



OKLAHOMA
Health Care Authority

Aaron Morris | Interim Chief Executive Officer

J. Kevin Stitt | Governor

OHCA 2026-15

September 11, 2026

Re: **Provider Contract Processing Update**

Dear Provider,

We recognize the challenges many of you have experienced during the contracting process and understand your frustrations with the delays.

We have directed significant additional resources to increase processing capacity. With that additional push, we've **reduced the backlog of contract actions in process by nearly 40%, and we're on track to return contracting reviews to normal processing times by mid-October.**

We know these delays have created financial hardship for some of you. In some cases, claims were denied because contracts were not in place on time. We will establish a process for providers to resubmit those affected claims, if appropriate. Look for additional information, including eligibility and next steps, soon.

Addressing the current contracting workload is the agency's top priority.

We've brought in additional temporary staff and pulled teams from throughout the agency to support this need. We've also implemented technology and process enhancements to improve efficiency. Additionally, we're collaborating with the SoonerSelect contracted entities to reduce duplicative screenings and documentation requests, minimize application pends, and improve processing efficiency.



ADDRESS

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WEBSITES

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mysoonerselect.org



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Admin: 405-522-7300
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We appreciate your continued patience and partnership. We are committed to resolving the current backlog, improving processing times, and creating a timelier and more responsive contracting experience for providers.

Please stay tuned for additional information in the coming weeks.

Sincerely,

Aaron Morris
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