

Aaron Morris | Interim Chief Executive Officer

J. Kevin Stitt | Governor

OHCA 2026-18

October 9, 2026

Re: OHCA Contracting Delays: Claims Resubmission Exception Form Available

Dear Provider,

Thank you for your continued patience as we work through the provider contracting and enrollment backlogs. We are making significant progress clearing the backlog and expect to return to normal processing times this month.

We have also developed a workflow to process claims impacted because contracts were not in place on time. Please review the scenarios below and follow the relevant instructions for impacted claims.

Providers with impacted SoonerCare claims who already have proof of timely filing

If you already have proof of timely filing and have not already done so, submit impacted claims as normal with proof of timely filing attached.

This includes:

- Providers whose OHCA contract action was processed within 45 business days.
- Providers with affected claims that are still within **six months** of the timely filing deadline.

Providers with denied SoonerCare claims or who couldn't submit

If you have not been able to bill or have received denied claims because of contracting delays, please use the process below:

1. [Complete this form.](#)
2. Wait 15 business days.
3. Submit the affected claims using the regular claims process.



OKLAHOMA
Health Care Authority

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This scenario includes:

- New providers delayed in enrollment or contracting.
- Facilities or groups delayed in adding or updating affiliated providers (new, renewal or update applications).

This submission form will allow us to process impacted claims appropriately. We will carefully review every submission but cannot guarantee approval. All requests must be submitted no later than **January 31, 2027**.

Providers with any impacted SoonerSelect claims

If you could not submit claims with a SoonerSelect plan, experienced a denial or were paid the non-participating rate because of delayed OHCA contracting, please:

1. [Complete the form](#).
2. Wait 15 business days.
3. Follow each plan's guidance regarding next steps.

If you have specific questions about claims submitted to a plan, please [contact the relevant plan](#).

If you have questions about submitting the form or about SoonerCare claims, please contact the OHCA call center at 800-522-0114, option 1.

Sincerely,

Aaron Morris
Oklahoma Health Care Authority



ADDRESS

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WEBSITES

oklahoma.gov/ohca
mysoonercore.org



PHONE

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