



## Fact Sheet: What Providers Need to Know Prior to SoonerSelect Children's Specialty Program Go-Live

### PROVIDER CHECKLIST FOR GO-LIVE ON APRIL 1, 2024

SoonerSelect Children's Specialty Program (CSP) providers who wish to continue serving all SoonerCare members who transition to SoonerSelect CSP should complete the following activities as soon as possible prior to go-live:

- ✓ Review and execute contracts with Oklahoma Complete Health, the only plan for SoonerSelect CSP.
- ✓ Review [Oklahoma Complete Health's benefits](#) and [extra benefits](#).
- ✓ Review provider information with Oklahoma Complete Health for accuracy. Submit changes with the plan if information is incorrect or inaccurate.
- ✓ Review "Day 1: SoonerSelect Children's Specialty Program Provider Quick Reference Guide" for information to know on the first day of SoonerSelect CSP launch.
- ✓ Encourage patients enrolled in SoonerSelect CSP to select a primary care provider (PCP) by contacting Oklahoma Complete Health.

### CONTRACTING WITH OKLAHOMA COMPLETE HEALTH

OHCA encourages all providers to contract with Oklahoma Complete Health for SoonerSelect CSP to continue serving all SoonerCare members who transition to SoonerSelect. Contact Oklahoma Complete Health for more information on provider contracting.

#### Oklahoma Complete Health Provider Network Development

833-752-1665, option 1

[OklahomaCompleteHealth.com](https://OklahomaCompleteHealth.com)

[Contracting@oklahomacompletehealth.com](mailto:Contracting@oklahomacompletehealth.com)

### PROVIDER CONTACT INFORMATION

It is important that all provider contact information is accurate for SoonerSelect members. Providers should confirm that their contact, practice, affiliation and payment information is correctly listed with Oklahoma Complete Health prior to April 1, 2024.



#### ADDRESS

4345 N. Lincoln Blvd.  
Oklahoma City, OK 73105



#### WEBSITES

okhca.org  
mysoonerCare.org



#### PHONE

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



**Incorrect or missing information may impact a member's ability to choose a provider as their PCP or find a provider for services.** Providers should review their information directly with Oklahoma Complete Health.

**Oklahoma Complete Health**

833-752-1665, option 1

[OklahomaCompleteHealth.com](https://www.oklahomacompletehealth.com)

**ASSISTANCE FOR MEMBERS WITH TRANSITION TO SOONERSELECT**

- ✓ SoonerSelect CSP has only **one** plan, Oklahoma Complete Health.
- ✓ **Providers cannot enroll a member in SoonerSelect CSP on behalf of the member.**
- ✓ Members will have a 180-day period (until Sept. 28, 2024 for initial implementation) to ensure continuity of care where any services with a prior authorization (PA) under SoonerCare will be honored.

**TRIBAL PROVIDER INFORMATION**

OHCA will reimburse claims for services provided by Indian Health Care Providers (IHCPs). IHCPs should submit all claims directly to OHCA for reimbursement for SoonerSelect CSP members.

For more information, please contact the OHCA Tribal Government Relations team at [TribalGovernmentRelations@okhca.org](mailto:TribalGovernmentRelations@okhca.org).

**MEMBER QUESTIONS**

Members may ask providers questions about SoonerSelect CSP. Members can contact Oklahoma Complete Health directly with any questions about their services, their PCP, in-network providers, PAs or care management.

**Oklahoma Complete Health**

833-752-1665

[OklahomaCompleteHealth.com](https://www.oklahomacompletehealth.com)

**ADDITIONAL PROVIDER QUESTIONS**

If a provider has additional questions about SoonerSelect CSP, please reach out to the **OHCA Provider Helpline** at 800-522-0114.

If a provider has questions about their contract with Oklahoma Complete Health or SoonerSelect CSP, PAs, claims, provider information or other items



**ADDRESS**

4345 N. Lincoln Blvd.  
Oklahoma City, OK 73105



**WEBSITES**

okhca.org  
mysoonerhealth.com



**PHONE**

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



**OKLAHOMA**  
Health Care Authority

Serving Oklahomans  
through SoonerCare

that are specific to SoonerSelect CSP, please contact Oklahoma Complete Health directly.

**Oklahoma Complete Health**

833-752-1665, option 1

[OklahomaCompleteHealth.com](https://www.OklahomaCompleteHealth.com)



**ADDRESS**

4345 N. Lincoln Blvd.  
Oklahoma City, OK 73105



**WEBSITES**

okhca.org  
mysoonerCare.org



**PHONE**

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