



## SoonerSelect Children's Specialty Program Member Quick Reference Guide

### WHO IS THE SOONERSELECT HEALTH PLAN?

The [SoonerSelect Children's Specialty Program \(CSP\)](#) contractor is Oklahoma Complete Health. Members may contact Oklahoma Complete Health or the Oklahoma Health Care Authority (OHCA) at 800-987-7767 for more information.

#### Oklahoma Complete Health

833-752-1665

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

### WHAT MEMBERS ARE ELIGIBLE FOR SOONERSELECT CSP?

Oklahoma Complete Health covers SoonerSelect CSP members in all of Oklahoma's 77 counties. Starting on April 1, 2024, the following SoonerCare groups will automatically begin receiving services through SoonerSelect CSP:

- ✓ Juvenile justice-involved children
- ✓ Foster care children
- ✓ Deemed newborns

Eligible American Indian/Alaskan Native (AI/AN) members can choose to enroll in SoonerSelect CSP but are not required to do so. If an AI/AN member does not actively enroll in SoonerSelect CSP, they will remain in their current SoonerCare health program. If an AI/AN member does enroll in SoonerSelect CSP, they will be automatically enrolled with Oklahoma Complete Health. Enrollment in SoonerSelect CSP **does not** automatically enroll a member into SoonerSelect dental.

### HOW DO MEMBERS ENROLL IN SOONERSELECT CSP?

All members had an opportunity to enroll in SoonerSelect CSP during open enrollment. SoonerSelect CSP has only **one** plan. All SoonerSelect CSP members were assigned Oklahoma Complete Health as their health plan. **Providers cannot enroll a member in SoonerSelect CSP on behalf of the member.** For questions about enrollment, members can contact OHCA.

#### Oklahoma Health Care Authority

800-987-7767, option 5

[MySoonerCare.org](https://MySoonerCare.org)



#### ADDRESS

4345 N. Lincoln Blvd.  
Oklahoma City, OK 73105



#### WEBSITES

okhca.org  
mysoonercare.org



#### PHONE

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



Eligible AI/AN members who wish to enroll in SoonerSelect CSP should log into the [MySoonerCare.org](https://mysooner.org), find “Change My Plan/Choice Provider,” and select the option to “opt-in to SoonerSelect.” After an AI/AN member makes this selection, they will be enrolled with Oklahoma Complete Health. AI/AN members may also call the **OHCA Member Helpline** at 800-987-7767 to enroll in SoonerSelect CSP.

### HOW DO MEMBERS FIND THEIR HEALTH PLAN INFORMATION?

Oklahoma Complete Health will mail SoonerSelect CSP health plan identification (ID) cards to each member. Health plan ID cards will show member health plan assignment. An example of the SoonerSelect CSP member ID card is below.

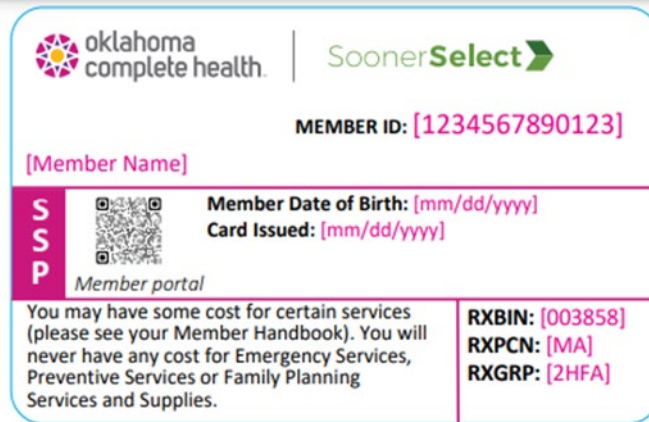
If a member does not receive their ID card by April 1, 2024, they can log onto the [MySoonerCare.org](https://mysooner.org) member portal to see their plan information. Members may also contact Oklahoma Complete Health for an electronic version of their ID card.

**A member can still receive health care even if they do not have their SoonerSelect CSP member ID card.** Providers should be able to verify member SoonerSelect eligibility and plan assignment by logging into the [OHCA provider portal](#) or calling the **Provider Helpline** at 800-522-0114, option 1, or logging into [Avality](#).

**Oklahoma Complete Health**  
833-752-1665

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

### Oklahoma Complete Health Example Member ID Card



### HOW DO MEMBERS LEARN MORE ABOUT THEIR BENEFITS AND COVERAGE?

Oklahoma Complete Health will cover all services that SoonerCare fee-for-service covers. Some members may continue to be responsible for copays for certain benefits. There is no extra cost for enrolling in SoonerSelect CSP.



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Members should review [Oklahoma Complete Health's information](#) and [extra benefits](#) for details on benefits and coverage. Members should contact Oklahoma Complete Health directly with any additional questions about their benefits, including covered services, limitations, cost-sharing, prior authorizations (PAs) or care management.

**Oklahoma Complete Health**

833-752-1665

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

**HOW DO MEMBERS FIND IN-NETWORK PROVIDERS?**

Oklahoma Complete Health has their own network of providers. To find in-network providers or check if a provider is in-network, members should contact Oklahoma Complete Health.

**Oklahoma Complete Health**

833-752-1665

[Provider Directory](#)

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

**WHAT IF A MEMBER'S PROVIDER THAT THEY ALREADY SEE IS NOT IN-NETWORK WITH OKLAHOMA COMPLETE HEALTH?**

Members may continue to receive services that have an OHCA PA until Oct. 1, 2024, even if the provider is not in Oklahoma Complete Health's network. After Oct. 1, 2024, a member may receive care from an out-of-network provider if an in-network provider cannot provide the service or the plan determines an out-of-network provider is required. If a member's provider is not in-network, the member should contact Oklahoma Complete Health to learn more about available in-network providers.

**Oklahoma Complete Health**

833-752-1665

[Provider Directory](#)

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

**HOW DO MEMBERS VIEW OR CHANGE THEIR PRIMARY CARE PROVIDER (PCP)?**

To view, assign or change PCPs, members should contact Oklahoma Complete Health.

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## HOW DO MEMBERS UPDATE THEIR ADDRESS AND INFORMATION WITH OHCA?

Members should make sure their contact information such as address, phone number and email, are up to date with OHCA. **Incorrect information may result in missing important information about SoonerSelect CSP.** Members can update their information directly with OHCA.

### Oklahoma Health Care Authority

[MySoonerCare.org](http://MySoonerCare.org)

800-987-7767

## MORE QUESTIONS?

For more questions about the implementation of SoonerSelect CSP that have not been answered in this Quick Reference Guide, please reach out to the **OHCA Member Helpline** at 800-987-7767. You may also find more information on the [OHCA SoonerSelect website](#).

For more questions about member benefits, PAs, claims, in-network providers or other questions specific to the SoonerSelect CSP plan, please contact Oklahoma Complete Health directly or review their Member Handbook.

### Oklahoma Complete Health

833-752-1665

[Member Handbook](#)

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



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