

Provider Enablement FAQ

When can we start using the Assistance Request form?

Please start immediately! When a SoonerCare member contacts you about redetermination or losing their coverage via SoonerCare please direct them to the referral form, link, or QR code so they can begin the process of getting connected to Unite Us. Our Care Coordination team is ready to handle Assistance Request forms as they are completed.

What Service Type should a SoonerCare member select when they need assistance being connected to new health care benefits?

The SoonerCare member should select “Benefits Navigation” from the Service Type menu. They will also be able to indicate whether or not they have completed the redetermination process in a separate question.

Is there any cost for a SoonerCare member to use this service?

There is no cost associated with using Unite Us for SoonerCare members. The service is available free of charge.

Is this service/Assistance Request form available for ALL SoonerCare members?

At this time, this service is available only for members who have been affected by redetermination.

If I would like to learn more about using Unite Us to help address my patients with their needs what should I do?

We would love to visit with you and learn more about your organization and how we can partner with you. Please check out this link for more information on Unite Us: <https://uniteus.com/networks/oklahoma/> You can also email Ryan at: ryan.abernathy@uniteus.com and he can connect you to an engagement manager in your area.