

DENTAL UPDATES AND CHANGES

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July 2021



CLASS DESCRIPTION

This class will provide information regarding the most recent changes and updates for dental providers. The attendees will learn about contract renewal, PIN reset process, expanded dental benefits for adults, eligibility for the expansion population, and changes for the prior authorization and claims processes.

Recommended Audience: All Dental Staff

DISCLAIMER

- SoonerCare policy is subject to change.
- The information included in the presentation is current as of July 2021.
- Stay informed with current information found on the OHCA public website <https://oklahoma.gov/ohca>

AGENDA


- Contract Renewals
- PIN Reset Process
- Dental Prior Authorizations (PAs) and Claim Updates
- Expansion Population Eligibility
- Adult Limited Dental Benefits (ALDB)
- Resources
- Questions

CONTRACT RENEWALS


CONTRACT RENEWAL TIMELINE

- Electronic renewal process opens 75 days prior to contract expiration date.
 - Individual contracts expire Sept. 30, 2021
 - Group dental contracts expire Nov. 30, 2021
- Providers must use the administrative login to access the individual and group contract renewals.
- The contract renewal is completed through the OHCA secure provider portal.

CONTRACT RENEWAL

 **User Details**

Welcome


 **Provider**

Name

Provider ID


Taxonomy

SC Provider Number


 **Provider Services**


▶ [Search Payment History](#)


Welcome Health Care Professional!





We are committed to make it easier for physicians and other providers to perform their business. In addition to providing the ability to verify member eligibility and submit claims, our secure site provides access to payment history and the ability to search for helpful information under the Resources menu.


 [Contact Us](#)


 [Secure Correspondence](#)

 [Referrals](#)

 [PA Notice](#)



 [Update Provider Files](#)

 [Upload Service Quality Review Records](#)

CONTRACT RENEWAL

Contract Renewal

Your contract with the SoonerCare program will expire on the date listed below.

Contract	Expiration Date
Medicaid	9/30/2021

Do you want to renew your contract now?

- Yes, I would like to renew my contract now.
- No, I will renew my contract later.



CONTINUE

VERIFY APPLICATION STATUS

Enrollment

PROVIDER CONTRACTS

ATTENTION:

If you have questions:

- Call toll free (800) 522-0114, option 5 for Provider Contracts
(Hours: 8 a.m. – 5 p.m. Mon., Tues., Thurs., Fri., and 1 – 5 p.m. Wed.)

Please remember that all SoonerCare-contracted providers are responsible for keeping their provider file current.

- [Email us](#)

Please make sure your email address(es), phone number(s) and location are up to date, so you can receive all pertinent OHCA communications. Thank you.

Contracts

- [New contracts](#)
- [Renewal contracts](#)
- [Contract Types](#)
- [Check Application Status](#)

Forms

- [Addendum to Hospital Contracts for Psych & Rehab Units](#)
- [Electronic Funds Transfer](#)
- [Group Appendix A](#)

Resources

- [Provider Portal Access Form](#)
- [False Claims Act](#)
- [Frequently Asked Questions](#)
- [Office of Inspector General Exclusion List](#)

VERIFY APPLICATION STATUS

Providers

- [Types](#)
- [Claim Tools](#)
- [Enrollment](#)
- [Forms](#)
- [SoonerCare Provider Portal](#)
- [Policies & Rules](#)
- [Training](#)
- [Updates](#)
- [Help](#)

Verify your application status.

Enter your ATN and SSN or FEIN number to review your application status.

Required fields are marked with an asterisk (*).

ATN (Application Tracking Number): *

SSN or FEIN Number: *

Enter the Application Tracking Number (ATN) and SSN or FEIN number to verify the application status.

VERIFY APPLICATION STATUS

Providers

- [Types](#)
- [Claim Tools](#)
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- [SoonerCare Provider Portal](#)
- [Policies & Rules](#)
- [Training](#)
- [Updates](#)
- [Help](#)

Verify your application status.

