INTRODUCTION TO SOONERCARE

Part One: Eligibility & Verification
This class is part one of a series titled *Introduction to SoonerCare*. It will provide an in-depth look at the eligibility process, qualifications and verification for Oklahoma Medicaid members. Claims and HMS third party liability discussions will not be included in this session.

**Recommended audience:** New Oklahoma Medicaid providers and staff members.
DISCLAIMER

• SoonerCare policy is subject to change.

• The information included in this presentation is current as of August 2021.

• Stay informed with current information found on the OHCA public website by visiting www.oklahoma.gov/ohca.
AGENDA

• What is SoonerCare?
• Eligibility
  - Qualifications
  - Process
  - Verification
  - Cost Sharing and Copayments
  - Treatment history
• Eligibility Functions
• Resources
• Questions
WHAT IS SOONERCARE?
WHAT IS SOONERCARE?

• SoonerCare is the brand name given to Oklahoma’s Medicaid Program that covers medical expenses for certain groups of people who have limited income and resources.

• The Oklahoma Health Care Authority (OHCA) is the state agency that administers the program.

• Jointly funded by the federal and state government.
ELIGIBILITY
The Oklahoma Department of Human Services (OKDHS) is responsible for determining eligibility for the following groups:

- TANF recipients
- Recipients of adoption assistance or kinship guardianship assistance
- State custody
- Refugee Medical Assistance
- Aged, Blind and Disabled
- Tuberculosis
- Supplemental of Medicare (QMBP, QDWI, QI-1, and SLMB)
- Long term care services
- Alien emergency services
QUALIFICATIONS

• Age 65 or over
• Blind (any age)
• Disabled adults
• **Disabled children** who do not qualify for Social Security Income because of their parents income and/or resources (TEFRA)
• **Individuals who reside in nursing homes**, yet qualify for SoonerCare
• Individuals with **Medicare**
• **Home and community-based waiver** populations.
• Children in the custody of DHS
• Individuals who receive treatment for Tuberculosis (TB). Benefits through SoonerCare are limited to TB drugs and TB clinic visits and only if the individual has active TB. These benefits are for a limited amount of time only
The Oklahoma Health Care Authority (OHCA) is responsible for determining eligibility for the following groups:

- **SoonerCare** – Children up to age 19, pregnant women, parents/caretaker relatives, newborns deemed eligible, and adults ages 19-64 without active Medicare (expansion population)
- **Soon to Be Sooners** – Pregnancy-related services under Title XXI
- **Former foster care children**
- **Oklahoma Cares** – Breast and Cervical Cancer program (BCC)
- **PACE** – Programs of All-Inclusive Care for the Elderly
- **Insure Oklahoma** – Employee Sponsored Insurance program for members in the income range 139%-200% of the Federal Poverty Level.
QUALIFICATIONS

• Be a U.S. citizen or qualified alien and reside in the state of Oklahoma
• Be a child (newborn up to age 19)
• Pregnant (childbearing age)

• Individuals seeking behavioral health services (no age limit)
• Some individuals who would also qualify for the Insure Oklahoma program
• Adults ages 19-64 without active Medicare (expansion population)
APPLICATION PROCESS

• Members can complete an application or renew eligibility online through www.mysoonercare.org.
  - Helpdesk: 800-987-7767

• Applications can also be filed through the local DHS office or other agency partners.

• Eligibility information is provided in real time to the Medicaid Management Information System.
ELIGIBILITY – NEWBORN ENROLLMENT

Electronic Newborn-1 (e-NB1): (hospitals only)
• Adds newborns to cases of mothers with pre-existing SoonerCare eligibility.
• Allows newborns to be added to SoonerCare in real time.
• The e-NB1 is available on the OHCA provider portal.
• Online enrollment/DHS systems will be updated with the newborn’s information.
• Infants will be assigned a recipient identification number.
ELIGIBILITY – NOTIFICATION OF DATE OF SERVICE (NODOS)

• An electronic request made by a hospital to reserve a date of service.
• Allows hospitals to notify OHCA of needed medical services for potential members.
• NODOS allows SoonerCare applications to be backdated up to five days from the date it was submitted.
• Applications must be completed within 15 days of the NODOS submission.
• NODOS is not a guarantee of eligibility or payment.
ELIGIBILITY VERIFICATION

Ways to verify eligibility:

• OHCA secure provider portal
  - The help desk can assist with any issues related to the portal - 800-522-0114, option 2, 1.

