INTRODUCTION TO SOONERCARE

Part Two: Benefits and Programs
CLASS DESCRIPTION

This class is part two of a series titled *Introduction to SoonerCare*. Attendees will learn more about the various Oklahoma Medicaid member benefits and programs. Demonstrations will be provided on how these programs appear on the provider portal when conducting an eligibility search.

**Recommended audience:** New Oklahoma Medicaid providers and staff.
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
• Benefits and Programs
• Resources
• Questions
WHAT IS SOONERCARE
WHAT IS SOONERCARE?

SoonerCare is the brand name given to Oklahoma’s Medicaid program.

• Medicaid is a program that covers medical expenses for certain groups of people who have limited income and resources.

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

• It is jointly funded by the federal and state government.

• Title 19 refers to the section of the Social Security Act that authorizes the Medicaid program in US Code.
BENEFITS AND PROGRAMS
SOONERCARE TRADITIONAL

**SoonerCare Traditional** is a comprehensive medical benefit plan that reimburses contracted providers for covered service for members on a fee-for-service basis.

All members are initially enrolled in SoonerCare Traditional, however only a small percentage remain in the program:

- Residents of long-term care facilities.
- Dually eligible Medicaid/Medicare members.
- People with private HMO coverage.
- Those eligible for Home and Community-Based Services (HCBS) waivers.
- Children in state or tribal custody.

Eligibility displays as *Title 19.*
SoonerCare Choice is a Primary Care Case Management (PCCM) program in which each member has a medical home. Contracted providers are reimbursed through a system that includes a monthly care coordination payment, a visit-based fee-for-service component and a performance-based component.

- The medical home provider coordinates all health care services, including issuing medically necessary referrals and providing lab results to panel members.

Members excluded from the SoonerCare Choice program:
- Have Medicare or other medical coverage as primary.
- Residing in an institution such as a nursing facility.
- Receiving Medicaid services through a HCBS waiver program.
- In-state or tribal custody.

Eligibility displays as SoonerCare Choice with Title 19.
MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES (MHSAS)

Behavioral Health Services are administered through the Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS).

- Coverage is for behavioral health services only.
- Providers must be contracted as a DMH provider to receive reimbursement.
- Most services require a prior authorization.
  - Prior authorizations are submitted through PICIS.
- Qualifications for this program are different than Title XIX.

Eligibility displays as Mental Health and Substance Abuse.
SOONERRIDE (NET)

SoonerRide is a non-emergency transportation (NET) program.

- ModivCare is the NET broker.
- Transportation for urgent care visits should be made immediately after the appointment is made.
- Non-urgent appointment trip requests must be made at least three business days in advance.
- ModivCare may request prior authorization for trips exceeding 45 miles.
  - Certain geographic areas and medical specialties are exempt.

Eligibility displays as Non Emergency Transportation.
ELIGIBILITY VERIFICATION

The OHCA secure provider portal will return the following results when the member’s eligibility includes the benefits and programs already reviewed.

• Eligibility is updated daily – remember to check eligibility on the date of service.

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<thead>
<tr>
<th>Eligibility</th>
<th>Coverage</th>
<th>Effective Date</th>
<th>End Date</th>
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<td>Non Emergency Transportation</td>
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SoonerCare Expansion Adults receive full-scope benefits currently from a fee-for-service plan like SoonerCare Traditional.

Expansion adults include:
• Non-pregnant adults ages 19-64
• Individuals not enrolled in Medicare
• Individuals not otherwise eligible for SoonerCare as a parent or caretaker relative or formerly in foster care

Eligibility displays as Expansion Healthy Adult Program.
The **Insure Oklahoma** Employer Sponsored Insurance is a program Oklahoma created to bridge the gap in health care coverage for low to moderate income working adults.

- Under the ESI program, premium costs are shared by the state, the employer and the employee.
- Members have coverage and a card provided by a private insurance carrier.

Eligibility displays the carrier details in TPL.

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**TPL**

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<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>
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SOON-TO-BE-SOONERS (STBS)

SoonerCare coverage of pregnancy-related medical services for women who would not otherwise qualify for SoonerCare benefits.

- Limited benefit program that allows for prenatal care and delivery of the newborn.
- Coverage is limited to services that benefit the unborn child and does not include full Medicaid benefits.

Eligibility displays as Soon To Be Sooners.

