

# INTRODUCTION TO SOONERCARE

Part Three: Coverage And Exclusions



# CLASS DESCRIPTION

This class is part three of a series titled “Introduction to SoonerCare”. The class provides a general overview of Oklahoma Medicaid coverage and exclusions for adults and children. Coverage for waiver programs including Advantage, and Home and Community Based Waiver Services are not included in this presentation.

**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](http://www.oklahoma.gov/ohca).

# AGENDA

- SoonerCare Coverage and Exclusions
  - Adults
  - Children
- Resources
- Questions

**SOONERCARE  
COVERAGE AND  
EXCLUSIONS FOR  
ADULTS**

# ADULT – BASIC COVERAGE

- Ambulance or emergency transportation.
- Ambulatory surgery center services.
- [Behavioral health and substance abuse services.](#)
- Case management services for the chronically mentally ill.
- Chemotherapy and radiation therapy.
- Clinic services including renal dialysis services.

# ADULT – BASIC COVERAGE

- [Dental services](#).\*
- [Durable Medical Equipment and supplies](#).
- Family planning services and supplies.
- Federally Qualified Health Center (FQHC) services.\*
- [Hemophilia](#).
- Home health services.\*

\*Limitations or exclusions may apply.

# ADULT – BASIC COVERAGE

Hospital inpatient services:

- Inpatient claims will be paid using the diagnosis-related grouping methodology, with exceptions.
- Payment for preventable readmissions within 30 days of discharge will be reduced.
- Emergency room services.



# ADULT – BASIC COVERAGE

- [Nursing Facility Services](#).\*
- [Nutritional Services](#).
- Outpatient Hospital Services.
- [Pregnancy Services \(breastfeeding, etc.\)](#)
- Personal Care Services.

\*Limitations or exclusions may apply.

# ADULT – BASIC COVERAGE

- Physician services.
- Podiatry services.
- [Prescription drugs and insulin.](#)
- [Prenatal, delivery and postpartum services \(maternity services\).](#)
- Rural health clinic services.\*
- Smoking and tobacco use cessation counseling and products.

\*Limitations or exclusions may apply.

# ADULT – BASIC COVERAGE

- Transplants that are prior authorized.
- Transportation to obtain covered medical care ([SoonerRide](#)).
- Tuberculosis services.
- Ultrasound benefits\*.

\*Limitations or exclusions may apply.

# ADULTS – LIMITATIONS (PHARMACY)

- Six prescriptions per month.
  - Members receiving services under a waiver program may receive an additional seven prescriptions.
- Maximum two brand name prescriptions.

# ADULTS – LIMITATIONS (PHARMACY)

Exemptions from the six-prescription limit include:

- Prescriptions for family planning.
- Chemotherapy drugs.
- Antiretroviral drugs.
- Hemophilia drugs.
- Smoking cessation products.
- Solutions used in IV therapy.
- Drugs used to treat tuberculosis.

# ADULTS – LIMITATIONS (PHARMACY)

- Lock-in evaluation for members with:
  - Multiple providers or pharmacies.
  - Frequent emergency room visits.
- Pharmacy Referral Lock-in Form (Pharm-16).
  - <https://oklahoma.gov/ohca/providers/forms.html>

# ADULTS – LIMITATIONS

## Dental Services (limited for adults)

- Services include evaluations, images, cleanings, dentures, scaling and restorations.
- [Adult Limited Dental Benefit Provider Guide](#) available on OHCA's dental provider [page](#).

## Physician Visits

- Four office visits per month (excludes Patient-Centered Medical Home and emergency room).

# ADULTS – LIMITATIONS

Services provided by rural health clinics:

- Limited to four visits per month and one encounter per day.
  - Provider Letter 2014-42.

Services provided by federally qualified health centers:

- Limited to four visits per month.
  - One medical encounter per day.



# ADULTS – LIMITATIONS

## Home Health Visits

- Limited to 36 visits per calendar year.
  - OHCA Policy & Rules 317:61-547 Reimbursement.

## Nursing Facility Physician Visits

- Limited to two physician visits per calendar year.
  - OHCA Policy & Rules 317:30-5-133.1 Routine Services.

