CLASS DESCRIPTION

This class will discuss the SoonerCare Choice referral guidelines for members enrolled with a Patient Centered Medical Home provider and provide instructions on administrative referral requirements.

**Note:** Referrals submitted through the OHCA Secure Provider Portal by I/T/U providers to specialists will not be covered.

**Recommended audience:** SoonerCare Choice primary care providers/medical homes who issue referrals, and specialists who receive referrals.
DISCLAIMER

• SoonerCare policy is subject to change.

• The information included in this presentation is current as of February 2022.

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

• Overview
• Referral Guidelines
• Administrative Referrals
• Reminders and Updates
• Resources
• Questions
OVERVIEW
SOONERCARE CHOICE

SoonerCare Choice is Oklahoma’s statewide Primary Care Case Management (PCCM) program in which each member is linked to a primary care provider who serves as their patient-centered medical home (PCMH).

• Primary care providers (PCPs) manage member’s basic health care needs, which includes specialty referrals and providing after hours care.
• Members enrolled in SoonerCare Choice must have a referral from the PCP in order to see a specialist.
MEMBER EXCLUSIONS

Certain SoonerCare members are ineligible for the SoonerCare Choice program.

Individuals excluded from the Choice program:

- Enrolled in a waiver program
- Reside in nursing home or long-term care facility
- In state or tribal custody
- In a subsidized adoption
- Members with a commercial primary insurance
EXPANSION ADULT REFERRALS

On October 1, 2021, expansion adults began transitioning to SoonerCare Choice.

To assist the transition of expansion adults to medical homes and alignment with primary care, the “referral required” edit for claims was suspended.

On January 1, 2022, the edit was reinstated, and referrals are currently required for SoonerCare Choice expansion adults seeking specialty services.
SoonerCare Choice members must be concurrently enrolled in *Title 19* or *Expansion Healthy Adult Program*.

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A member’s primary care provider information is displayed on the OHCA secure provider portal when checking eligibility.

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REFERRAL EXCLUSIONS

- Services provided outside of the PCP/PCMH by primary care specialties
- Child physical/sexual abuse exams
- Acute hospitals
- Anesthesia services
- Emergency room care
- Outpatient surgeries (facility only)
- Inpatient hospital admissions
- Chemotherapy
- Diagnostic lab and X-ray services
- Durable Medical Equipment
- Family planning services
- Prenatal and Obstetrical care
- Outpatient behavioral health services
- Sleep studies/sleep medicine
- Dental services
- Therapy and audiology services
- Services provided to a Native American at an I/T/U
- Optometry
- Vision services for children
REFERRAL GUIDELINES
GUIDELINES

Services authorized by the PCP must be within the scope of coverage of the SoonerCare Choice program.

Referrals are to be initiated for services that are medically necessary, as determined by the PCP.

The PCP and specialty provider are responsible for maintaining appropriate documentation of each referral to support the claims for medically necessary services.

PCPs may be a group or an individual.

Referrals may be written to an individual provider or a group.

Referrals can be issued up to 12 months.

PCPs can backdate referrals up to six months.
Referrals from the PCP are required prior to rendering services, except for retrospective referrals that are deemed appropriate by the PCP.

PCPs do not have to see a member before a referral is approved but they may require this.

Referrals may be forwarded to other specialists with the approval of the PCP/CM.

Specialists must report findings directly to the provider issuing the referral.

Referrals are not the same as prior authorizations.

A PCP referral is not a guarantee of payment.
GUIDELINES CONTINUED...

- The group provider and referring provider must have an active SoonerCare contract.

- Referrals from a PCP group must have the individual referring provider tied to the contract.

- The referring provider information for claims processing must belong to an individual, not a group.

- The SoonerCare legacy number belonging to the individual referring provider is required for use on paper claims.

- A Referral Guide for SoonerCare Providers is available on the provider training page.
- View Provider Letter 2010-41 for more information.
REFERRAL METHODS

Acceptable referral methods consist of, but are not limited to:

• SoonerCare Referral Form (SC-10).
• Paper referrals with required components.
• E-mail referrals with required components.
• Electronic referrals submitted through an electronic medical record (EMR) with required components.
• A printed copy of a referral from an EMR system with required components.
• OHCA secure provider portal referrals (applicable only to I/T/U facilities).
Referral components:

**Member information:**
- Name
- SoonerCare ID Number
- Telephone Number

**Referring provider information:**
- Name of individual referring provider
- SoonerCare ID Number and NPI
- Original or electronic signature
- Reason for referral
- Referral start and end date

**Primary Care Provider information:**
- Name of primary care provider
- Telephone/Fax Number

**Specialty provider information:**
- Name of specialist or group
- Address
- Telephone/Fax Number
The SoonerCare Referral Form, or SC-10, can be found on OHCA’s provider forms page at https://oklahoma.gov/content/dam/ok/en/okhca/documents/a0304/20784.pdf.
CLAIM REQUIREMENTS

OHCA secure provider portal submission claims require the individual referring provider’s NPI.

EDI claims require the individual referring provider NPI in Loop2310A, segment NM1*DM.
ADMINISTRATIVE REFERRALS
Administrative referrals are provided by the OHCA under special and extenuating circumstances:

• Referred by an Indian Health Service, Tribal or Urban Indian Clinic (I/T/U).