• Eligibility verification system (EVS)
  - EVS phone access: 800-767-3949 (pin required).
  - Client eligibility and prior authorization (fax back option available).

• Electronic data interchange through 270/271 electronic transactions.
ELIGIBILITY VERIFICATION

• Eligibility must be verified on the date of service, prior to services being rendered.

• A single date of service must be used when verifying member eligibility.

• Date span searches will not provide accurate results of the member eligibility.
ELIGIBILITY VERIFICATION

Select **Eligibility Verification** under the **Eligibility** tab.
Member eligibility can be verified using:

- Member ID,
- Case Number,
- SSN & Date of Birth, or
- Last Name, First Name and Date of Birth
Enter the eligibility criteria fields along with the From and To Date of Service and select Submit.
ELIGIBILITY VERIFICATION

• The system will return eligibility results based on the criteria entered.
• The verification number and status means the eligibility verification request was accepted.
ELIGIBILITY VERIFICATION

- More than one eligibility program coverage may appear.
- Title 19 is the eligibility program that provides coverage for most Medicaid services.
ADULT SOONERCARE EXPANSION

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% (133% with a 5% disregard) of the federal poverty level or lower.

• Application process opened on June 1, 2021.
• Applications denied in the last 90 days were reprocessed for expansion.
• Insure Oklahoma Individual Plan and SoonerPlan members that qualify for expansion were reprocessed by OHCA into adult SoonerCare.
• Benefits for newly eligible SoonerCare adults began July 1, 2021.
The Expansion Healthy Adult Program (EHAP) falls under the Title XIX – State Plan but does not replace Title 19 eligibility. Instead, providers may see this eligibility program on certain member eligibility files.

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Coverage</th>
<th>Effective Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health and Substance Abuse</td>
<td></td>
<td>07/06/2021</td>
<td>07/06/2021</td>
</tr>
<tr>
<td>Expansion Healthy Adult Program</td>
<td></td>
<td>07/06/2021</td>
<td>07/06/2021</td>
</tr>
</tbody>
</table>
Members can have both Title 19 and SoonerCare Choice but SoonerCare Choice cannot stand alone.

Select the + icon to view the Managed Care Information for the member.
### Managed Care Information

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Provider Phone</th>
<th>Health Plan Name</th>
<th>Health Plan Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOONERCARE KIDS</td>
<td>1-405-522-6205</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EPSDT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TPL</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If the member is assigned to a Patient-Centered Medical Home provider, the name and contact telephone number will be listed.
COST SHARING AND COPAYMENTS

Non-pregnant adults will be charged copayments up to the 5% out-of-pocket cost sharing limit, unless exempted from cost sharing requirements.

• Cost sharing caps are monthly.
• The maximum out-of-pocket cost will be 5% of the household monthly income for copays.
• Regardless of whether a copay is for medical services or prescriptions.
COST SHARING AND COPAYMENTS

Population groups exempt from out-of-pocket costs:
- Children 0-20
- Institutionalized individuals
- Individuals receiving hospice care
- Native Americans/Alaskan Native members
- Members receiving Medicaid services by qualifying through the Breast and Cervical Cancer (BCC) Program

Services exempt from out-of-pocket costs:
- Emergency services
- Family planning services
- Pregnancy-related services, including tobacco cessation
- Preventive services for children
COST SHARING AND COPAYMENTS

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

- SoonerCare members may have other insurance in addition to SoonerCare:
  - A commercial group plan through a member’s employer.
  - An individually purchased plan.
  - Insurance available as a result of an accident or injury.

- Medicaid is considered secondary when other insurance or coverage is responsible for payment.
  - Exceptions to this are Indian Health Services and those eligible for the Crime Victims Compensation Act.
ELIGIBILITY WITH TPL

• Providers must verify if a member has other insurance prior to services rendered.

• The primary insurance guidelines must be met for SoonerCare to consider payment.

