Aaron Morris | Interim Chief Executive Officer

J. Kevin Stitt | Governor

OHCA 2026-20

October 27, 2026

Re: Transitions of Care Guidance

Dear Provider,

The Oklahoma Health Care Authority (OHCA) is providing an update regarding transitions of care for Medicaid members moving between SoonerSelect, managed by a contracted entity (CE), and SoonerCare fee-for-service, managed by OHCA.

To ensure uninterrupted, medically necessary care for our members, please review the following scenarios regarding the information needed to facilitate a seamless transition of care.

Scenario 1: Member transitioning from SoonerSelect to SoonerCare

- SoonerCare will honor previously authorized services that have received a medical necessity determination by the SoonerSelect CE for up to 90 days without requiring a new medical necessity determination. The provider will need to submit prior authorization (PA) information to SoonerCare with the approval letter for the services from the SoonerSelect CE for the specific requested service.
- If no PA was required by the SoonerSelect CE and no medical necessity determination was made by the CE for the service code request, SoonerCare will not issue a transition of care PA but will complete a medical necessity determination for needed care.

Scenario 2: Member who has an active 90-day transition of care PA from one SoonerSelect CE to another, and then transitions to SoonerCare in that same 90-day period

- OHCA will honor previously authorized services that have received a medical necessity determination by the SoonerSelect CE for up to 30 days without requiring a new medical necessity determination. The provider will need to submit PA information to SoonerCare with the approval letter for the services from the SoonerSelect CE for the specific requested service.

ADDRESS
4345 N. Lincoln Blvd.
Oklahoma City, OK 73105

WEBSITES
oklahoma.gov/ohca
mysoonercare.org

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

- If the SoonerSelect CE required no PA, SoonerCare will not issue a transition of care PA but will complete a medical necessity determination for needed care.

Scenario 3: Unique or complex eligibility changes

- SoonerCare will review each situation on a case-by-case basis to ensure compliance with OHCA policy and prevent any disruption of necessary services. The timeframe will vary depending on the member's unique circumstances.

Seamless transitions require timely communication when a member moves between SoonerCare and SoonerSelect. Our staff are committed to preventing disruptions in member access to care.

We appreciate your continued partnership in providing quality care to SoonerCare and SoonerSelect members. If you have questions regarding these transition guidelines, please contact the SoonerCare Provider Helpline at 800-522-0114.

Sincerely,

Oklahoma Health Care Authority