INTRODUCTION TO SOONERCARE

Part Two: Benefits and Programs

CLASS DESCRIPTION

This class is part two of a series titled *Introduction to SoonerCare*. Attendees will learn more about the various Oklahoma Medicaid member benefits and programs. Demonstrations will be provided on how these programs appear on the provider portal when conducting an eligibility search.

Recommended audience: New Oklahoma Medicaid providers and staff.

DISCLAIMER

- SoonerCare policy is subject to change.

- The information included in this presentation is current as of August 2021.

- Stay informed with current information found on the OHCA public website by visiting www.oklahoma.gov/ohca.

AGENDA

- What is SoonerCare

- Benefits and Programs

- Resources

- Questions

WHAT IS SOONERCARE

WHAT IS SOONERCARE?

SoonerCare is the brand name given to Oklahoma's Medicaid program.

- Medicaid is a program that covers medical expenses for certain groups of people who have limited income and resources.

- The Oklahoma Health Care Authority is the state agency that administers the program.

- It is jointly funded by the federal and state government.

- Title 19 refers to the section of the Social Security Act that authorizes the Medicaid program in US Code.

BENEFITS AND PROGRAMS

SOONERCARE TRADITIONAL

[SoonerCare Traditional](#) is a comprehensive medical benefit plan that reimburses contracted providers for covered service for members on a fee-for-service basis.

All members are initially enrolled in SoonerCare Traditional, however only a small percentage remain in the program:

- Residents of long-term care facilities.

- Dually eligible Medicaid/Medicare members.

- People with private HMO coverage.

- Those eligible for Home and Community-Based Services (HCBS) waivers.

- Children in state or tribal custody.

Eligibility displays as *Title 19*.

SOONERCARE CHOICE

[SoonerCare Choice](#) is a Primary Care Case Management (PCCM) program in which each member has a medical home. Contracted providers are reimbursed through a system that includes a monthly care coordination payment, a visit-based fee-for-service component and a performance-based component.

- The medical home provider coordinates all health care services, including issuing medically necessary referrals and providing lab results to panel members.

Members excluded from the SoonerCare Choice program:

- Have Medicare or other medical coverage as primary.

- Residing in an institution such as a nursing facility.

- Receiving Medicaid services through a HCBS waiver program.

- In-state or tribal custody.

Eligibility displays as *SoonerCare Choice* with *Title 19.*

MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES (MHSAS)

[Behavioral Health Services](#) are administered through the Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS).

- Coverage is for behavioral health services only.

- Providers must be contracted as a DMH provider to receive reimbursement.

- Most services require a prior authorization.

  – Prior authorizations are submitted through PICIS.

- Qualifications for this program are different than Title XIX.

Eligibility displays as *Mental Health and Substance Abuse*.

SOONERRIDE (NET)

[SoonerRide](#) is a non-emergency transportation (NET) program.

- ModivCare is the NET broker.

- Transportation for urgent care visits should be made immediately after the appointment is made.

- Non-urgent appointment trip requests must be made at least three business days in advance.

- ModivCare may request prior authorization for trips exceeding 45 miles.
    - Certain geographic areas and medical specialties are exempt.

Eligibility displays as *Non Emergency Transportation.*

ELIGIBILITY VERIFICATION

The OHCA secure provider portal will return the following results when the member's eligibility includes the benefits and programs already reviewed.

- Eligibility is updated daily – remember to check eligibility on the date of service.

Eligibility		
Coverage	**Effective Date**	**End Date**
SoonerCare Choice	02/22/2021	02/22/2021
Non Emergency Transportation	02/22/2021	02/22/2021
Mental Health and Substance Abuse	02/22/2021	02/22/2021
Title 19	02/22/2021	02/22/2021

SOONERCARE EXPANSION ADULTS

[SoonerCare Expansion Adults](#) receive full-scope benefits currently from a fee-for-service plan like SoonerCare Traditional.

Expansion adults include:
- Non-pregnant adults ages 19-64
- Individuals not enrolled in Medicare
- Individuals not otherwise eligible for SoonerCare as a parent or caretaker relative or formerly in foster care

Eligibility displays as *Expansion Healthy Adult Program*.

