

**CHIROPRACTORS
AND
SOONERCARE**



This presentation provides information about the SoonerCare provider contract process for chiropractors and includes helpful resources for providing Oklahoma Medicaid services.

Recommended audience:

Chiropractors providing alternative treatments for pain management to SoonerCare adults.

DISCLAIMER

SoonerCare policy is subject to change. The information included in this presentation is current as of May 2022.

The most current information can be found on the OHCA public website at www.oklahoma.gov/ohca.

AGENDA

- Coverage and Limitations
- Contracting as a SoonerCare Provider
- Resources
- Questions

COVERAGE AND LIMITATIONS

ALTERNATIVE TREATMENTS FOR PAIN MANAGEMENT

To decrease use and misuse of opioid medications, OHCA implemented [alternative treatments for pain management](#) effective January 1, 2022.

The program consists of coverage for chiropractic care outside of a hospital setting for adults with acute, subacute, and chronic spinal/back pain or injury.

MANUAL SPINAL MANIPULATION

Manual spinal manipulation for the treatment of acute or chronic back pain is the only chiropractic service covered by SoonerCare.

Manual spinal manipulation includes manipulation of the five regions of the spinal column for the treatment of back pain by a licensed chiropractor.

CPT Codes

98940

98941

98942

for adults ages 21
and older

limited to 12 visits per
calendar year

requires prior
authorization

CPT Codes

99202

99203

99212

99213

for evaluation or
re-evaluation

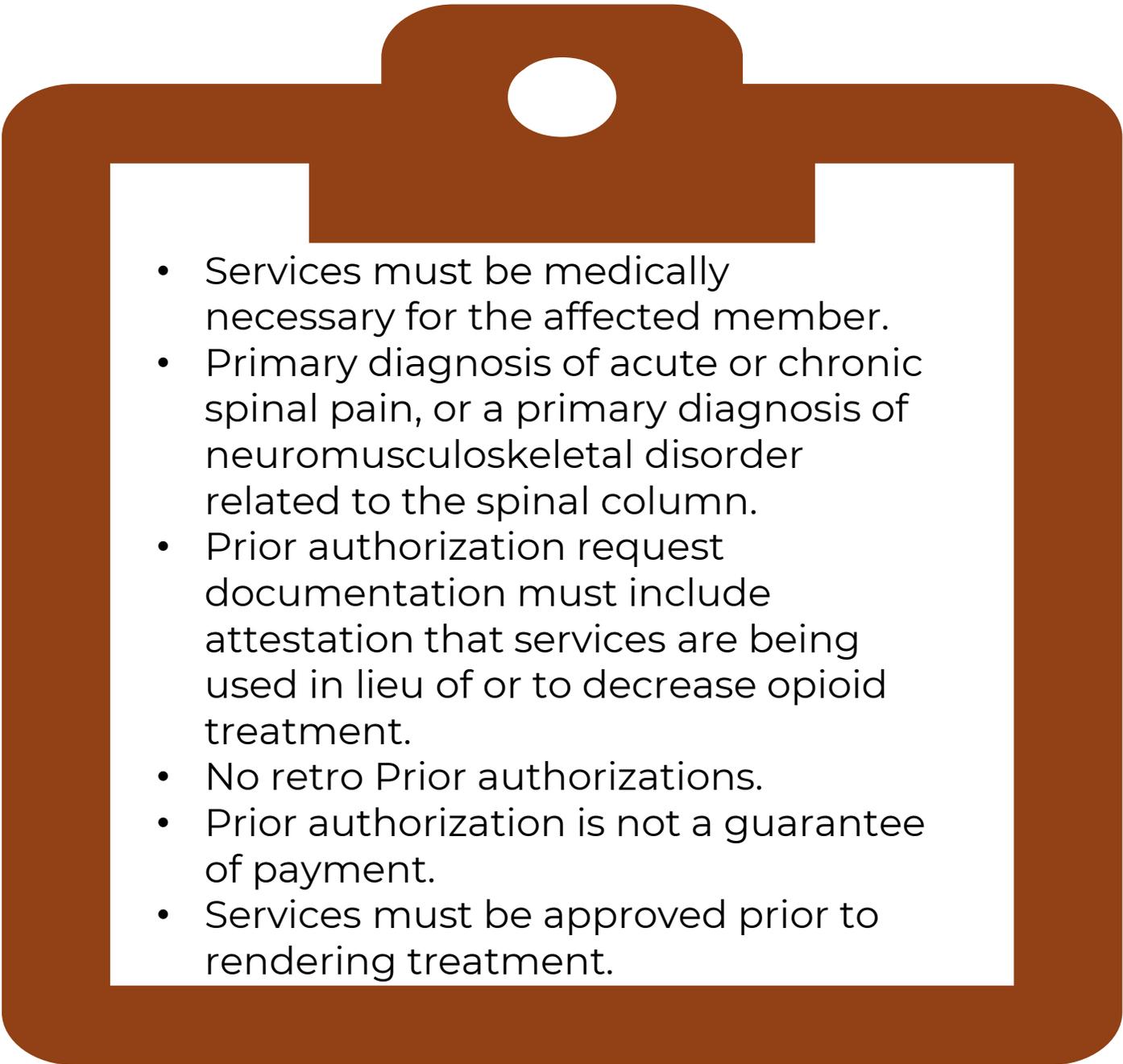
one initial eval, one re-
eval per calendar year

