



# GEORGE KAISER FAMILY FOUNDATION MEDICAID UPDATES MEETING Q&A

November 19, 2025 | Tulsa, OK

## ELIGIBILITY

**What is the turnaround time for meeting the requirements? What is the turnaround time for verification documents?**

Processing time for verification documents is currently 35 business days. Work requirements will begin being applied to renewals initiated in January 2027.

**With eligibility reviews shifting from annually to every six months, has there been consideration of automating renewals for clients who report no changes?**

OHCA is required by federal regulations to verify eligibility factors even if no changes are reported. We attempt to verify eligibility electronically through our data exchanges before requesting documentation for members during renewals.

**Will a “cheat sheet” be available listing the documents clients can use to verify income?**

There is a document verification guide posted on OHCA's website in both [English](#) and [Spanish](#) that includes acceptable income documents.

**How will the six-month eligibility reviews impact one-year postpartum coverage?**

Postpartum coverage will not change or be reduced by the six-month renewals. They will remain on a 12-month renewal cycle.

**Is there any new information about how the current administration will treat children born to undocumented parents or refugees? Will they still qualify for SoonerCare?**

At this time, OHCA will continue the Soon-to-be-Sooners (STBS) program. Federal regulations at [42 CFR 457.10](#) define "child" as an individual under the age of 19, including the period from conception to birth. The STBS program covers pregnancy-related services that include treatment for delivery, prenatal and post-natal care, and anything that may adversely affect the pregnancy. It does not cover any medical



### ADDRESS

4345 N. Lincoln Blvd.  
Oklahoma City, OK 73105



### WEBSITES

[oklahoma.gov/ohca](http://oklahoma.gov/ohca)  
[mysooner.org](http://mysooner.org)



### PHONE

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



treatments for the mother that are not related to or will not have an impact on the pregnancy.

## **WORK REQUIREMENTS**

### **Is there a confirmed date for the community engagement requirements to begin?**

Work requirements will begin being applied to renewals that are initiated starting Jan. 1, 2027.

### **What process will members have to go through for work requirements and when will more information be available?**

Work requirements will operate like other eligibility verification processes. If we are unable to verify that a member meets or is excluded from work requirements, we will send a verification request, and they will need to submit the appropriate documentation.

We are currently developing internal processes and system upgrades and putting together our communications plan.

### **Will both parents of young children be exempt from work requirements?**

OHCA is awaiting CMS guidance on this question. Final guidance is expected by June 30, 2026.

### **With work requirement changes, will there be changes to SoonerSelect implementation and enrollment? For example, if someone with Aetna loses coverage, do they revert to traditional Medicaid?**

Work requirements will not affect SoonerSelect enrollment or implementation.

### **What will work requirements look like for individuals with criminal justice involvement?**

Legislation directs the state to deem an applicant as having met work requirements for one month if that individual was an inmate of a public institution at any point during the previous three months. It also specifically lists someone who is an inmate of a public institution as being excluded.

### **Will nonprofits be eligible to have community service hours count as community engagement? When confirmation is available, will more details be shared?**

Members will be able to count volunteer work at a nonprofit toward their community engagement hours. CMS has not yet provided guidance regarding court-mandated



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community service hours, but there is nothing in the legislation that explicitly excludes it. More details will be shared as we receive guidance and clarification from CMS.

**Will agency partners be allowed to verify work requirements? Historically, they could verify income but now they cannot. Will verification of work requirements be permitted?**

Verification of work requirements will be the responsibility of OHCA and will work the same way that income verifications work for partners.

**Will SoonerRide cover transportation related to the 80-hour work/community engagement requirements? (SoonerSelect contracted entities have increased phone access through their plan's value-added benefits.)**

SoonerRide will not cover transportation related to the work/community engagement requirements.

**There is concern about automation and the use of artificial intelligence (AI) for verification. Will clients have direct access to a person if AI denies eligibility in error? Given current call waiting times, this could cause additional burden or delays.**

AI will not be used to make eligibility determinations, only to help with workflow and increase the time it takes to process paper verifications. Eligibility will continue to be determined by OHCA's eligibility system.

## **CALL WAITING TIMES**

**Is there a strategic plan OHCA will implement to help reduce call waiting times?**

OHCA is currently working on several projects that will give members more avenues to contact the eligibility team and reduce call waiting times.

**Is the hotline going to be closed on Thursdays? Also, are efforts underway to prevent callers from being automatically disconnected?**

The eligibility call center is currently closed on Thursdays. We have not heard reports of callers being automatically disconnected but will investigate the issue.



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