Eligibility		
Coverage	**Effective Date**	**End Date**
Mental Health and Substance Abuse	07/06/2021	07/06/2021
Expansion Healthy Adult Program	07/06/2021	07/06/2021

INSURE OKLAHOMA

The [Insure Oklahoma](#) Employer Sponsored Insurance is a program Oklahoma created to bridge the gap in health care coverage for low to moderate income working adults.
- Under the ESI program, premium costs are shared by the state, the employer and the employee.
- Members have coverage and a card provided by a private insurance carrier.

Eligibility displays the carrier details in TPL.

Eligibility

Coverage	Effective Date	End Date
Mental Health and Substance Abuse	03/04/2021	03/04/2021

TPL

Click '+' to add a row.

Carrier Name (Carrier ID)	Policy Number	Group ID (Employer ID)	Policy Holder (Relationship)	Policy Type	Coverage Type	Rx-BIN	Rx-PCN	Effective	End
BLUE CROSS BLUE SHIELD OF OKLAHOMA	XXXXXXXXX	- (-)	(-)	-	MAJOR MEDICAL	-	-	03/04/2021	03/04/2021

SOON-TO-BE-SOONERS (STBS)

SoonerCare coverage of [pregnancy-related medical services](#) for women who would not otherwise qualify for SoonerCare benefits.

- Limited benefit program that allows for prenatal care and delivery of the newborn.

- Coverage is limited to services that benefit the unborn child and does not include full Medicaid benefits.

Eligibility displays as *Soon To Be Sooners*.

Eligibility		
Coverage	**Effective Date**	**End Date**
Non Emergency Transportation	02/22/2021	02/22/2021
Mental Health and Substance Abuse	02/22/2021	02/22/2021
Soon to be Sooners	02/22/2021	02/22/2021

OKLAHOMA CARES (BREAST AND CERVICAL CANCER)

The [Oklahoma Care Breast and Cervical Cancer (BCC)](#) program provides treatment for breast and cervical cancer and pre-cancerous conditions to eligible members.

- SoonerCare coverage that includes the full range of services (not only cancer treatment).

- Contact information for the program:
    - Oklahoma State Department of Health at 866-550-5585
    - Cherokee Nation at 877-458-4491
    - Kaw Nation of Oklahoma at 580-362-1039, ext. 228

Eligibility displays as *Title 19*.

TEFRA

TEFRA (Tax Equity and Fiscal Responsibility Act of 1982) makes Medicaid benefits available to children with physical or mental disabilities who would not ordinarily be eligible for Supplemental Security Income (SSI) benefits because of their parent's income or resources.

- This option allows children who are eligible for institutional services to be cared for in their homes.

- A physician assessment for TEFRA eligibility is required in the application process.

Eligibility displays as *Title 19*.

LONG TERM CARE SERVICES

[Long Term Care Services](#) is a system of health care providing long-term care and support in home and community-based settings, nursing homes, small and large residential care facilities or group homes, and in the workplace. This includes:
- Living Choice
- Programs of All Inclusive Care for the Elderly (PACE)
- 1915(c) Home and Community Based Waiver services (HCBS)
- Other Long-Term Care (LTC) services

Eligibility displays *Title 19* as well as the associated waiver program.
- PACE is an independent program and will display as *PACE*.

LIMITED MEDICARE PROGRAMS

Members eligible for Medicare and Medicaid (dual-eligible) may receive assistance for Medicare cost sharing requirements.
- OHCA reimburses the co-insurance and deductible of Medicare up to a certain percentage.

SoonerCare Supplemental is a plan that may help pay for Medicare cost sharing requirements and provides assistance for Medicare Part B premiums only. SoonerCare Supplemental does not cover services, only premium assistance.
- Specified low-income Medicare beneficiary (SLMB).
- Qualifying individual, group 1 (Q1) and qualifying individual, group 2 (Q2).

Eligibility will display as *SLMB, Q1* or *Q2*.

RESOURCES

HELPFUL TELEPHONE NUMBERS

- OHCA call center

    - 800-522-0114 or 405-522-6205; option 1

- Internet help desk.

    - 800-522-0114 or 405-522-6205; option 2, 1

- EDI help desk.

    - 800-522-0114 or 405-522-6205; option 2, 2

HELPFUL TELEPHONE NUMBERS

- Eligibility Verification System
    - 405-840-0650 or 800-767-3949
    - Available 20 hours a day, 5 a.m. to 1 a.m.

