

UPDATE PROVIDER FILES: AN INSIDE LOOK

Mark Bowman, SoonerCare Education Specialist

August, 2020



DISCLAIMER

- SoonerCare policy is subject to change.
- The information included in this presentation is current as of Aug. 1, 2020.
- Current information can be found at www.okhca.org.

AGENDA

- My home.
 - Update provider files.
 - Address and contacts.
 - Zip + 4.
 - Enrollment contact.
 - Official contact.
 - Financial.
 - Banking information.
 - Ownership.
 - Owner information.
- 
- Manage accounts.
 - Protecting the provider admin account.
 - Creating a clerk.
 - Clerk registration.
 - My profile.
 - Add registered clerk.
 - Add enrollment agent.
 - Resources.
 - Questions.

UPDATE PROVIDER FILES

UPDATE PROVIDER FILES

- Update provider files is available at the administrative level and to the enrollment agent.
- A clerk cannot access update provider files so you can keep that information secure .

Broadcast Messages

Provider Letter 2019-08 serves to inform providers about changes being made to prior authorization requirements for medication assisted treatment. Please post all comments by close of business Friday, August 23, 2019, via the Oklahoma Health Care Authority Policy Change Blog. Thank you.

Please acknowledge receipt of message by checking this box.

User Details

Welcome John

- [My Profile](#)
- [Manage Accounts](#)

Provider

Name Sooner Provider
Provider ID 123456789
Taxonomy 1XXXX0000D
SC Provider Number 100123456A

Provider Services

Welcome Health Care Professional!



We are committed to make it easier for physicians and other providers to perform their business. In addition to providing the ability to verify member eligibility and submit claims, our secure site provides access to payment history and the ability to search for helpful information under the Resources menu.

[Contact Us](#)

[Secure Correspondence](#)

[Referrals](#)

[PA Notice](#) New

[Update Provider Files](#)



SoonerCare Provider Enrollment

Today is August 16, 2019

[My Profile Home](#)

[Practice](#)

[Address & Contacts](#)

[Financial](#)

[EFT/ERA](#)

[EHR](#)

Primary Specialty

Contract

Dates

Signee

Group

Medicaid Program

6/23/2006 - 3/4/2022

I want to change my...

Payment & Tax Reporting

- [Banking information](#)
- [Tax Reporting Name and ID](#)

Address & Contacts

- [Service location](#)
- [Mailing or 'Pay To' address](#)
- [Correspondence contacts](#)

EFT & ERA

- [EFT Enrollment](#)
- [ERA Enrollment](#)

Group Membership

- [Group members](#)
- [Medical Director](#)

Office Information

- [Office hours](#)
- [Languages spoken by staff](#)

I want to:

- [Upload Required Documents](#)
- [Generate fax cover sheet](#) 
- [Enroll in a Managed Care Program](#)
- [View my General Agreement](#) 
- [View my Group Special Provisions](#) 

ADDENDUM 1 TO SOONERCARE PROVIDER AGREEMENT FOR CHOICE MEDICAL HOME PRIMARY CARE PROVIDERS

1.0 PURPOSE

The purpose of this addendum (hereinafter "ADDENDUM 1") is for OHCA and PROVIDER to contract

SoonerCare Provider Enrollment

Today is August 16, 2019

[My Profile Home](#)

[Practice](#)

[Address & Contacts](#)

[Financial](#)

[EFT/ERA](#)

[EHR](#)

Addresses

Make changes to your addresses by selecting the one you want to change.

When you have finished, select "**Update**" to save your changes.

If you have finished making all of your changes, select "**Update & Finish**". This will bring you to a screen where you can submit your changes and/or print your fax cover sheet.

Required fields are marked with an asterisk (*).

Service Location

Updates to required Service Location fields must be approved by OHCA and may require additional documents to be uploaded or faxed. Updates to fields which do not require OHCA approval will be applied immediately.

Enter the address, phone, and fax numbers of your Service Location.

Street Address: *

(This cannot be a P.O. Box)

Suite #, Building #:

City: *

State: *

Zip Code: *

Phone: * () - ext.

