



## Day 1: SoonerSelect Children's Specialty Program Provider Quick Reference Guide

### HEALTH PLANS

The SoonerSelect Children's Specialty Program (CSP) contractor is Oklahoma Complete Health. Oklahoma Complete Health will cover all medical services that SoonerCare fee-for-service covers. Providers may contact the plan or visit the [Oklahoma Health Care Authority's \(OHCA\) website](#) for more information.

#### **Oklahoma Complete Health**

833-752-1665, option 1

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

### VERIFICATION OF MEMBER ELIGIBILITY AND PLAN INFORMATION

OHCA offers three methods of confirming member eligibility – the OHCA online provider portal, the OHCA Provider Helpline and Availity.

On the [OHCA provider portal](#), providers will be able to identify that a member is enrolled in SoonerSelect CSP by looking under the Coverage Section. S-SCP indicates SoonerSelect CSP.

Providers can also call the **OHCA Provider Helpline** at 800-522-0114, option 1, or log into [Availity](#) to verify member eligibility and plan assignment. Providers should contact Oklahoma Complete Health with any questions on the Availity portal.

Providers may ask the member for their plan ID card. An example of the SoonerSelect CSP member ID card is below. If the member does not have their ID card, members can log onto the [MySoonerCare.org](http://MySoonerCare.org) member portal to see their health plan information.



#### **ADDRESS**

4345 N. Lincoln Blvd.  
Oklahoma City, OK 73105



#### **WEBSITES**

[okhca.org](http://okhca.org)  
[mysoonerCare.org](http://mysoonerCare.org)

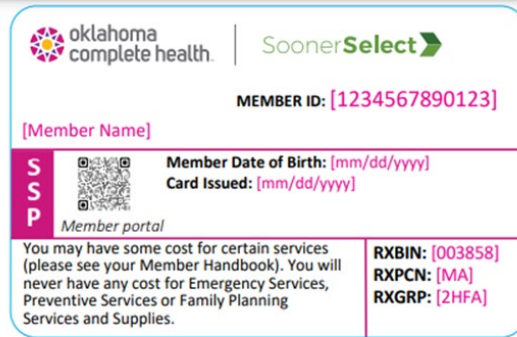


#### **PHONE**

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



**Oklahoma Complete Health Example Member ID Card**



**MEMBER ENROLLMENT**

**Providers cannot enroll a member in SoonerSelect CSP on behalf of the member.**  
For questions about SoonerSelect enrollment, members can contact OHCA.

**Oklahoma Health Care Authority**  
800-987-7767, option 5  
[MySoonerCare.org](http://MySoonerCare.org)

**PRIOR AUTHORIZATIONS**

Members will have a 180-day period to ensure continuity of care where any services with a prior authorization (PA) under SoonerCare will be honored. Oklahoma Complete Health will process PAs through their internal processes and secure provider portal on Availity. Please directly contact Oklahoma Complete Health for training needs or questions on PAs.

**Oklahoma Complete Health**  
833-752-1665, option 1  
[Oklahoma Complete Health Provider Portal](http://OklahomaCompleteHealth.com)  
[OklahomaCompleteHealth.com](http://OklahomaCompleteHealth.com)

**CLAIMS**

Oklahoma Complete Health will process claims through their internal process and secure provider portal on Availity. Please directly contact Oklahoma Complete Health for training needs or questions on claims.

**Oklahoma Complete Health**  
833-752-1665, option 1  
[Oklahoma Complete Health Provider Portal](http://OklahomaCompleteHealth.com)  
[OklahomaCompleteHealth.com](http://OklahomaCompleteHealth.com)



## CONTINUITY OF CARE

If a patient is a SoonerSelect CSP member and the provider is not currently contracted with Oklahoma Complete Health, the provider must:

- Notify the member that they can only provide services for up to 180 calendar days.
- Follow the health plan's guidelines and procedures for out-of-network care during the 180-day period.

Note that payments to providers that have not yet contracted with Oklahoma Complete Health will be made at the current Medicaid fee schedule rate.

For questions specific to Oklahoma Complete Health, please contact the plan directly. For general SoonerSelect CSP provider questions, providers may contact the **OHCA Provider Helpline** at 800-522-0114.

## CONTRACTING WITH OKLAHOMA COMPLETE HEALTH

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

### **Oklahoma Complete Health**

833-752-1665, option 1

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

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

## ADDITIONAL QUESTIONS

Additional SoonerSelect CSP plan phone numbers are listed below:

### **Oklahoma Complete Health**

Provider & Member: 833-752-1665



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okhca.org  
mysoonercare.org



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