



## Visit our site recently?

Visit the OHCA website at [oklahoma.gov/ohca](http://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/providers/provider-training](http://oklahoma.gov/ohca/providers/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 specialists 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](mailto: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](http://tripcare.logisticare.com) or call 800-435-1276.

## 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 providers 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](http://ohcaprovider.com). Input your User ID in the Login box, then click the Log In option. On the Welcome screen, select the Update Provider Files link on the right side of the page. The SoonerCare 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 electronic batch files that are uploaded in the OK Medicaid Provider Portal under files exchange. To submit electronic batch files, you must complete an EDI/ERA application 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 remittance 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.*

**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	

# PRIOR AUTHORIZATIONS

ISSUED BY DEPARTMENT

USER/CONTACT	PHONE/FAX
PASRR Level of Care Unit	405-522-7597 & 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
Occupation/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