SOONERCARE
ELIGIBILITY THROUGH
NODOS OR eNB-1

September 2022
SoonerCare policy is subject to change. The information provided in this presentation is current as of September 2022. Current OHCA policy and rules are available at www.oklahoma.gov/ohca.
AGENDA

NODOS Overview
• NODOS defined
• Provider portal submission instructions
• DMH New Member Enrollment

eNB-1 Overview
• eNB-1 defined
• Provider portal submission instructions

Resources

Questions
A Notification of Date of Service, or NODOS is an electronic request made by approved facilities to reserve SoonerCare eligibility for a date of service.

NODOS allows facilities to notify the OHCA of needed medical services for potential members.
PURPOSE OF A NODOS

RESERVE ELIGIBILITY: NODOS allows a SoonerCare application to be backdated no more than 5 days from the date of NODOS submission.
- An application must be completed, and the member determined eligible within 15 days of NODOS submission.

REIMBURSEMENT: In order for a provider to be reimbursed by SoonerCare, the patient must have eligibility for the date of service.

A NODOS IS NOT A GUARANTEE OF ELIGIBILITY OR PAYMENT FOR SERVICES.
WHO IS A NODOS FOR?

A NODOS can be submitted for:

➢ Newborn babies
➢ Families and children
➢ Pregnant women
➢ Adults 19-64 years old

HOSPITALS, INPATIENT PSYCHIATRIC FACILITIES AND CBSCC’S ARE THE ONLY PROVIDER TYPES WITH ACCESS TO SUBMIT A NODOS TO OHCA ELECTRONICALLY.

• OHCA secure provider portal clerks will need access to the Eligibility Verification function in the portal to access the NODOS application.
SUBMITTING A NODOS

NODOS is submitted online using the OHCA secure provider portal.

Any clerk with eligibility verification access can submit NODOS.

The NODOS feature is site-specific, meaning that the Provider ID that submits the NODOS must match the facility ID where the patient was seen.
Member eligibility must be verified before accessing the NODOS.

Enter patient’s SSN and Date of Birth or Last Name, First Name, and Date of Birth, and a single date of service.
When it has been verified that the patient has no existing SoonerCare coverage:

Hospitals will gain access to the Notification of Date of Service.

Inpatient psychiatric facilities and CBSCC’s will gain access to NODOS and DMH New Member Enrollment.
Information required:
- Patient’s first and last name
- Date of birth
- Gender
- Citizenship status
- Social Security Number*
- Mailing address

*For patients that are citizens or legal aliens, and one year old or older, the SSN is mandatory.
For patients under the age of one who do not have a SSN, enter all zeros.
For patients that are not citizens or legal aliens, enter all zeros.

Information should be verified prior to submitting.
A submitted NODOS from one provider is not searchable for other providers.

- The system will honor the earliest NODOS within an eligible date range no matter how many are submitted.

Print the acknowledgement: once the NODOS Acknowledgement screen is closed, providers will no longer be able to access the submitted NODOS.
NODOS KEY POINTS

- Only one NODOS is needed per family.

- Submission of multiple NODOS forms for the same individual will cause delays in processing and payment of claims.

- The original NODOS is valid for 15 days after submission.
  
  **Example:** If a NODOS is submitted on 7/10/22. The member has until 7/25/22 to apply. If they apply on or before 7/25/22, the application for the member will backdate to 7/05/22 which is five days prior to the submission date of the NODOS.

- Inaccurate information on the NODOS causes data integrity issues for reporting and statistics, and delays the eligibility backdate process.

- A NODOS must be submitted prior to the submission of a completed eligibility application.
  
  • If an application is received prior to a NODOS, the date of coverage will be the application date.
KEY POINTS CONTINUED

- A submitted NODOS from one provider is not searchable by other providers. OHCA’s system will honor the earliest NODOS within an eligible date range no matter how many are submitted.

- The Notice of Date of Service Acknowledgement should be printed for proof of NODOS submission. Once the confirmation screen is closed out, providers will no longer have access to the submitted NODOS.

- Eligibility backdating does not occur in real-time. If the NODOS matches the application, OHCA’s system will backdate eligibility on the next business day.