• Result of an emergency room visit or follow-up.

• Pre-operative facility services, prior to a dental procedure.
PROSPECTIVE ADMINISTRATIVE REFERRALS

Administrative referrals are reviewed by the OHCA Population Care Management unit.

Approval criteria for prospective administrative referrals:

1. The PCP denied the referral request.
2. The specialty visit must be urgent.
3. The visit must be medically necessary.
RETROSPECTIVE ADMINISTRATIVE REFERRALS

Retrospective administrative referrals are reviewed by OHCA Provider Services unit.

Approval criteria for retrospective administrative referrals:

- The PCP denied the referral request.
- Must be sent to OHCA Provider Services within 30 days from when the service is rendered.
Administrative referral request process:

The SC-14 form is used for administrative referrals.

The PCP must be contacted prior to requesting an administrative referral.

Approved administrative referrals are issued to the rendering provider.
On the SC-14 form for administrative referral requests, the rendering provider name and provider number must belong to the individual specialty provider.
ADMINISTRATIVE REFERRAL REVIEW FINDINGS

The OHCA will fax a letter if the administrative referral is denied.

If approved, the OHCA sends the provider an electronic letter notice via the provider portal.

• The administrative referral approval letter is only accessed by the individual rendering provider login.
ADMINISTRATIVE REFERRAL APPROVAL

To view the administrative referral approval notice, select the Letters tab, then click on Provider Letters.
The SoonerCare Coordination of Care Letter provides the disposition for administrative referral requests.

COORDINATION OF CARE LETTER
REMINDERS & UPDATES
FIND A PROVIDER

Specialty providers can be searched within the provider portal, under the Resources tab.

Criteria used to perform the search:

• Zip Code
• Distance
• Provider NPI
• Provider Type and Specialty

The Search Results will provide a list of contracted specialists based on the criteria entered. Some provider specialties may not appear in the search results.
2022 PCMH REDESIGN

The PCMH program has been enhanced to guarantee the availability of a medical home for all SoonerCare Choice members, and to take a significant step toward meaningful, outcome-linked, standardized measures while adjusting the incentive payment to reward significant improvement and high achievement relative to all PCMH providers.

Changes include:

- SoonerExcel pay-for-performance incentive measures
- Reimbursement structure
- Provider scorecards

See more by visiting the Patient Centered Medical Home page, or by viewing Provider Letter 2021-13.
MEDICAL HOME AGREEMENT

In addition to the 2022 PCMH Redesign, medical homes are no longer required to obtain and maintain a signed Medical Home Agreement form within the patient’s medical record.

• Medical home providers *are required* to explain the expectations of a patient-centered medical home with the patient.

• The Medical Home Agreement form can be found at https://oklahoma.gov/content/dam/ok/en/okhca/docs/providers/types/soonercare-choice/PE%20Medical%20Home%20Agreement%20English%202021.12.13.pdf.
PROVIDER LETTERS

Provider Letter 2010-41: PCPs Referrals

Provider Letter 2017-09: Important Changes to the Referral Process

Provider Letter 2021-12: National Correct Coding Initiative Program

Provider Letter 2021-15: National Correct Coding Initiative Program
GLOBAL MESSAGES

- GM 12/21/21 Patient Dismissal Process Guide
- GM 12/20/21 Preventive Medicine for Adults
- GM 10/18/21 SoonerCare Adult Expansion Visit Limit Clarification
- GM 10/23/20 Ordering National Provider Identifier
RESOURCES
CARE COORDINATION

SoonerCare offers a variety of care coordination services for members and providers.

• Population Care Management (PCM) and Health Care Systems Innovations (HCIS).

• Members are partnered with a registered nurse or social services coordinator to work with providers on managing your needs.
CARE COORDINATION SERVICES

SERVICES OFFERED:

• Health Coaching
• Chronic Disease Management
• Pediatric Care Management
• Obstetrical Care Management
• Social Services
• Medication Therapy Management
CARE COORDINATION RESOURCES

CARE COORDINATION HELPS TO:

- Reduce hospital admissions
- Reduce unnecessary emergency room utilization
- Improve management of chronic diseases at home
- Ensures the care team is up-to-date on members' needs

Visit the OHCA Care Coordination website to view additional information.
OHCA is encouraging providers to complete a brief questionnaire so we may assess and increase provider awareness of care coordination services available to members with higher levels of social and healthcare needs.

Please follow this link to participate in the Care Management Provider Survey.
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 toolkit
  - https://oklahoma.gov/ohca/providers/toolkit.html
MEDICAL HOME RESOURCES

• SoonerCare Choice Provider
  - https://oklahoma.gov/ohca/providers/types/soonercare-choice.html

• Patient-Centered Medical Home
  - https://oklahoma.gov/ohca/providers/types/soonercare-choice/patient-centered-medical-home.html

• Medical Home Resources
  - https://oklahoma.gov/ohca/providers/types/soonercare/soonercare-choice/medical-home-resources.html
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?
GET IN TOUCH

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105

oklahoma.gov/ohca
mysoonerercare.org

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