do not require prior
authorization

SEARCH FEE SCHEDULE

- Providers should use the *Search Fee Schedule* feature located under the Resources tab on the OHCA secure provider portal to ensure coverage of services and pricing.
- Reimbursement of Medicare primary claims are paid coinsurance and deductible of Medicare.

The screenshot shows the Oklahoma Health Care Authority (OHCA) Provider Portal. The page title is "Provider Portal". The navigation menu includes: My Home, Eligibility, Claims, Prior Authorizations, Referrals, Files Exchange, Financial, Letters, Reports, and Resources. The current page is "Search Fee Schedule", with a breadcrumb trail: Resources > Search Fee Schedule. The form is titled "Search Fee Schedule" and has a "Procedure" tab selected, with "NDC" and "DRG" tabs also visible. A legend indicates that an asterisk (*) denotes a required field. A disclaimer states: "Pricing and eligibility listed does not guarantee payment of a claim. Please refer to Provider Rules of coverage by specific provider type." The form fields are: *Benefit Package (dropdown menu showing "Expansion Healthy Adult Program"), Code Type (text field showing "Procedure Code"), *Procedure Code (text field), *Date of Service (text field with a calendar icon), *Age (text field), and Modifiers (four text fields). At the bottom of the form are "Search" and "Reset" buttons.

- 
- Services must be medically necessary for the affected member.
 - Primary diagnosis of acute or chronic spinal pain, or a primary diagnosis of neuromusculoskeletal disorder related to the spinal column.
 - Prior authorization request documentation must include attestation that services are being used in lieu of or to decrease opioid treatment.
 - No retro Prior authorizations.
 - Prior authorization is not a guarantee of payment.
 - Services must be approved prior to rendering treatment.

Full guidelines are available on the [Medical Authorization webpage](#) or by clicking [here](#).

NOTES



There is **no requirement** for ordering or referring provider for the manual spinal manipulation codes, or for the evaluation codes.



Providers should not bill members for services that are available from other SoonerCare providers (i.e., x-rays and physical therapy).

**CONTRACTING
AS A
SOONERCARE
PROVIDER**

ELIGIBLE PROVIDERS

[OAC 317:30-5-720](#) Eligible providers:

- Must be appropriately licensed, in good standing in the state in which they practice and working in accordance with the Oklahoma Chiropractic Practice Act or other applicable statutes.
- Entered into a provider agreement with OHCA to provide chiropractic services. Current Medicare contracted providers must separately apply to have a Medicaid contract in order to render chiropractor services to Fee-For-Service members.



NEW CONTRACTS

The SoonerCare provider enrollment application is found on the [provider enrollment page](#) by clicking the New Contracts link, or by visiting www.ohcaprovider.com/Enrollment/Site/Home/createuser.aspx.

The screenshot shows the Oklahoma Health Care Authority website. The header includes the logo and navigation links: About, Individuals, Providers, Insure Oklahoma, Research, Policy, Contact, and a search bar. The breadcrumb trail reads: Oklahoma Health Care Authority > Providers > Provider Enrollment. The main heading is 'Enrollment'. Below this is a blue banner with 'PROVIDER CONTRACTS' and 'ATTENTION:'. The 'PROVIDER CONTRACTS' section contains the text 'If you have questions:' followed by a list: 'Call toll free (800) 522-0114, option 5 for Provider Contracts (Hours: 8 a.m. - 5 p.m. Mon., Tues., Thurs., Fri., and 1 - 5 p.m. Wed.)' and a link to 'Email us'. The 'ATTENTION:' section contains two paragraphs: 'Please remember that all SoonerCare-contracted providers are responsible for keeping their provider file current.' and 'Please make sure your email address(es), phone number(s) and location are up to date, so you can receive all pertinent OHCA communications. Thank you.' Below the banner are three columns: 'Contracts' with links for 'New contracts', 'Renewal contracts', 'Contract Types', and 'Check Application Status'; 'Forms' with links for 'Addendum to Hospital Contracts for Psych & Rehab Units', 'Electronic Funds Transfer', 'Group Appendix A', 'Settlement Agreement Request Form', and 'PRTF Attestation'; and 'Resources' with links for 'Provider Portal Access Form', 'False Claims Act', 'Frequently Asked Questions', 'Office of Inspector General Exclusion List', 'OHCA Policy and Rules - Click to View', and 'Provider Risk Levels'. A red arrow points to the 'New contracts' link in the 'Contracts' column.