• Providers accept the SoonerCare allowable as payment in full and may not bill the member for any remaining balance.
Select the + icon to expand the TPL details of the member file.
ELIGIBILITY VERIFICATION

TPL information provided:
- Carrier Name & ID
- Policy Number
- Group ID
- Policy Holder Name
- Coverage Type
- Effective & End Dates

<table>
<thead>
<tr>
<th>Carrier Name (Carrier ID)</th>
<th>Policy Number</th>
<th>Group ID (Employer ID)</th>
<th>Policy Holder (Relationship)</th>
<th>Policy Type</th>
<th>Coverage Type</th>
<th>Rx-BIN</th>
<th>Rx-PCN</th>
<th>Effective</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td>AETNA (0011220)</td>
<td>12345678</td>
<td>-</td>
<td>SUZY SOONERCARE (-)</td>
<td>-</td>
<td>PHARMACY</td>
<td>-</td>
<td>-</td>
<td>01/15/2021</td>
<td>01/15/2021</td>
</tr>
<tr>
<td>AETNA (0011220)</td>
<td>12345678</td>
<td>-</td>
<td>SUZY SOONERCARE (-)</td>
<td>-</td>
<td>MAJOR MEDICAL</td>
<td>-</td>
<td>-</td>
<td>01/15/2021</td>
<td>01/15/2021</td>
</tr>
</tbody>
</table>
TREATMENT HISTORY

• Treatment history of SoonerCare members can be found through the provider portal.

• Select Treatment History under the Eligibility tab.
TREATMENT HISTORY

- Enter the Member ID.
- Service From Date, To Date, Procedure Code Type & Procedure Code fields are required.
- Lifetime is only used for lifetime procedures.
- Select Search.
TREATMENT HISTORY

The system will return results based on paid claims received for the procedure code and date of service.

<table>
<thead>
<tr>
<th>Service Date</th>
<th>Procedure Code</th>
<th>Description</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/2/2021</td>
<td>99214</td>
<td>OFFICE O/P EST MOD 30-39 MIN</td>
<td>1</td>
</tr>
<tr>
<td>2/12/2021</td>
<td>99214</td>
<td>OFFICE O/P EST MOD 30-39 MIN</td>
<td>1</td>
</tr>
<tr>
<td>2/8/2021</td>
<td>99214</td>
<td>OFFICE O/P EST MOD 30-39 MIN</td>
<td>1</td>
</tr>
<tr>
<td>2/18/2021</td>
<td>99214</td>
<td>OFFICE O/P EST MOD 30-39 MIN</td>
<td>1</td>
</tr>
</tbody>
</table>

Total Records: 4
The system will provide a message if no results were found with the criteria entered.
ELIGIBILITY
FUNCTIONS
ELIGIBILITY FUNCTIONS

- A copy of the member’s ID card is available to download through the provider portal.
- Select **Display Member ID Card**.
ELIGIBILITY FUNCTIONS

• The member ID card provides the following details:
  - Member Name
  - Member ID
  - Member DOB
  - Date Issued (date requested through the OHCA provider portal)

• The member ID card does not guarantee coverage.
**ELIGIBILITY FUNCTIONS**

- TPL information can be added to the member’s file through the OHCA secure provider portal.

- Click the + icon to expand and add the TPL coverage to the member file.

- Enter the required fields and click Add to submit the TPL information.

- Allow up to 5 business days for the OHCA TPL unit to verify coverage before it’s added to the member file.
ELIGIBILITY FUNCTIONS

- Proof of the eligibility search results may be printed or saved electronically.
- Select Print Preview.
RESOURCES
HELPFUL TELEPHONE NUMBERS

• OHCA call center
  - 800-522-0114 or 405-522-6205; option 1.

• Internet help desk.
  - 800-522-0114 or 405-522-6205; option 2, 1.

• EDI help desk.
  - 800-522-0114 or 405-522-6205; option 2, 2.
HELPFUL TELEPHONE NUMBERS

• Eligibility Verification System
  - 405-840-0650 or 800-767-3949
  - Available 20 hours a day, 5 a.m. to 1 a.m.