Enter your ATN and SSN or FEIN number to review your application status.

Press [here](#) to return to the home page.

Current Status	Status Date
Complete: Welcome to SoonerCare. The Provider is now able to bill for services rendered.	06/30/2021

VERIFY APPLICATION STATUS

Providers

- [Types](#)
- [Claim Tools](#)
- [Enrollment](#)
- [Forms](#)
- [SoonerCare Provider Portal](#)
- [Policies & Rules](#)
- [Training](#)
- [Updates](#)
- [Help](#)

Verify your application status.

Enter your ATN and SSN or FEIN number to review your application status.

Press [here](#) to return to the home page.

Current Status	Status Date
Application Returned: We have requested additional information from you to continue processing your application. If you have not received an email, please check your junk/spam mail.	06/25/2021

For provider enrollment questions, please e-mail
providerenrollment@okhca.org

PIN RESET PROCESS

SOONERCARE PROVIDER PORTAL ACCESS FORM

**** IF YOU ARE NOT THE PORTAL ADMINISTRATOR ADD THE PROVIDERS EMAIL TO THE REQUEST. ****
IF YOU ARE A CLERK DO NOT USE THIS FORM.

Date: _____ Requester Contact Name: _____

Contact Number: _____ Email Address: _____
(include area code)

By checking this box, you acknowledge and agree that you have been authorized and have legal authority to request secure account information on behalf of said provider. In no event will Gainwell Technologies be liable for any losses or damages including without limitation, indirect or consequential losses or damages arising from this request.
Note: this request will not be processed if the acknowledgment box above is not checked.

- Once completed, save the PDF and attach to an email, send to: SoonerCareInternetHelpDesk@dxc.com. Fax option is no longer available.
- Requested information will be emailed to the appropriate contact on file.

PLEASE ALLOW A MINIMUM OF 48 HOURS FOR PROCESSING.

Reason for Request: (check all that apply) <input type="checkbox"/> User ID <input type="checkbox"/> Temporary Password <input type="checkbox"/> Challenge Questions <input type="checkbox"/> Pin Letter	
Individual or Group Name:	
Provider Email:	
Individual or Group SoonerCare Provider #: (Example: 100000000A)	Individual or Group NPI:
Provider SSN or Tax ID:	
Service location (complete street address, city, state, and zipcode):	

Reason for Request: (check all that apply) <input type="checkbox"/> User ID <input type="checkbox"/> Temporary Password <input type="checkbox"/> Challenge Questions <input type="checkbox"/> Pin Letter	
Individual or Group Name:	
Provider Email:	
Individual or Group SoonerCare Provider #: (Example: 100000000A)	Individual or Group NPI:
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Service location (complete street address, city, state, and zipcode):	

Reason for Request: (check all that apply) <input type="checkbox"/> User ID <input type="checkbox"/> Temporary Password <input type="checkbox"/> Challenge Questions <input type="checkbox"/> Pin Letter	
Individual or Group Name:	
Provider Email:	
Individual or Group SoonerCare Provider #: (Example: 100000000A)	Individual or Group NPI:
Provider SSN or Tax ID:	
Service location (complete street address, city, state, and zipcode):	

PORTAL ACCESS FORM

- The provider portal access form is used to obtain a temporary password, reset challenge questions, receive a new PIN letter or receive a user ID.
- The [provider portal access form](#) can be found on the provider claim tools page.
- [Instructional Video](#)

DENTAL PA AND CLAIM UPDATES

DENTAL PA AND CLAIM UPDATES

- The Oklahoma Health Care Authority transitioned to a fully electronic prior authorization (PA) and claims process July 1, 2021.
- All dental claims, PAs and any related documents should be submitted electronically through the SoonerCare provider portal at the time of submission.
- See global message 4/20/21 and 6/9/21 for more information.

