

**Question****Answer**

Can the HCA17 form be uploaded on the OHCA website?	Not at this time, this process is still a paper process. Please mail the claim to the P.O. Box on the form with applicable documents and the claim will be processed. These claims are being processed as quickly as possible but please be prepared for a delay during this time.
cannot submit claims over 1 year for retro eligibility, must be by paper. OHCA portal will auto deny anything over 1 year from DOS.	This is Correct - Timely filing still applies.
can get paid by paper with HCA17 and MSMA4 form	Yes, please continue to submit these claims and documents on paper with the HCA-17 form mailed to the PO Box on the form.
What is the site again to go in and check the updates?	<a href="http://www.okhca.org/COVID19">http://www.okhca.org/COVID19</a> as well as <a href="http://www.okhca.org/globals">www.okhca.org/globals</a>
Do you have an email address for future question that may arise?	Please send questions to <a href="mailto:SoonerCareEducation@okhca.org">SoonerCareEducation@okhca.org</a>
What will happen to paper claims that have been paper billed and not received before OK MCD went to work from home?	If the claims were received at or shortly after notification was sent, they will still be processed.
What is the site to go to in order to check the updates?	<a href="http://www.okhca.org/globals">http://www.okhca.org/globals</a>
how to find out if a billing update will be done?	Please watch our global messages webpage and sign up for web alerts to be notified of updates here: <a href="http://www.okhca.org/providers.aspx?id=112">http://www.okhca.org/providers.aspx?id=112</a> . Also please visit <a href="http://www.okhca.org/Covid19">www.okhca.org/Covid19</a>