• SoonerRide
  - 877-316-3459
  - tripcare.logisticare.com/login

• Care Management Department
  - 877-252-6002
HELPFUL LINKS

• **Agency website**
  - www.oklahoma.gov/ohca

• **OHCA provider portal**
  - www.ohcaprovider.com

• **Provider training**
  - www.oklahoma.gov/ohca/providers/provider-training

• **Medicaid Expansion**
  - www.oklahoma.gov/ohca/about/medicaid-expansion/expansion
A revised version of the OHCA Provider Quick Reference Guide is now available.

Visit the provider training page at www.oklahoma.gov/ohca/providers/provider-training to download a copy.
Visit our site recently?
Visit the OKHCAs website at oklahoma.gov for more information about the agency, its policies and programs.

Don't miss out on webinar opportunities!
OKHCAs hosts a variety of free learning sessions available for SoonerCare providers and staff. Virtual learning sessions occur several times a month on a variety of topics. One is the Introduction to Oklahoma SoonerCare webinar. This training provides information on the basics of SoonerCare enrollment. To register, please visit the provider training section of the website.

Provider Education Specialists are available to assist you...
Provider education specialists are available for telephonic or virtual training with providers and health-related community workgroups and coalitions. Education specialists can answer questions about OKHCAs policies, programs, and procedures, claim issues, and navigating the SCONES Provider Portal.

How do I schedule SoonerRide?
Use TripCare to schedule non-emergency transportation reservations online. You can view all scheduled trips for your facility for any specified day. TripCare will allow you to manage trip requests and reservations, and know which transportation provider is assigned to each reservation. Schedule rides at least three business days before appointment at tripcare.healthcare.ok.gov or call 800-435-1276.

How do I update my provider file?
The SoonerCare Provider Portal allows contracted providers the opportunity to maintain their essential contract information. Administrators and providers can make changes and updates to their provider files through the secure SoonerCare Provider Portal at oklahoma.gov/provider-training. To access your user ID and the site, you must have a valid log-in name and password. The Log-in name is the name you use to log in to the OKGovernment website. The password is the password you use to access the site. The password is case sensitive, so ensure that you type it correctly. You must remember it to access the site.

How do I use Electronic Data Interchange (EDI)?
EDI handles processing and troubleshooting of all electronic batch files that are uploaded to the OK Medicaid Provider Portal under files exchange. To submit electronic batch files, you must complete an EDI/EDI application for providers and test with a vendor EDI Software. If you have a contract with an OK Medicaid claims office that will submit files on your behalf, EDI accepts electronic batch submissions of HIPA at institutional, dental, PTO, PTO and 270s. Processing of batch files can take an average of four hours to process once uploaded in the SoonerCare Provider Portal. The EDI department also processes EDI applications to set up a provider for HIPA electronic remittance advice. Contact the EDI help desk at 800-522-0174 for questions or concerns regarding EDI transmission and processing.

How do I verify eligibility using the Eligibility Verification System (EVS)?
In the OACHC area, call 405-840-0652 or toll-free, 800-767-3746. You must have the SoonerCare provider ID number and EVS PIN. Enter your 9-digit provider number and location code followed by A. Enter your 4-digit EVS PIN followed by A. Available 20 hours a day, 7AM-7AM. Eligibility can also be checked on the SoonerCare Provider Portal.

TRANSACTION CODES
1 - Member Eligibility
2 - Provider Warrant
3 - Prior Authorization
4 - Claims Inquiry
5 - Change EVS/AVP PIN

Forgot your PIN? Visit the OKHCAs website at oklahoma.gov for more information about the agency, its policies and programs.

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OKLAHOMA HEALTH CARE AUTHORITY

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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.
  - For immediate claims or policy assistance, please contact the OHCA provider helpline at 800-522-0114.

• Monthly webinars
TRAINING RESOURCES

Quarterly Introduction to SoonerCare training.

- Part One – Eligibility & Verification (Aug. 12, 2021 at 2 p.m.)
- Part Two – Benefits & Programs (Aug. 19, 2021 at 9 a.m.)
- Part Three – Coverage & Exclusions (Aug. 26, 2021 at 2 p.m.)

Visit the provider training page at www.oklahoma.gov/ohca/providers/provider-training to register.
QUESTIONS
GET IN TOUCH

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105

Oklahoma.gov/OHCA
mysoonercare.org

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