



SOONERCARE PROVIDER CONTRACTS Q&A

1. Will there be an email reminder before a contract expires?

A. Yes, for all provider types, the official contact will receive a renewal notification 75 days prior to the contract expiration date and a reminder email 45 days prior to expiration.

2. Where do I find the programs my practice is currently enrolled in?

A. The enrolled programs will display on the profile home page of the Update Provider Files section of the secure provider portal. Additionally, the programs will be listed on the welcome letter and renewal letter; both are available under the Letters tab on the provider portal.

3. If we have one main office and a few smaller offices where we offer services, and the same group of providers service all locations, do we need a separate contract for each location? Will new locations need a separate contract? What if it is a satellite location?

A. Yes, SoonerCare provider contracts are site specific. A separate contract is needed for each new and existing location where services are rendered.

4. When a provider switches agencies, what is the best way for the provider to update their contract if they can't access the portal?

A. The provider should contact our internet help desk at 800-522-0114 option 2, then option 1 to reset the login information.

5. What is the purpose of the enrollment agent?

A. The enrollment agent assists with completing the application or renewal or making updates to the provider file.

6. Are we able to contract providers with a temporary license? SLP, PT, OT?

A. Yes, providers with a temporary license will be given a contract end date that equals the license expiration date. When the board has issued the full license, contact provider enrollment to update the license as it will not be able to be updated on the secure provider portal.



ADDRESS

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105



WEBSITES

okhca.org
mysoonerca.org



PHONE

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



7. How are we able to find what address is listed on the contract if the provider can't remember which address is on file and we cannot login to the individual providers profile on the portal?

A. Email us at providerenrollment@okhca.org for assistance or use the online [Provider Directory](#) to locate the provider address on file.

8. Is an Appendix A required for new provider contracts or just to add locations?

A. Any new provider contract would require an Appendix A.

9. Can a provider's effective date be backdated?

A. The effective date for a contract is the day it is completed. A provider can put the desired effective date on the Appendix A and OHCA will try to accommodate.

10. We are hiring a part time therapist who is contracted at a different facility. Will we need a new contract for that provider, or can they use our current provider number?

A. The new provider would need to be linked to your group as long as their current contract is for rendering services only.

11. We are opening a facility later this month. Should we begin the contracting process or wait?

A. Yes, because OHCA requires 30 to 45 business days to process a contract during renewal periods.

12. If a provider failed to renew their contract, can their effective date be backdated?

A. A written request to backdate the contract must be submitted and OHCA will consider the date while reviewing the application.



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