Choose an Individual contract if payments will report to your employer, or you are a sole proprietor and payments will report to your SSN or personal FEIN.

Provider Contract Selection

Welcome Providers! Thank you for serving Oklahoma SoonerCare members.

Enrolling in the SoonerCare Provider Program is easy - we'll walk you through everything you need to do.

In order to get started, we need to ask you a few questions. Your answers will help determine what information you need to provide and which agreement you need to sign.

Required fields are marked with an asterisk (*).

What type of provider are you enrolling? *

Individual provider

[How do I know which to select?](#)

Business (facility, agency, organization, or group)

Indian Health Services

Tribal Facilities

Urban Indian Facilities

Which type of provider are you enrolling?

Anesthesiologist Assistant

Applied Behavior Analyst

Architectural Modification Individual

Audiologist Individual

Behavioral Health Practitioner - Under Supervision

Certified Nurse Midwife

Certified Nurse Practitioner

Certified Registered Nurse Anesthetist

Chiropractor

Clinical Nurse Specialist

DDS Registered Nurse

Choose a Business contract if you are set up as a corporation (Inc., PC, PLLC, Partnership, LLC, etc.).

What type of provider are you enrolling? *

[How do I know which to select?](#)

- Individual provider
- Business (facility, agency, organization, or group)
- Indian Health Services
- Tribal Facilities
- Urban Indian Facilities

Which type of business are you enrolling?

- Adult Day Services
- Advantage Home Delivered Meals
- Agency Companion
- Ambulance Service
- Ambulatory Surgical Center
- Architectural Modification Business
- Assisted Living
- Case Management Agency
- Community Transition Services
- Daily Living Support & Intensive Personal Support Services
- DME and Medical Supplies
- Employment Services
- Family Training Services Business
- Federal Qualified Health Center
- Free-Standing Dialysis Center
- Group

Select your primary specialty.

Type: *

- Habilitation Training Specialist Business
- Home Health Agency/Private Duty Nurse

APPLICATION SUBMISSION

New provider contracts are processed by Provider Enrollment within 4-6 weeks of submission.

OHCA will acknowledge receipt of the application with an application tracking number (ATN). The ATN or SSN/FEIN may be used to check the status of the application [here](#). See [Global Message 8/4/20](#).



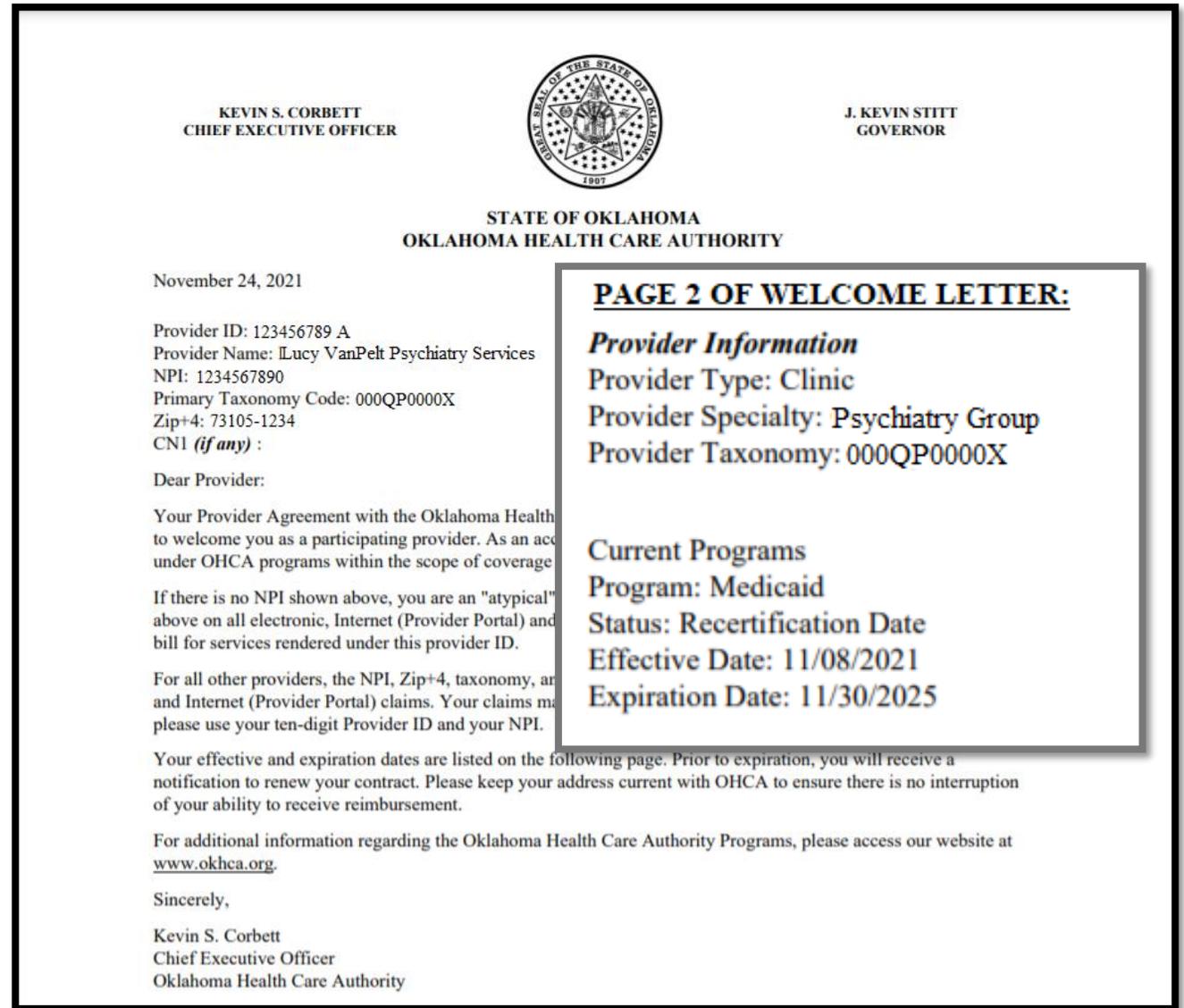
If the application is returned for corrections, email notifications will be sent to the enrollment contact submitted on the application.

