



## NODOS/ENB-1 Q&A

What should a member do if they are on TANF and an eNB-1 was done, but the newborn has not been added to the case?

*The parent or guardian should call the SoonerCare helpline at 1-800-987-7767 so we can assist in resolving the issue.*

What is the best process to backdate coverage for a newborn who was added using eNB-1, but the coverage is not showing as effective on the child's date of birth?

*The parent or guardian should call the SoonerCare helpline at 1-800-987-7767 so we can look at the account to see why it did not backdate to DOB.*

When submitting an eNB-1, there are occasional error messages and issues using the system. Is there a solution?

*Trying a different browser can sometimes fix the issue. Firefox, Chrome and Edge are the browsers that are most compatible. If issues persist, please reach out to your facility's IT department. If your IT department is unable to fix the issue, call OHCA Provider Services at 1-800-522-0114.*

Is the facility at which the patient is receiving care the SoonerCare Provider ID number that needs to be used to obtain an NODOS?

*Yes, the SoonerCare Provider ID number that should be used is the SoonerCare number of where the patient is being treated.*

What is the allowed timeframe to submit a NODOS form?

*If a NODOS is submitted timely, OHCA can backdate up to 5 days from that date.*



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**WEBSITES**

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



**PHONE**

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