# ADULT – GENERAL EXCLUSIONS

- Inpatient diagnostic studies that could be performed on an outpatient basis.
- Cosmetic surgery and experimental services.
- Routine eye examinations and visual aids.
- Non-therapeutic hysterectomies or sterilization reversal procedures.
- Induced abortions, except when certified in writing by a physician that the abortion was necessary to save the mother's life, or the pregnancy was the result of rape or incest.

# ADULT – GENERAL EXCLUSIONS

- Services of two physicians for the same type of service to the same patient on the same day, except when supplemental skills are necessary.
- Services rendered by the following:
  - Certified surgical assistant.
  - Chiropractor.
  - Hearing therapist.
  - Psychologist.

**SOONERCARE  
BASIC  
COVERAGE  
AND  
EXCLUSIONS  
FOR CHILDREN**

# CHILDREN – BASIC COVERAGE

- A child is an individual under 21 years old.
- Unlimited medically necessary outpatient visits, prescription drugs, emergency room services and inpatient days.
- Hospital inpatient services:
  - Inpatient claims will be paid using the diagnosis related grouping methodology, with exceptions.
  - Payment of preventable readmissions within 30 days of discharge will be reduced.

# CHILDREN – BASIC COVERAGE

- Physical, occupational, speech and hearing services, including hearing aids.
- Dental services.
- Optometry services.
  - Eye exams.
  - Glasses.
    - Limited to two per 12-month period.
    - Additional medically necessary glasses must be prior authorized.

# CHILDREN – BASIC COVERAGE

- Targeted case management for first time mothers and their infants.
- Skilled nursing services.
- Early intervention services.
- School-based services.
- Early and periodic screening, diagnosis and treatment services.
- Residential behavior management services.
- Inpatient psychiatric services.
- Psychological services.

# CHILDREN – GENERAL EXCLUSIONS

- Services or expenses incurred for cosmetic surgery, unless the physician certifies the procedure is necessary for the emotional well-being of the child.
- Experimental medical services.
- Services of two physicians for the same type of service on the same day, except when supplemental skills are required.
  - Documentation and review required.



# CHILDREN – GENERAL EXCLUSIONS

- Non-therapeutic hysterectomies.
- Induced abortions.
  - Except when certified, in writing, by a physician that the abortion was necessary to save the mother's life, or the pregnancy was the result of rape or incest.
- Inpatient drug and alcohol treatment, except detox.
- Services of a certified surgical assistant.

# 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
  - 800-316-3459
  - [tripcare.logisticare.com/login](https://tripcare.logisticare.com/login)
- Care Management Department
  - 877-252-6002
  - [www.oklahoma.gov/ohca/providers/sooner-care-care-coordination-resources](https://www.oklahoma.gov/ohca/providers/sooner-care-care-coordination-resources)

# RESOURCES

OHCA policy and rules:

- <https://oklahoma.gov/ohca/policies-and-rules/xpolicy.html>.
- Provider policies and rules and Oklahoma Health Care Authority Medicaid rules.
  - Chapter 25 – SoonerCare Choice.
  - Chapter 30 – Fee-for-Service.

# HELPFUL LINKS

- Agency website
  - [www.oklahoma.gov/ohca](http://www.oklahoma.gov/ohca)
- OHCA provider portal
  - [www.ohcaprovider.com](http://www.ohcaprovider.com)
- Provider training
  - [www.oklahoma.gov/ohca/providers/provider-training](http://www.oklahoma.gov/ohca/providers/provider-training)
- Medicaid expansion
  - [www.oklahoma.gov/ohca/about/medicaid-expansion/expansion](http://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](http://www.oklahoma.gov/ohca/providers/provider-training) to download a copy.

### 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.

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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 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
- Office Information
- EFT and ERA
- Address and Contact Information
- Add/Delete Group Members
- 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

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OHCA Quick Reference Guide

## 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 MALJadmin@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



# 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](mailto:SoonerCareEducation@okhca.org). (Requests should include the provider's 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.

**QUESTIONS**



**OKLAHOMA**  
Health Care Authority

## GET IN TOUCH

4345 N. Lincoln Blvd.  
Oklahoma City, OK 73105

[oklahoma.gov/ohca](http://oklahoma.gov/ohca)  
[mysoonerhealth.org](http://mysoonerhealth.org)

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