- Initial email: the first notification that corrections are needed.
- Second email: sent 15 days after the initial email as a reminder.
- Expiration email: sent 30 days after the initial email as notification the contract is expired, and a new application is required.

APPLICATION APPROVAL

Upon application approval, official contacts will receive:

- **Welcome Letter** containing important contract information.
 - Provider ID
 - Primary Taxonomy Code
 - Zip +4
 - CN1 (if applicable)
 - Program
 - Effective Date
 - Expiration Date
- **PIN Letter** containing secure provider portal login instructions.



RESOURCES

CHIROPRACTOR RESOURCES

- [Introduction to SoonerCare webinar](#)
- [1500 Claim Submission webinar](#)
- [Medical Prior Authorizations](#)
- [Alternative Treatments for Pain Management policy](#)
- [Alternative Treatments for Pain Management global message 12/20/21](#)

PROVIDER ENROLLMENT

- Phone: 800-522-0114, option 5
- Hours: 8 a.m. – 5 p.m. Mon., Tues., Thurs., Fri.
1 – 5 p.m. Wed.
- Email: ProviderEnrollment@okhca.org
- Web: <https://oklahoma.gov/ohca/providers/provider-enrollment.html>

OHCA PUBLIC WEBSITE

OHCA's public website is the best source for current SoonerCare information: www.oklahoma.gov/ohca.

- A [Provider Toolkit](#) is available to help providers locate helpful information online more efficiently.
- Find service-specific information such as rules, manuals, prior authorization, forms and contracts for enrolling in the SoonerCare program and other important topics based on the services you provide on the [Provider Types page](#).
- [Policy and rules](#) are available to review online.

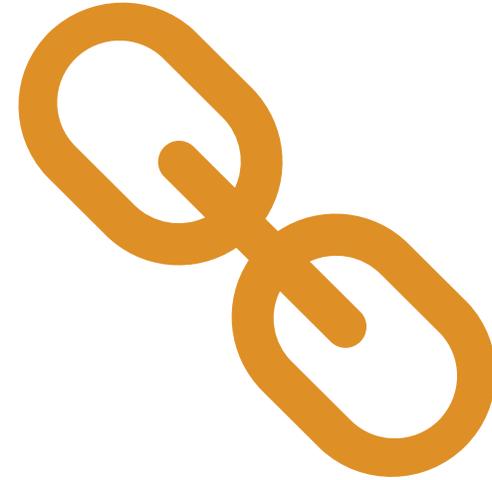
HELPFUL TELEPHONE NUMBERS

- 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 LINKS

- Agency website
 - www.oklahoma.gov/ohca
- OHCA provider portal
 - www.ohcaprovider.com
- Provider training
 - www.oklahoma.gov/ohca/providers/provider-training
- [Provider Quick Reference Guide](#)
- [OHCA Resource Guide](#)



TRAINING RESOURCES

- 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'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.
- Monthly webinars
- How-to videos





OKLAHOMA
Health Care Authority

GET IN TOUCH

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105

oklahoma.org/ohca
mysoonercare.org

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

