SOONERCARE
NOTIFICATION OF DATE OF SERVICE
(NODOS)

Saving a Date for SoonerCare
Eligibility

May 2021
DISCLAIMER

• SoonerCare policy is subject to change.
• The information provided in this presentation is current as of May 2021.
WHAT IS A NODOS?

• A NODOS (Notification of Date of Service) is an electronic request made by approved facilities to reserve SoonerCare eligibility for a date of service.
• NODOS allows these facilities to notify OHCA of needed medical services for potential members.
WHY SHOULD A NODOS BE SUBMITTED?

• NODOS allows a SoonerCare application to be backdated for up to five days from the date the NODOS is submitted.

• A SoonerCare application must then be completed, and the member must be found to be eligible within 15 days of the NODOS submission.
  - Example: If a NODOS is submitted on 5/1/2021 and an application is received by 5/15/2021, coverage can be backdated to 5/1/2021.
WHO CAN SUBMIT A NODOS?

Approved facilities are the only provider type that can submit a NODOS.

• The NODOS application is found in the secure provider portal.

• Only clerks with access to the eligibility tab can submit a NODOS.

• If a clerk needs to be added, a how-to video is available on the provider training page.

• Providers can also email a training request to SoonercareEducation@okhca.org.
HOW TO SUBMIT A NODOS ON THE SECURE PROVIDER PORTAL

• Clerks who have access to the eligibility tab in the portal have access to the NODOS application.

• Before entering a NODOS clerks should check the member’s eligibility for the date of service.

• If no eligibility is found, the clerk should start the NODOS process.
Eligibility Verification Request

* Indicates a required field.

Enter the patient information. If neither Member ID nor Case Number is known, enter SSN and Date of Birth or Name and Date of Birth.

<table>
<thead>
<tr>
<th>Member ID</th>
<th>Case Number</th>
<th>SSN</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Date of Birth</th>
</tr>
</thead>
<tbody>
<tr>
<td>last</td>
<td>first</td>
<td>02/29/2020</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>From Date of Service</th>
<th>To Date of Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/20/2021</td>
<td>04/20/2021</td>
</tr>
</tbody>
</table>

Submit  | Reset

Verification Results

There are no coverage details to show based on the search criteria selected.

Please click on the following link to begin the process to establish eligibility for this member – Notification of Date of Service
Patient Information

Enter the legal name of the person, not a nickname.

Last Name: *
First Name: *
(example: Joseph, not Joe; Susan, not Sue)
Middle Name:
Suffix:
Date of Birth: *
(month ▼ day ▼ year ▼)
Gender: *
(Select ▼)

Citizenship

Is this person a citizen of the United States or a legal alien? *
☐ Yes  ☐ No
[Tell me more about Citizenship]

Social Security Information

SSN: *
Re-enter SSN: *
[What if I don't know the SSN?]

Mailing Address

Street or P.O. Box: *
Street - Line 2:
City: *
State: *
(Select ▼)
Zip Code: *

Before submitting the Notification of Date of Service form, you must indicate, by checking the box below, that you understand the purpose of this form.

☐ This form is used to reserve an application date for the SoonerCare programs when the completed application is submitted.
This does not guarantee qualifications or payments for services. This is to notify OHCA that the above-named individual was admitted to the hospital at the request of his or her attending physician.

[Submit]  [Clear Form]  [Exit]
SoonerCare Member Enrollment

Notification of Date of Service Acknowledgement

The Notification of Date of Service was received on 01/16/2015 at 15:40.

Based on the information you provided, you have notified OHCA of the date of admission for the individual listed below. This does not guarantee qualification or payment of services. In order for the expenses you incurred to be processed, OHCA must receive a SoonerCare Application and this individual must be determined to qualify for services. The application must be received within the Notification Date Range, shown below.

<table>
<thead>
<tr>
<th>Patient Notification Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: SUZIE SOONERCARE</td>
</tr>
<tr>
<td>Date of Birth: Jan 1, XXXX</td>
</tr>
<tr>
<td>Gender: Female</td>
</tr>
<tr>
<td>U.S. Citizen or Legal Alien: Yes</td>
</tr>
<tr>
<td>SSN: 123-45-6789</td>
</tr>
<tr>
<td>Mailing Address: 4945 N LINCOLN BLVD OKLAHOMA CITY, OK 73105</td>
</tr>
<tr>
<td>Member ID: B123456789</td>
</tr>
<tr>
<td>Date Notification Submitted: 01/16/2015</td>
</tr>
<tr>
<td>Notification Date Range: 01/11/2015 - 01/31/2015</td>
</tr>
</tbody>
</table>
KEY POINTS REGARDING NODOS

• All information should be verified prior to submitting a NODOS.

• A NODOS must be submitted prior to the submission of a completed eligibility application.
  - If an application is received prior to a NODOS, the date of coverage will be the application date.
KEY POINTS CONTINUED

• Submission of multiple NODOS forms for the same individual will cause delays in processing and payment of claims.
• The original NODOS is valid for 15 days after submission.
• Inaccurate information on the form causes data integrity issues for reporting and statistics.
• Only one NODOS is needed per family.
Visit our site recently?
Visit the OKHA website at oklahoma.gov/okha for more information about the agency, its policies and programs.

Don’t miss out on webinar opportunities!
OKHA 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 the 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/okha/provider-training. The provider training page features webinar descriptions, registrations, training presentations and previously recorded webinar sessions.

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 OKHA policy, program and enrollment, administrative issues, and navigating the secure SoonerCare Provider Portal.

How do I schedule a ride?

Send training requests to:
S患儿 SoonerCareEDucaion@oklahoma.gov

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

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 file through the secure SoonerCare Provider Portal at okha.provider.com. Input your User ID in the Login box, then click the Log In option. On the Welcome screen, select the Update Provider link on the right side of the page. The SoonerCare Provider Enrollment page will lead you with the update options available for your contract type.

How can I use the Electronic Data Interchange (EDI)?

EDI handles processing and troubleshooting of all electronic batch files that are uploaded in the OK Medicaid Provider Portal under files exchange. To submit electronic batch files, you must complete an EDVEMA application for providers and test with special X.72 Software, or have a contract with an OK Medicaid clearinghouse who will submit an EDI file on your behalf.

EDI accepts electronic batch submissions of 837 (professional, institutional, dental, 270/271, 276/277, and 278) files. Processing of batch files can take around 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 advising. Contact the EDI help desk at 800-522-0114 for questions or concerns regarding EDI transmission and processing.

How do I verify eligibility using the Eligibility Verification System (EVS)?

In the OKC area, call 800-642-3650 or visit the OKC Medicaid website at okmhi.ok.gov. If you have the Oklahoma provider ID number and EVS PINs, enter your 9-digit provider number and location code followed by . Available 20 hours a day, 8AM-6AM. 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/AVB PIN
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