



January 10, 2024

RE: Potential Downtime in SoonerCare Point-of-Sale System

Gainwell servers that operate the Medicaid Management Information System (MMIS) for the Oklahoma Health Care Authority (OHCA) will undergo maintenance and updates that may affect the SoonerCare point-of-sale system. The updates will take place starting at 12am on Saturday, January 13th. Downtime is anticipated to be minimal; however, the updates may potentially continue through 5am on Sunday, January 14th. During this time, MMIS will not be operational. This includes the SoonerCare point-of-sale system, which will result in rejected pharmacy claims. Claims will need to be resubmitted once the updates are completed on or after 5am Sunday, January 14th.

Prior authorization (PA) requests submitted during this time will not be processed until MMIS is operational. Please do not submit duplicate PA requests based on not receiving a response within 24 hours, as the response time may be delayed.

Thank you for the services you provide to Oklahomans insured by SoonerCare!

SOONERCARE PHARMACY SERVICES • PHARMACY MANAGEMENT CONSULTANTS



ADDRESS

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105



WEBSITES

oklahoma.gov/ohca
mysoonerare.org



PHONE

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