

Q&A – PCMH Essentials, June 4, 2020, 10:00 a.m. (Presenter: Sara Gillum)

Q 1. We have been making referrals to a specialty -- but the members can't be seen until they contact the business office of the specialty. They have unpaid bills from before on SoonerCare. What should we do?

A *The specialist does not have to accept the referral from the PCP. However, if they do accept the referral, they cannot refuse services due to inability to pay regardless of whether charges were incurred before or after they became eligible for SoonerCare services. In the end the PCMH may have to find another provider for specialty services that the member may need.*

Q&A, PCMH Essentials, June 11, 2:00 p.m. (Presenter: Sara Gillum)

Q 1. Can you please elaborate on what exactly is meant by the ER utilization and physician inpatient admission under the SoonerExcel incentive?

A *www.okhca.org/SoonerExcel*

Q 2. How often are compliance audits done at PCP clinics?

A *They are random and could be as often as yearly.*