- SoonerRide
    - 877-316-3459
    - tripcare.logisticare.com/login

- Care Management Department
    - 877-252-6002
    - www.oklahoma.gov/ohca/providers/soonercare-care-coordination-resources

HELPFUL LINKS

- Agency website
  - www.oklahoma.gov/ohca

- OHCA provider portal
  - www.ohcaprovider.com

- Provider training
  - www.oklahoma.gov/ohca/providers/provider-training

- Medicaid expansion
  - www.oklahoma.gov/ohca/about/medicaid-expansion/expansion

QUICK REFERENCE GUIDE

A revised version of the OHCA provider quick reference guide is now available.

Visit the provider training page at
www.oklahoma.gov/ohca/providers/provider-training
to download a copy.

PROVIDER QUICK
REFERENCE GUIDE

OKLAHOMA
Health Care Authority

Visit our site recently?
Visit the OHCA website at **oklahoma.gov/ohca** for more information about the agency, our policies and programs.

Don't miss out on webinar opportunities!
OHCA hosts a variety of free learning sessions available for SoonerCare providers and staff. Virtual learning sessions occur several times a month on a variety of topics. One is the Introduction to Oklahoma SoonerCare webinar. This training provides information on the basics of SoonerCare for those who are new to the program or need a refresher. For more information, visit **oklahoma.gov/ohca/provid-ers/provider-training**. The provider training page features webinar descriptions, registrations, training presentations and previously recorded webinar sessions.

Provider Education Specialists are available to assist you...
Provider education specialists are available for telephonic or virtual training with providers and health-related community workgroups and coalitions. Education special-ists can answer questions about OHCA policy, programs and procedures, claim issues, and navigating the secure SoonerCare Provider Portal.

Training can be requested via email. Please include a brief description of the issue or topic in question, the provider's name and SoonerCare ID number, a return phone number, and a contact name with your training request.

SEND TRAINING REQUESTS TO
Email: SoonerCareEducation@okhca.org

For immediate claims or policy assistance, please call the OHCA provider helpline at **800-522-0114**.

How do I schedule SoonerRide?
Use TripCare to schedule non-emergency transportation reservations online. You can view all scheduled trips for your facility for any specified day. TripCare's dashboard allows you to manage trip requests and reservations, and know which transportation provider is assigned to each reservation. Schedule rides at least three business days before appointment at **tripcare.logisticare.com** or call 800-435-1276.

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OHCA PROVIDER HELPLINE
Toll-Free: 800-522-0114
Oklahoma City Area: 405-522-6205

OPTION	UNIT	HOURS
1	OHCA Call Center	8AM-5PM, M-F
2, 1	Internet Help Desk (SoonerCare Provider Portal)	8AM-12PM & 1-5PM, M-F
2, 2	EDI Help Desk (batch transactions)	8AM-12PM & 1-5PM, M-F
3, 1	Adjustments (claims)	7:30AM-4PM Mon., W-F 12PM-4pm, Tues.
3, 2	Third Party Liability	8AM-5PM, M-F
4	Pharmacy Help Desk (issues)	8AM-7PM, M-F 9AM-5PM, Sat. 11AM-5PM, Sun.
5	Provider Contracts	8AM-5PM, M-Tues., Thurs-F 1PM-5PM, Wed.
6, 1	Pharmacy Help Desk (authorizations)	8AM-7PM, M-F 9AM-5PM, Sat. 11AM-5PM, Sun.
6, 2, 1	Behavioral Health Authorizations (OP)	8AM-5PM, M-F
6, 2, 2	Behavioral Health Authorizations (IP)	8AM-5PM, M-F
6, 3	Medical Authorizations (status only)	8AM-5PM, M-F
6, 4	Prior Authorizations (PAs)	8AM-5PM, M-F
6, 5	Dental Authorizations	8AM-5PM, M-F

How do I update my provider file?
The SoonerCare Provider Portal allows contracted provid-ers the opportunity to maintain their essential contract information. Administrators and providers can make changes and updates to their provider file through the secure SoonerCare Provider Portal at **ohcaprovider.com**. Input your User ID in the Login box, then click the Log In option. On the Welcome screen, select the Update Pro-vider Files link on the right side of the page. The Sooner-Care Provider Enrollment page will load with the update options available for your contract type.

