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.
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.
CONTRACT RENEWAL

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

<table>
<thead>
<tr>
<th>Contract</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicaid</td>
<td>9/30/2021</td>
</tr>
</tbody>
</table>

Do you want to renew your contract now?

- [ ] Yes, I would like to renew my contract now.
- [ ] No, I will renew my contract later.
# Verify Application Status

## Enrollment

<table>
<thead>
<tr>
<th>Provider Contracts</th>
<th>Attention:</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you have questions:</td>
<td>Please remember that all SoonerCare-contracted providers are responsible for keeping their provider file current.</td>
</tr>
<tr>
<td>• 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.)</td>
<td></td>
</tr>
<tr>
<td>• Email us</td>
<td>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.</td>
</tr>
</tbody>
</table>

## 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

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

<table>
<thead>
<tr>
<th>Current Status</th>
<th>Status Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Complete: Welcome to SoonerCare. The Provider is now able to bill for services rendered.</strong></td>
<td>06/30/2021</td>
</tr>
</tbody>
</table>
VERIFY APPLICATION STATUS

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

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.

Status Date: 06/25/2021

For provider enrollment questions, please e-mail providerenrollment@okhca.org
PIN RESET
PROCESS
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.
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
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?