



Q&A: Introduction to SoonerCare – Part Three: Coverage and Exclusions

1. We are at an eyecare provider's office and have received numerous calls from participants older than 21 on the new expansion, requesting to be seen and stating they have a benefit toward a vision exam and glasses. We have informed them there is no routine exam/glasses benefit for anyone 21 and over; medical exams only. Is this correct?

Vision coverage for SoonerCare adults over the age of 21 is limited to services related to eye disease or injury. There is no routine eye exam or glasses benefit for SoonerCare members who are over 21 years old. The member handbook and the online benefit comparison chart specify there is no coverage for optometry for adults over 21. A referral has been made internally to the Eligibility and Coverage Services unit.

2. Can you please give any updates on the letters being sent to patients regarding a copay being due monthly?

Members have received notification recently regarding cost sharing requirements. Some SoonerCare members are exempt from cost sharing, including children, pregnant women, and Native Americans. Those who are responsible for cost sharing will pay copayments for non-exempt services until the 5% household monthly cost sharing limit has been met. A provider cost sharing guide is available online at <https://oklahoma.gov/content/dam/ok/en/okhca/docs/providers/training/Cost%20Sharing%20and%20Copayments.pdf>.

3. Is there a main phone number to speak to an OHCA representative other than the 800 number about SoonerCare applications on behalf of a member?

The member helpline at 800-987-7767 is the main phone number for application assistance.

4. What are the rules for how long someone has to be an Oklahoma resident to receive services? What about if someone is here on a visa?

There is no durational Oklahoma residency requirement to receive SoonerCare services. Most non-US citizens must wait five years after receiving qualified immigration status before becoming eligible for Medicaid coverage. There are exceptions for qualified non-citizens; for example, refugees, asylees,



ADDRESS

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105



WEBSITES

okhca.org
mysoonercare.org



PHONE

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



OKLAHOMA
Health Care Authority

Serving Oklahomans
through SoonerCare

victims of trafficking, or lawful permanent residents (LPR) who used to be refugees or asylees don't have to wait five years. More information on citizenship requirements for Medicaid can be found here

<https://oklahoma.gov/ohca/individuals/mysoonercares/apply-for-soonercares-online/citizenship-guidelines.html>.



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