Fax: () -

Quick Links

- [National Provider Identifier](#) 
- [OHCA Policies and Rules](#) 
- [FAQs](#) 
- [Glossary](#) 

Pay To Address

Enter the address, phone, and fax numbers of your Pay To Address.

- Same as Service Location Address
- Same as Mailing Address
- None of the above

Street or PO Box: *

Suite #, Building #:

City: *

State: *

Zip Code: *

Phone: * () - ext.

Fax: () -

UPDATE

UPDATE & FINISH



SoonerCare Provider Enrollment

Today is August 16, 2019

[My Profile Home](#)

[Practice](#)

[Address & Contacts](#)

[Financial](#)

[EFT/ERA](#)

[EHR](#)

Contacts

Make changes to your contacts by selecting the one you want to change.

When you have finished, select "**Update**" to save your changes.

Required fields are marked with an asterisk (*).

If you make updates, the changes will be applied immediately.

Enrollment Contact

Who should we contact if we have questions about your enrollment application? This would be the person who can answer questions about the information submitted in this application, during a renewal application or when an update is made to your provider file.

First Name: *

Last Name: *

Phone: * () - ext.

Fax: * () -

**Enrollment & Contract
Correspondence E-mail: ***
[yourname@domain.com]

Retype Email: *

Quick Links

- [National Provider Identifier](#) 
- [OHCA Policies and Rules](#) 
- [FAQs](#) 
- [Glossary](#) 

Official Contact

OHCA communicates with providers only by email. This Official Contact Email Address will be used for all OHCA communications including your contract welcome letter, renewal notice, or amendment, provider letters, provider newsletters, and any other required communication. Do not add third party contractor information as your official contact unless you want them to receive all official correspondence.

- Same as Enrollment Contact
- None of the above

First Name: *

Last Name: *

Phone: * () - ext.

Fax: () -

Official Contact E-mail: *

[yourname@domain.com]

Retype Email: *

Do you have a website you want listed in a provider directory? If yes, enter the web address.

Provider Website:

[http://www.providerurl.com]



UPDATE

FINANCIAL



Welcome GOOD GROUPS TRAINING CLINIC

ITF

[Contact Us](#) | [Exit Provider File](#)

SoonerCare Provider Enrollment

Today is July 23, 2020

[My Profile Home](#)

[Practice](#)

[Address & Contacts](#)

Financial

[Ownership](#)

[EFT/ERA](#)

[EHR](#)

Primary Specialty	Contract	Dates	Signee
Group	Medicaid Program	2/1/2020 - 11/30/2021	Choice SoonerCare

I want to change my...

Payment & Tax Reporting

- [Banking information](#)
- [Tax Reporting Name and ID](#)

Group Membership

- [Group members](#)
- [Medical Director](#)

Address & Contacts

- [Service location](#)
- [Mailing or 'Pay To' address](#)
- [Correspondence contacts](#)

Office Information

- [Office hours](#)
- [Languages spoken by staff](#)

EFT & ERA

- [EFT Enrollment](#)
- [ERA Enrollment](#)

I want to:

- [Upload Required Documents](#)
- [Generate fax cover sheet](#)
- [Enroll in a Managed Care Program](#)
- [View my Group Special Provisions](#)
- [View my General Agreement](#)
- [View the OHCA policies and rules](#)
-
- [Add a new service location](#)

[Accessibility Policy](#) | [Privacy Policy](#) | [Terms of Use](#)

BANKING INFORMATION



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ITF

[Contact Us](#) | [Exit Provider File](#)

SoonerCare Provider Enrollment

Today is July 23, 2020

[My Profile Home](#)

[Practice](#)

[Address & Contacts](#)

Financial

[Ownership](#)

[EFT/ERA](#)

[EHR](#)

Banking Information

Make changes to your banking information.

- To change the financial information, enter the new bank routing number in the Bank Routing Number field. If it is on file with the OHCA, the name of the associated Financial Institution will display.
- To change the account number, enter the new account number in the Account Number field. Select the account type.

