



Ellen M. Buettner | Chief Executive Officer

J. Kevin Stitt | Governor

SOONERCARE PATIENT REINSTATEMENT PROCESS

The patient reinstatement process is for those members who were previously dismissed by their medical home provider, but now the provider is willing to accept them back on their panel. Requests must be submitted by fax at 405-530-7243.

Providers must notify OHCA in writing that they are willing to accept the member/family back on their panel.

For the member to be reinstated by an agent, requests must be sent along with the [SC-13 action form](#) signed by the member. Please note that every member's name intended to be reinstated must appear on the SC-13.

If a request is received without the SC-13 action form, the agent will remove the lockout and the member must call the SoonerCare helpline at 800-987-7767 and ask to be assigned to the provider.

Only action forms received with a lockout removal request will be processed at the fax number given. All other action forms must be submitted by the fax number listed on the form.



ADDRESS

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105



WEBSITES

oklahoma.gov/ohca
mysoonerCare.org



PHONE

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