**EXPANSION
POPULATION
ELIGIBILITY**

EXPANSION POPULATION ELIGIBILITY

- On June 30, 2020, the Oklahoma Medicaid Expansion Initiative, State Question 802, passed by a majority vote to expand Medicaid eligibility to adults ages 19-64 whose income is 138% of the federal poverty level or lower.
- Adults eligible under the expanded Medicaid guidelines were able to apply for SoonerCare benefits starting June 1, 2021.
- Dental benefits for eligible adults went into effect July 1, 2021.

ELIGIBILITY ON PROVIDER PORTAL

Eligibility		
Coverage	Effective Date	End Date
Mental Health and Substance Abuse	07/06/2021	07/06/2021
Expansion Healthy Adult Program	07/06/2021	07/06/2021

Eligibility		
Coverage	Effective Date	End Date
SoonerCare Choice	07/01/2021	07/01/2021
Non Emergency Transportation	07/01/2021	07/01/2021
Mental Health and Substance Abuse	07/01/2021	07/01/2021
Title 19	07/01/2021	07/01/2021

Both programs are eligible for the adult limited dental benefits.

**ADULT LIMITED
DENTAL
BENEFITS**

ADULT LIMITED DENTAL BENEFITS

- Healthy Adult Program (HAP) expansion members ages 19-20 fall under EPSDT guidelines and will have the same dental benefits as those available to TXIX members ages 0-20.
- Healthy Adult Program (HAP) expansion members ages 21 and older, and current TXIX adults ages 21 and older, have an expanded limited dental benefit that began July 1, 2021.

ADULT LIMITED DENTAL BENEFITS

- Comprehensive oral evaluation
- Periodic oral evaluation
- Limited oral evaluation
- Dental prophylaxis including fluoride
- Scaling and root planing
- Scaling in the presence of generalized moderate or severe gingival inflammation

- Images
- Fillings
- Smoking and tobacco use cessation counseling
- Medically necessary extractions
- Medical and surgical services
- Full dentures
- Cast frame partial dentures
- Acrylic partial dentures

ADULT DENTAL SERVICES REQUIRING A PA

- Full dentures
- Cast frame partial dentures
- Acrylic partial dentures
- Periodontal scaling and root planing
- Scaling in the presence of generalized moderate or severe gingival inflammation

COST SHARING AND COPAYMENTS

- Emergency dental services do not have copays
- \$4 copay for adults per visit until the cost sharing is met
- Populations that do not have copays:
 - Native Americans/Alaskan Native members
 - Pregnant women
 - Institutionalized individuals
 - Individuals receiving hospice
 - Individuals receiving Medicaid services due to being eligible for the Breast and Cervical Cancer (BCC) Program

COST SHARING AND COPAYMENTS

Coverage Details for Member ID from 07/06/2021 to 07/06/2021 [Back to Eligibility Verification Request](#) ?

NOTICE: There is no copay due for this member.

Effective/End dates are shown only for the period of time requested.

Verification Number 21190HNW08 - 7/9/2021 - Status: A [Expand All](#) | [Collapse All](#)

Eligibility -		
Coverage	Effective Date	End Date
Mental Health and Substance Abuse	07/06/2021	07/06/2021
Expansion Healthy Adult Program	07/06/2021	07/06/2021

Visits +

TPL +

If the monthly cost-sharing has been met, a message will appear on the eligibility screen stating that no copay is due.

RESOURCES

HELPFUL TELEPHONE NUMBERS AND EMAILS

- [Dental prior authorization](#)
 - 405-522-7401
- OHCA provider helpline
 - 800-522-0114, option 1
- [OHCA provider contracts](#)
 - 800-522-0114, option 5
- [Internet help desk](#)
 - 800-522-0114, option 2,1
- SoonerRide
 - 877-316-3459

HELPFUL LINKS

- [OHCA public website](#)
- [Adult limited dental benefit guide](#)
- [Medicaid expansion](#)
- [Dental provider page](#)
- [Dental newsletter](#)

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 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?



OKLAHOMA
Health Care Authority

GET IN TOUCH

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105

oklahoma.gov/ohca
mysoonercare.org

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