When you have finished, select "**Update**" to save your changes.

If you have finished making all of your changes, select "**Update & Finish**". This will bring you to a screen where you can submit your changes and/or print your fax cover sheet.

Quick Links

- [National Provider Identifier](#)
- [OHCA Policies and Rules](#)
- [FAQs](#)
- [Glossary](#)

Required fields are marked with an asterisk (*).

If you make updates, you must upload or fax a copy of a voided check or bank letter to OHCA.

Bank Routing Number: * [Where is this?](#)

! Bank Routing Number () must be numeric

Financial Institution:

Account Number: * [Where is this?](#)

! Account Number is required
[numeric only field]

Account Type: *

Checking

Savings

UPDATE

UPDATE & FINISH

OWNERSHIP

- Corporate ownership.
- Individual ownership.
- Managing employees.
- Officers and directors.
- Subcontractors.

Oklahoma HealthCare Authority

Welcome GOOD GROUPS TRAINING CLINIC ITF Contact Us | Exit Provider File

SoonerCare Provider Enrollment

Today is July 23, 2020

My Profile Home Practice Address & Contacts Financial **Ownership** EFT/ERA EHR

Primary Specialty	Contract	Dates	Signee
Group	Medicaid Program	2/1/2020 - 11/30/2021	Choice Soonercare

I want to change my...

- Payment & Tax Reporting**
 - [Banking information](#)
 - [Tax Reporting Name and ID](#)
- Group Membership**
 - [Group members](#)
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- [Add a new service location](#)

[Accessibility Policy](#) | [Privacy Policy](#) | [Terms of Use](#)

OWNER INFORMATION

 [Remove](#)

Last Name: *

First Name: *

Middle Initial:

Street Address: *

Suite #, Building #:

City: *

State: *

Zip plus 4: *

Date of Birth: * 

SSN: * - -

MANAGE ACCOUNTS

PROTECTING THE PROVIDER ADMIN ACCOUNT

- Creating clerks.
- Adding enrollment agents.
- Keeping contacts updated.
- Do not share passwords.
- Inactivate employees when applicable.
- Editing clerk functions and roles.

CREATING A CLERK

- You can only create and edit a clerk from the administrative level.
- Use the manage account link to access the clerk feature.

MANAGE ACCOUNTS

Oklahoma HealthCare Authority

My Home [Eligibility](#) [Claims](#) [Prior Authorizations](#) [Referrals](#) [Files Exchange](#) [Financial](#) [Letters](#) [Reports](#) [Resources](#)

[Contact Us](#) | [Logout](#)

My Home Thursday 08/08/2019 02:57 PM CST

Broadcast Messages

Provider Letter 2019-08 serves to inform providers about changes being made to prior authorization requirements for medication assisted treatment. Please post all comments by close of business Friday, August 23, 2019, via the Oklahoma Health Care Authority Policy Change Blog. Thank you.

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User Details

Welcome John

- [My Profile](#)
- [Manage Accounts](#)

Provider

Name Sooner Provider
Provider ID 123456789
Taxonomy 1XXXX0000D
SC Provider Number 100123456A

Provider Services

- [Member Focused Viewing](#)
- [Search Payment History](#)

Welcome Health Care Professional!



We are committed to make it easier for physicians and other providers to perform their business. In addition to providing the ability to verify member eligibility and submit claims, our secure site provides access to payment history and the ability to search for helpful information under the Resources menu.

[Contact Us](#)

[Secure Correspondence](#)

[Referrals](#)

[PA Notice](#) New

[Update Provider Files](#)

[Upload Behavioral Health Records](#)

[Patient Dismissal](#)

Helpful Links

- [Insure Oklahoma Employer/Agent Portal](#)

CREATE A CLERK

Fill in the required fields then select which functions you wish to grant to the clerk.

You can edit to add or remove functions at any time.

Oklahoma HealthCare Authority

My Home Eligibility Claims Prior Authorizations Referrals Files Exchange Financial Letters Reports Resources

Contact Us | Logout

My Home > Manage Accounts Monday 08/12/2019 07:38 AM CST

Clerk Assignment Back to My Home ?

