



## DUNCAN TOWN HALL Q&A

**1. Are behavioral health providers the same as medical providers?**

A: Yes

**2. Where can we find the contact information for the managed care organizations? My calls, messages and emails are not being returned by some of the health plans.**

A: Contact information for provider contracting with the plans can be found on our website at <https://oklahoma.gov/ohca/about/soonerselect/soonerselect-providers.html>.

**3. So many Oklahomans will become eligible for SoonerCare on July 1. Will they be able to apply before July 1 to begin coverage on July 1? This would avoid an overload of the application computer system during first week in July.**

A: Yes. Individuals can apply beginning June 1 for coverage to begin on July 1.

**4. As occupational, speech and physical therapists, we are currently contracted with OHCA. Will we need to complete credentialing with each of the four new health plans? If so, how timely will this process be?**

A: You must have a contract with the plan that the member chooses to see that member. You may choose which plans you would like to contract with. Contact information can be found at <https://oklahoma.gov/ohca/about/soonerselect.html>.

**5. How can we access the fee schedule of the different MCOs, and will they be different from each other?**

A: OHCA fee schedules can be found at <https://oklahoma.gov/ohca/providers/claim-tools/fee-schedule.html>. For most services, each health plan will have their own rate schedule.

**6. When members are asked to choose an MCO on the SoonerCare website, will they be able to see which providers are in network, or whether their current provider is in network with which**



**ADDRESS**

4345 N. Lincoln Blvd.  
Oklahoma City, OK 73105



**WEBSITES**

[oklahoma.gov/ohca](https://oklahoma.gov/ohca)  
[mysoonerCare.org](https://mysoonerCare.org)



**PHONE**

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



**MCOs? Will the members have to go search the four MCOs own websites to see if provider of choice is included?**

A: The members will be able to see who their provider is in network with by either calling their provider, calling the SoonerCare helpline, utilizing the provider directory on the plan websites, or by calling the plans.

**7. Will the OHCA website be utilized for claims and eligibility?**

A: OHCA will still handle all eligibility for members and the mysooner.org accounts will still be utilized. Claims will be handled by the MCOs.

**8. Do we bill SoonerSelect differently through the different organizations? Do the different plans treat providers under supervision differently than Medicaid does now for behavioral health?**

A: Billing will be done through each of the plans. The plans must contract with all provider types that OHCA currently contracts with.

**9. Is there a specific area to complete one form for all the health plans or do we have to go to each one and fill out their forms?**

A: If a provider chooses to accept a plan, they will need to execute a contract with them.

**10. Will disabled members on SoonerCare remain on regular SoonerCare or will they lose their coverage?**

A: Our disabled members will not be losing their coverage. Their coverage will remain the same at this time.

**11. Will vision coverage (exam, frames, and lenses) for children under the age of 21 be included on one of the four managed care plans or will there be a vision policy under a different plan?**

A: The health plans will offer all services OHCA currently offers.

**12. Can we get a copy of the contract he just mentioned?**



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A: <https://oklahoma.gov/ohca/about/soonerselect.html>.

**13. Will there be a way to access this Zoom recording in the future?**

A: A recording of this town hall will be posted at <https://oklahoma.gov/ohca/townhall.html>

**14. Where can I find the fee schedules for all MCOs or SoonerCare as it is now?**

A: OHCA fee schedules can be found at <https://oklahoma.gov/ohca/providers/claim-tools/fee-schedule.html>. For most services, each Plan will have their own rate schedule.

**15. Will OHCA continue to develop medical policies or will this be at the discretion of the MCOs?**

A: OHCA will still develop policy and will provide oversight for all plans.

**16. Several behavioral health agencies are small and do not bill private insurance (only Medicaid), so will there be a workshop to help providers who are in this situation?**

A: Each plan will provide provider training. Contact information can be found at <https://oklahoma.gov/ohca/about/soonerselect.html>.

**17. Will these plans follow the OHCA policy and guidelines or will these new plans have a choice to go between the plan rules/guidelines whichever benefits them?**

A: The plans will follow policy and guidelines developed by OHCA.

**18. Do MHPs have to get certified for each plan individually or do we get grandfathered in as SoonerCare providers?**

A: You must have a contract with the plan that the member chooses to see that member. You may choose which plans you would like to contract with.

**19. Will LBHP-under supervision be able to contract with the managed care providers?**

A: The plans must contract with all provider types that OHCA currently contracts with.



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**20. If the patient is on a health plan that is not contracted with OHCA, do they pay out of pocket?**

A: You must have a contract with the plan that the member chooses to continue treating that member. You may choose which plans you would like to contract with.

**21. How will we bill Medicaid as a secondary insurance?**

A: Each plan will offer provider training. Contact information for the plans can be found at <https://oklahoma.gov/ohca/about/soonerselect.html>.

**22. Where do we find a list of this Q&A after it is over?**

A: A recording of this town hall and all the questions and answers will be posted at <https://oklahoma.gov/ohca/townhall/Duncan>.

**23. Will therapist under supervision be able to contract with all four plans?**

A: The plans must contract with all provider types that OHCA currently contracts with.

**25. Clarification on billing: Right now, I use OHCA Provider Portal for SoonerCare claims. SoonerSelect will need to be billed through each plan website?**

A: Correct.

**26. Will authorizations for ST, PT and OT go through the OHCA portal or through each MCO?**

A: Through each MCO

**27. Will all four MCO plans be required to provide a portal to be able to submit PAs via the web?**

A: MCOs will be required to allow providers to submit prior authorizations online.

**28. Will we be able to see the Q&A on the Town Hall recordings?**



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**29. Do prior authorizations go through the insurance companies or still through the OHCA Provider Portal concerning dental?**

A: Prior Authorizations will go through the health and dental plans.

**30. If providers are credential through OHCA, why will that have to be credential through MCO?**

A: Yes, you must contract with whichever plan(s) you chose to accept.

**31. Where can I find the four partners to learn more about contracting with them?**

A: <https://oklahoma.gov/ohca/about/soonerselect/soonerselect-providers.html>.



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