- Providers may email the NODOS to NODOS-NB1@okhca.org if the electronic NODOS system is not working.
DMH NEW MEMBER ENROLLMENT

Inpatient Psychiatric Facilities and Community-Based Structured Crisis Centers (CBSCCs) have access to the DMH New Member Enrollment application along with the electronic NODOS.

The DMH New Member Enrollment application is for MHSAS eligibility and is NOT enrollment for Medicaid.

➢ This application will add MHSAS eligibility to an existing Medicaid ID or will create a new ID with only MHSAS eligibility.
➢ MHSAS eligibility is backdated five days from the date of submission.
➢ No additional action or application is needed by the member to secure MHSAS eligibility.
DMH NEW MEMBER APPLICATION

Information required:
- Patient’s first and last name
- Date of birth
- Gender
- Social Security Number
- Mailing address (not required if homeless)
MHSAS ELIGIBILITY DETAILS

Results are returned with the Member ID and the eligibility date.

- MHSAS eligibility will be backdated five days from the date of application submission.

For assistance with DMH New Member Enrollment issues please email the PICIS Help Desk at gethelp@odmhsas.org.
Electronic Newborn Application Process or eNB-1

An online process to establish immediate Soonercare eligibility for a baby born to a mother with Soonercare coverage.
PURPOSE OF eNB-1

➢ Real-time electronic processing of SoonerCare applications for deemed newborns.

➢ Primary Care Provider (PCP) medical home selection at the time of application.

➢ Obtain a new member ID for the baby for billing purposes.
WHO CAN SUBMIT AN eNB-1?

Hospitals and birthing centers are the only types of providers that can submit an eNB-1 newborn application.

• OHCA secure provider portal clerks will need access to Newborn Application Access function in the portal to access the eNB-1 newborn application.

• A Create Clerks how-to-video is available on the provider training page for information on how to add a new clerk or how to add eligibility verification to an existing clerk’s access.
**eNB-1 REQUIREMENTS**

The mother gave birth to only one newborn child.

The mother retains custody of the newborn child.

The mother is prepared to select a Primary Care Provider (PCP) for the newborn.

If these conditions cannot be met, use the Adobe PDF version of the [NODOS/NB1](#).
DO NOT USE THE ONLINE NEWBORN ENROLLMENT PROCESS TO:

• Change a baby’s name (800-987-7767)
• Change a baby’s PCP (800-987-7767)
• Report other change in information to OKDHS (405-521-3646)
eNB-1 NEWBORN APPLICATION

If the mother has current SoonerCare coverage, proceed with the eNB-1 Newborn Application accessible on the home page of the secure provider portal.
Answer both questions at the bottom of the page and click the Begin NB-1 Form Submission link.
Verify mother’s eligibility using:
- Mother’s Member ID
- SoonerCare Case Number
- First Name, Last Name and Date of Birth
- SSN and Date of Birth

Results will populate with the member information.
If eligibility cannot be located, use the pdf version.
The primary care provider (PCP) associated with the household will display, allowing the user to select the same PCP for the newborn, or search for a new PCP.

* If no PCP is associated with the household, the form will prompt the user to search for a PCP using:
  - Provider name
  - Provider ID
  - Member to provider distance
Enter the newborn information.

- If the newborn has not been given a name, the mother will need to contact the DHS worker later to have the newborn’s legal name changed on the DHS case.

- The “undetermined” value for the child’s sex must only be used for instances where the biological sex of the child is not yet known due to a sex anomaly or intersex condition.
Verify contact information for the mother. Enter updates as needed, or if the information is already correct, click Continue.

If the mother is homeless enter where she stays in the Residence fields and where she gets her mail in the Mailing Address fields.
Enter information about the other parent if in the home:

- Name
- Date of birth
- SSN

If the other parent is not in the home, answer whether the parent is deceased.
Confirm information for the newborn, the PCP, the address and the other parent. If any information is correct, edit the appropriate section.
A message of successful submission will display with other programs of potential eligibility.

Click the link for Create Printable Documents to print documents for:
- mother
- hospital
- physician
RESOURCES
RESOURCES

• If the electronic NODOS is unavailable, email the pdf NODOS Submission form to NODOS-NB1@okhca.org.

• OHCA application policy 317:35-6-15.
HELPFUL TELEPHONE NUMBERS

• SoonerCare Helpline
  - 800-987-7767

• OHCA Provider Helpline
  - 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
QUESTIONS