Delegate Status

Load Active Delegates Only Load Active and Inactive Delegates

Add New Clerk Add Registered Clerk Add Registered Billing Agent Designate Billing Agent Add Enrollment Agent

* Indicates a required field.

Enter the fields below and click **Submit** to generate the clerk code for the new clerk to register.

*First Name

*Last Name

*Birth Date

*Last 4 of DLN

Select the functions that the clerk is authorized to access.
(At least one function must be selected)

*Functions

- Claim - Inquiry
- Claim - Submit and Resubmit
- Claim - Submit Pharmacy
- Eligibility Verification
- File Management
- Financial
- Letters
- Member Focus Viewing
- Newborn Application Access
- Patient Dismissal
- Payment History - Inquiry
- Pharmacy Claim
- Prior Authorization - Submit Resubmit Authorization
- Prior Authorization - View Authorization
- Prior Authorization - View Authorization Notice
- Referrals - View Referral
- Reports
- Search Fee Schedule
- Secure Correspondence
- Treatment History



CREATE A CLERK

- Once the clerk is created, they will register their account on the provider portal.
- They will need to know the information from the required fields and the clerk code that was generated when the clerk was initially created.

CLERK REGISTRATION

[Home](#) > [Registration Selector](#) > Registration Tuesday 08/27/2019 02:51 PM CST

Registration Step 1 of 2 - Personal Information ?

* Indicates a required field.

Please provide the following information to get started!

*First Name

*Last Name

*Birth Date 

*Last 4 of DLN

*Clerk Code

- A clerk code will be generated by the portal when creating clerk is confirmed.

Login

*User ID

Log In

[Forgot User ID?](#)

[Register Now](#)

[Where do I enter my password?](#)

Protect Your Privacy!
Always log off and close all of your browser windows

Helpful Links

- ▶ [FVS Guide](#)
- ▶ [Insure Oklahoma](#)
- ▶ [Child Health \(EPSDT\)](#)
- ▶ [Provider Enrollment](#)

Broadcast Messages

Provider Letters 2019-09 through 2019-15 outline OHCA program and policy updates that will become effective September 1, 2019. For full details about these changes, please visit www.okhca.org/providerletters.

Thank you.

Provider Letter 2019-07 serves to inform providers that, effective August 1, 2019, the Oklahoma Health Care Authority will no longer be backdating provider contracts prior to the date that the provider was screened. Please post all comments by close of business Thursday, August 15, 2019, via the Oklahoma Health Care Authority Policy Change Blog.

Thank you.

The State of Oklahoma is planning to release an open, deliverables-based request for proposal (RFP) for a single statewide health information exchange (HIE). The state will be seeking a vendor to manage the operations and technology to support the statewide exchange of clinical healthcare information and other services to support the improvement in health outcomes.

What can you do in the Soonercare Provider Portal

The Oklahoma Health Care Authority's secure portal is intended for providers, clerks and billing agents. This site gives you the opportunity to maintain provider information, access claim and prior authorization related functions, and receive messages from the OHCA that apply specifically to you.



[Website Requirements](#)



Registration

Select one of the following options that best describes your role.



Provider

An individual, state or local agency, corporate, or business entity that is enrolled in the Healthcare program as a provider of services.



Billing Agent

An individual, state or local agency, corporate, or business entity that is enrolled in the Healthcare program as a billing agent for services.



Clerk

An individual designated by the Provider or Billing Agent for the sole purpose of performing clerical functions and is responsible for ensuring patient privacy information accessed via this website is to be used only for legitimate business reasons.