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OKLAHOMA CARES (BREAST AND CERVICAL CANCER)

The Oklahoma Care Breast and Cervical Cancer (BCC) program provides treatment for breast and cervical cancer and pre-cancerous conditions to eligible members.

- SoonerCare coverage that includes the full range of services (not only cancer treatment).
- Contact information for the program:
  - Oklahoma State Department of Health at 866-550-5585
  - Cherokee Nation at 877-458-4491
  - Kaw Nation of Oklahoma at 580-362-1039, ext. 228

Eligibility displays as Title 19.
TEFRA (Tax Equity and Fiscal Responsibility Act of 1982) makes Medicaid benefits available to children with physical or mental disabilities who would not ordinarily be eligible for Supplemental Security Income (SSI) benefits because of their parent's income or resources.

• This option allows children who are eligible for institutional services to be cared for in their homes.

• A physician assessment for TEFRA eligibility is required in the application process.

Eligibility displays as *Title 19.*
LONG TERM CARE SERVICES

Long Term Care Services is a system of health care providing long-term care and support in home and community-based settings, nursing homes, small and large residential care facilities or group homes, and in the workplace. This includes:

• Living Choice
• Programs of All Inclusive Care for the Elderly (PACE)
• 1915(c) Home and Community Based Waiver services (HCBS)
• Other Long-Term Care (LTC) services

Eligibility displays Title 19 as well as the associated waiver program.
• PACE is an independent program and will display as PACE.
LIMITED MEDICARE PROGRAMS

Members eligible for Medicare and Medicaid (dual-eligible) may receive assistance for Medicare cost sharing requirements.
  • OHCA reimburses the co-insurance and deductible of Medicare up to a certain percentage.

SoonerCare Supplemental is a plan that may help pay for Medicare cost sharing requirements and provides assistance for Medicare Part B premiums only. SoonerCare Supplemental does not cover services, only premium assistance.
  • Specified low-income Medicare beneficiary (SLMB).
  • Qualifying individual, group 1 (Q1) and qualifying individual, group 2 (Q2).

Eligibility will display as SLMB, Q1 or Q2.
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
  - www.oklahoma.gov/ohca/providers/soonercare-care-coordination-resources
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 OHCA website at oklahoma.gov/ohca for more information about the agency, our policies and programs.

Don’t miss out on webinar opportunities!
OHCA 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 for those who are new to the program or need a refresher. For more information, visit oklahoma.gov/ohca/provider-training.

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

Training can be requested via email. Please include a brief description of the issue or topic in question, the provider’s name and SoonerCare ID number, a return phone number, and a contact name with your training request.

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’s dashboard allows 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.oklahoma.gov or call 800-435-1230.

For immediate claims or policy assistance, please call the OHCA provider helpline at 800-522-0155.

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 oklahomaportal.com. Input your User ID in the Login box, then click the Log In button. On the Welcome screen, select the Update Provider Files link on the right side of the page. The SoonerCare Provider Enrollment page will load with the update options available for your contract type.

Providers can update the following:
- Blinking Information: Address and Contact Information
- Office Information: Add/Remove Group Members
- EFT and ESA
- Complete Contract Renewal

Opt-out: Only those who choose to opt-out will receive access to 2023 contract.

How do I use Electronic Data Interchange (EDI)?
EDI handles processing and troubleshooting of all electronic batch files that are uploaded in the OK Medicaid Provider Portal under file exchange. To submit electronic batch files, you must complete an EDI/ERA application for providers and test with specific HIPAA-compliant software or have a contract with an OK Medicaid clearinghouse that will submit files on your behalf.

EDI accepts electronic batch submissions of 837 (provisional, institutional, dental, 270/277 and 278 files). Processing of batch files can take up to four hours to process once uploaded in the SoonerCare Provider Portal. The EDI department also processes EDI applications to set up a provider for 837 electronic remittance advice. Contact the EDI help desk at 800-522-0155 for questions or concerns regarding EDI transmission and processing.

How do I verify eligibility using the Eligibility Verification System (EV3)?
In the OHC area, call 855-840-0652 or toll-free, 800-767-3540. You must have the SoonerCare provider ID number and EV3 PIN. Enter your 9-digit provider number and location code followed by 4. Enter your 4-digit EV3 PIN followed by #. Available 20 hours a day, 7 AM-1 AM. Eligibility can also be checked on the SoonerCare Provider Portal.
TRAINING RESOURCES

• Monthly webinars
• How-to videos
• 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.
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](http://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