



Ellen M. Buettner | Chief Executive Officer

J. Kevin Stitt | Governor

OHCA 2024-05

March 15, 2024

**RE: SoonerSelect and SoonerSelect Children's Specialty Program
Implementation April 1, 2024**

Dear Provider,

As noted in provider letters [2023-21](#) and [2024-01](#), the Oklahoma Health Care Authority (OHCA) will continue delivery system reform by implementing SoonerSelect for most SoonerCare members April 1, 2024. Providers will be able to check eligibility in the OHCA provider portal beginning April 1 to determine which contracted entity (CE) is the payer for members served.

These contracted entities will become the point of contact for filing claims, seeking authorizations and receiving payment. Each CE offers dedicated provider support services to answer questions you may have and to provide training in plan-specific procedures.

**Aetna Better Health of
Oklahoma**

Provider helpline:
844-365-4385

Provider website:
<https://www.aetnabetterhealth.com/oklahoma/index.html>

Provider contracting email:
Abhnetwork@aetna.com

Humana Healthy Horizons

Provider helpline:
855-223-9868

Provider website:
<https://www.humana.com/medicaid>

Provider contracting emails:
OKMedicaidProviderRelations@humana.com
OKBHMedicaid@humana.com

Oklahoma Complete Health

Provider helpline:
855-688-6589

Provider website:
<https://www.oklahomacompletehealth.com>

Provider contracting email:
Contracting@oklahomacompletehealth.com



ADDRESS

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105



WEBSITES

oklahoma.gov/ohca
mysoonerCare.org



PHONE

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



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OHCA encourages all providers to complete the contracting process with each CE so that the members you serve will have a robust provider network when these programs go live April 1. As stated in provider letter [2024-01](#), all OHCA actively enrolled providers are *eligible* for credentialing with the CEs and full credentialing may continue until July 2025; however, it is essential for each provider to complete a CE provider agreement as soon as possible to ensure the ability to serve members transitioning to SoonerSelect.

Providers are encouraged to contact the SoonerSelect plans for training and to attend upcoming in-person and virtual town halls to get more information about SoonerSelect.

As always, you are welcome to continue to call the OHCA Provider Helpline for assistance at 800-522-0114.

Thank you for your continued commitment to providing services to SoonerCare members.

Sincerely,

Traylor Rains
State Medicaid Director



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