MY PROFILE

Oklahoma HealthCare Authority

My Home Eligibility Claims Prior Authorizations Referrals Files Exchange Financial Letters Reports Resources

Contact Us | Logout

My Home > My Profile Thursday 08/08/2019 03:06 PM CST

My Profile

Contact Information

Display Name OSUtest
Phone Number _ Ext _
Current Email needvalidemail@invalidemail.com

[Edit](#)

Roles

Current Roles Providers

Preferences

Primary Language English (US)

Challenge Questions

Challenge Question #1 What is your favorite sports team?
Answer to #1 none

Challenge Question #2 What is your oldest sibling's birthday month and year? (e.g., January 1900)
Answer to #2 none

Challenge Question #3 In what city or town was your first job?
Answer to #3 none

[Edit](#)

Site Key Token

Site Key: 

Passphrase provider

[Edit](#)

Password

[Change Password](#)

ADD REGISTERED CLERK

Once a clerk is created, they can be added to other provider accounts by using the add registered clerk feature.

The screenshot shows the 'Oklahoma HealthCare Authority' website interface. The top navigation bar includes 'My Home', 'Eligibility', 'Claims', 'Prior Authorizations', 'Referrals', 'Files Exchange', 'Financial', 'Letters', 'Reports', and 'Resources'. The user is logged in as 'My Home > Manage Accounts' on Monday 08/12/2019 10:24 AM CST. The main content area is titled 'Clerk Assignment' and 'Delegate Status'. Under 'Delegate Status', there are two radio buttons: 'Load Active Delegates Only' (selected) and 'Load Active and Inactive Delegates'. Below these are several tabs: 'Add New Clerk', 'Add Registered Clerk' (highlighted with a red box), 'Add Registered Billing Agent', 'Designate Billing Agent', and 'Add Enrollment Agent'. The form contains the following fields and instructions:

- * Indicates a required field.
- Enter the Last Name and the Clerk Code to add that Clerk to your Clerk list then click **Submit** to proceed.
- *Last Name
- *Clerk Code

Select the functions that the clerk is authorized to access. (At least one function must be selected)

*Functions

- Claim - Inquiry
- Claim - Submit and Resubmit
- Claim - Submit Pharmacy
- Eligibility Verification
- File Management
- Financial
- Letters
- Member Focus Viewing
- Newborn Application Access
- Patient Dismissal
- Payment History - Inquiry
- Pharmacy Claim
- Prior Authorization - Submit Resubmit Authorization
- Prior Authorization - View Authorization
- Prior Authorization - View Authorization Notice
- Referrals - View Referral
- Reports
- Search Fee Schedule
- Secure Correspondence
- Treatment History

At the bottom of the form, there are 'Submit' and 'Cancel' buttons. A red arrow points to the 'Submit' button. Below the form is a section titled 'Clerks' with the instruction: 'Click the Clerk's name to change the status and/or the functions of the Clerk.'

ADD ENROLLMENT AGENT

If you want to add an enrollment agent, you must first create them as a clerk and have them register their account on the provider portal.

The screenshot displays the Oklahoma Health Care Authority provider portal. At the top, the logo and navigation menu are visible. The main content area is titled 'Clerk Assignment' and 'Delegate Status'. Under 'Delegate Status', there are radio buttons for 'Load Active Delegates Only' (selected) and 'Load Active and Inactive Delegates'. Below this, there are several tabs: 'Add New Clerk', 'Add Registered Clerk', 'Add Registered Billing Agent', 'Designate Billing Agent', and 'Add Enrollment Agent'. The 'Add Enrollment Agent' tab is active. The instructions state: 'Select a Clerk to add as your enrollment Agent. Only one enrollment agent can be setup per Provider. Click Remove to remove an enrollment Agent. **Please note: Your Enrollment Agent will answer questions related to information on your provider application/renewal or updates to your provider Profile Information, Banking information, etc.' Below the instructions is a table with two columns: 'Enrollment Agent' and 'Action'. The 'Enrollment Agent' column contains a dropdown menu with a red asterisk and the text '*Enrollment Agent'. A red arrow points to the 'Add Enrollment Agent' button below the dropdown. The footer of the page includes 'R4.2 ITF' and '© 2019 DXC Technology. All rights reserved. | Privacy Notice'.

RESOURCES

OHCA: 800-522-0114 or 405-522-6205.

- Option 1 – OHCA call center.
- Option 2, 1 – Internet help desk.
- Option 2, 2 – EDI help desk.

Onsite training: SoonerCareEducation@okhca.org.