Providers can update the following:
- Banking Information
- Address and Contact Information
- Office Information
- Add/Delete Group Members
- EFT and ERA
- View Contract Types and Dates
- Complete Contract Renewal
  (Option will load only when it is time to renew your contract)

How do I use Electronic Data Interchange (EDI)?
EDI handles processing and troubleshooting of all elec-tronic batch files that are uploaded in the OK Medicaid Provider Portal under files exchange. To submit elec-tronic batch files, you must complete an EDI/ERA appli-cation for providers and test with special X-12 Software, or have a contract with an OK Medicaid clearinghouse that will submit files on your behalf.

EDI accepts electronic batch submissions of 837 (professional, institutional, dental), 270/271, 276/277 and 278 files. Processing of batch files can take an average of four hours to process once uploaded in the SoonerCare Provider Portal. The EDI department also processes EDI applications to set up a provider for 835 electronic remit-tance advices. Contact the EDI help desk at 800-522-0114 for questions or concerns regarding EDI transmission and processing.

How do I verify eligibility using the Eligibility Verification System (EVS)?
In the OKC area, call 405-840-0650 or toll-free, 800-767-3949. You must have the SoonerCare provider ID number and EVS PIN. Enter your 9-digit provider number and location code followed by #. Enter your 4-digit EVS PIN followed by #. Available 20 hours a day, 5AM-1AM. Eligibility can also be checked on the SoonerCare Provider Portal.

Forgot your PIN? See Internet Help Desk option under the OHCA Provider Helpline.

PRIOR AUTHORIZATIONS
ISSUED BY DEPARTMENT

USER/CONTACT	PHONE/FAX
PASRR Level of Care Unit	405-522-7133 & 405-522-7674
Medical Authorizations	405-522-6205, option 6, 3 Toll-Free: 800-522-0114, option 6, 3 MAUadmin@ohkca.org
Durable Medical Equipment	DMEadmin@okhca.org
Ocupation/Physical/ Speech Therapy	Therapyadmin@ohkca.org
Dental Authorizations	405-522-7401
Pharmacy Help Desk College of Pharmacy	405-522-6205 Toll-Free: 800-522-0114 Fax: 405-271-4014 Toll-Free Fax: 800-224-4014
Personal Care Local County DHS Office	Contact local DHS office
Advantage Administration Unit	918-933-4900
Developmental Disabilities Services Division (DDSD) Area Office	405-325-5080 Toll-Free: 800-349-9173 Fax: 405-573-6853
Medically Fragile Waiver OHCA Waiver Staff	Toll-Free: 888-287-2443
Behavioral Health	Toll-Free: 800-522-0114

TRANSACTION CODES

1 - Member Eligibility
2 - Provider Warrant
3 - Prior Authorization
4 - Claims Inquiry
5 - Change EVS/AVR PIN

A=*21	E=*32	I=*43	M=*61	U=*82	T=*81	Y=*93
B=*22	F=*33	J=*51	N=*62	Q=*11	V=*83	Z=*12
C=*23	G=*41	K=*52	O=*63	R=*72	W=*91	
D=*31	H=*42	L=*53	P=*71	S=*73	X=*92	

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OHCA Quick Reference Guide

TRAINING RESOURCES

- Monthly webinars

- How-to videos

- Provider education specialists:

  - Education specialists provide education and training as needed for providers either virtually or telephonically.

  - Requests for assistance should be emailed to: SoonerCareEducation@okhca.org. (Requests should include the provider name and ID, contact information, and a brief description of what assistance is being sought.)

  - For immediate claims or policy assistance, please contact the OHCA provider helpline at 800-522-0114.

TRAINING RESOURCES

Quarterly Introduction to SoonerCare training.

- Part One – Eligibility & Verification (Aug. 12, 2021 at 2 p.m.)

- Part Two – Benefits & Programs (Aug. 19, 2021 at 9 a.m.)

- Part Three – Coverage & Exclusions (Aug. 26, 2021 at 2 p.m.)

Visit the provider training page at
www.oklahoma.gov/ohca/providers/provider-training
to register.

QUESTIONS

GET IN TOUCH

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105

oklahoma.gov/ohca
mysoonercare.org

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