process, reminders, difficulties</b></p> | <p>Oklahoma Healthcare Authority discussed plans for outreach to approximately 126,000 SoonerCare members who will be affected by new work requirements starting January 2027 under HR1 legislation. The team brainstormed strategies including using bright colored envelopes, incorporating "SoonerCare" branding clearly on communications, adding QR codes linking to additional information, website resources, informational videos, implementing text message campaigns, and potentially holding virtual or in-person town hall sessions to help members understand the requirements</p> <p>Members also recommended providing simple explanations of how programs such as Medicaid, Medicare, SoonerCare, SoonerSelect, OHCA, TEFRA, and contracted health plans relate to one another. Additional outreach through contracted health plans and exploring opportunities to streamline household communications may help improve awareness and member engagement. <a href="https://www.youtube.com/@soonercares">https://www.youtube.com/@soonercares</a></p> | <p><b>Recommendation:</b> Develop a clear visual guide or flowchart explaining Oklahoma’s Medicaid programs and entities, including OHCA, SoonerCare, SoonerSelect, and TEFRA. The resource should explain each program’s purpose, eligibility pathways, how programs connect, and where families can find assistance to help reduce confusion and improve access to services.</p> <p><b>Recommendation:</b> Offer virtual and in-person town halls to educate members about HR1 regulations and upcoming changes affecting SoonerCare. Sessions should provide clear information on eligibility requirements, reporting responsibilities, required actions, and</p>   |

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| <b>Stipend Forms &amp; Future Agenda Items</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p>A question was raised about whether OHCA could cover infant massage services. The request will need further review to determine if the service is allowable under federal guidelines and Medicaid policy.</p> <p>Members requested future updates on the justice-involved youth reentry process once implemented, including what is working well, challenges identified, and lessons learned.</p> <p>The group suggested moving discussions on Work Requirements and TEFRA to the August meeting.</p> <p>Attendees were thanked for their participation and reminded to complete the stipend form.</p> <p>The August 1 meeting will be held virtually as an open meeting. Registration will be required to attend.</p> | <p><b>RECOMMENDATION:</b></p> <p>SoonerCare to explore the benefits and provide coverage for infant massage.</p> |
| <p><b>MATF Meeting Schedule: August 1, 2026, October 3, 2026, December 5, 2026</b></p> <p><b>Future Agenda Items:</b> Changes to NEMT contract, Work Requirement Updates (October/December 2026)</p> <p><b>Board of Directors Meetings:</b> <a href="http://www.okhca.org/about.aspx?id=2671">http://www.okhca.org/about.aspx?id=2671</a></p> <p>Comments and questions may be submitted online through the Policy Change Blog and the Native American Consultation Page by contacting the OHCA Federal &amp; State Reporting Division by telephone at 405-522-7914 or via email at <a href="mailto:OHCAcommunityengagement@okhca.org">OHCAcommunityengagement@okhca.org</a>. Thank you for your Service!</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                  |