



## Day 1: SoonerSelect Dental Program Provider Quick Reference Guide

### DENTAL PLANS

SoonerSelect dental plans include DentaQuest and LIBERTY Dental Plan. Providers can contract with either or both dental plans. Both dental plans cover all dental services that SoonerCare fee-for-service covers. Providers may contact the dental plans or visit the Oklahoma Health Care Authority's (OHCA) website for more information.

- **OHCA:** [SoonerSelect Dental Plans](#)
- **DentaQuest:** 833-479-1007 | [DentaQuest.com](http://DentaQuest.com)
- **LIBERTY Dental Plan:** 888-902-0342 | [LibertyDentalPlan.com](http://LibertyDentalPlan.com)

### VERIFICATION OF MEMBER ELIGIBILITY AND DENTAL PLAN

OHCA offers two methods of confirming member eligibility and dental plan – the online provider portal and the OHCA Provider Helpline.

On the provider portal, providers will be able to identify that a member is enrolled in SoonerSelect dental by looking under the coverage section. SoonerDental indicates SoonerSelect dental.

Temporarily, SoonerSelect dental plan assignments for members are not visible online. OHCA is diligently working to update our secure provider portal eligibility screen so that providers may verify member eligibility information electronically. OHCA will notify providers when this information is available via global message. Providers can also call the **OHCA Provider Helpline** at 800-522-0114, option 1, to verify member eligibility and dental plan assignment.

Please see the graphic below for what providers can anticipate seeing within the provider portal.



#### ADDRESS

4345 N. Lincoln Blvd.  
Oklahoma City, OK 73105



#### WEBSITES

okhca.org  
mysoonercare.org



#### PHONE

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



Coverage Details for Member ID from 01/01/2024 to 01/23/2024 [Back to Eligibility Verification Request](#) ?

**NOTICE: This member is currently subject to a copy.**

Effective/End dates are shown only for the period of time requested.

Verification Number 1/23/2024 - Status: A

Please click on the following link to begin the process to establish eligibility for this member - [Notification of Date of Service](#)

[Expand All](#) | [Collapse All](#)

Eligibility			
Coverage	Effective Date	End Date	
Mental Health and Substance Abuse	01/01/2024	01/23/2024	
SoonerSelect	01/01/2024	01/23/2024	
SoonerDental	01/01/2024	01/23/2024	
Expansion Healthy Adult Program	01/01/2024	01/23/2024	

Managed Care Information			
Provider Name	Provider Phone	Health Plan Name	Health Plan Phone
John Doe	111-111-1111		

Providers may ask the member for their dental plan ID card, which will display the dental plan in which the member is enrolled. Examples of SoonerSelect dental member ID cards are below. If the member does not have their ID card, members can log onto the [MySoonerCare.org](https://mysooner.org) member portal to see their dental plan assignment.

### DentaQuest Example Member ID Card

Member Name:	Plan Name:	<p><b>What to Do in Case of an Emergency</b> In case of an emergency, call 911 or go to the nearest emergency room. Please refer to your Member Handbook for specific emergency care coverage or call your Primary Care Dentist. For help with a mental health crisis call 988 or visit: <a href="https://988oklahoma.com">https://988oklahoma.com</a></p>	<p><b>Qué hacer en caso de emergencia</b> En caso de emergencia, llame al 911 o vaya a la sala de emergencias más cercana. Consulte su Manual de miembro para obtener información específica sobre la cobertura de la atención de emergencia o comuníquese con su dentista de atención primaria. Si necesita ayuda con una crisis de salud mental, llame al 988 o visite: <a href="https://988oklahoma.com">https://988oklahoma.com</a></p>
Member ID:	Effective Date:	<p><b>DentaQuest Member Services:</b> 1-833-479-0687, TTY 1-800-466-7566</p> <p><b>Provider Services:</b> 1-833-479-1007</p> <p><b>Monday - Friday</b> 8 a.m. to 5 p.m. CST</p> <p><b>Send claims to:</b> DentaQuest PO Box 2906 Milwaukee, WI 53201-2906</p> <p><b>www.DentaQuest.com</b> <b>Payer ID:</b> CX014</p>	

### LIBERTY Dental Plan Example Member ID Card

		<p><b>NOTICE TO MEMBER</b></p> <p>In case of an emergency, call 911 or go to your nearest emergency room. Please refer to your Member Handbook for specific emergency care coverage or call your Primary Care Dentist for an immediate appointment.</p> <p>En caso de una emergencia, llame al 911 o diríjase a la sala de emergencias más cercana. Consulte su Manual para Miembros para obtener información sobre la cobertura de atención de emergencia específica o llame a su dentista de atención primaria para programar una cita inmediata.</p> <p>Behavioral Health Services toll-free 24-hour hotline: 988 EDI Payer ID: CX083 Member Service/Grievance &amp; Appeals: (888) 700-1093 TTY: (877) 855-8039 Provider toll-free line: (888) 902-0342 Business Hours: Monday – Friday 6:00 a.m. – 6:00 p.m. Central Time To report suspected Fraud, Waste or Abuse: (888) 704-9833</p> <p><b>THIS CARD DOES NOT GUARANTEE ELIGIBILITY</b></p>
<p>NAME John Q. Sample ID# 9999999999-01 GRP# [STTNFADMASW] TTANFPNTCTR Adult Male All Ages TPL STW PLAN OK SoonerSelect- Adult (AIAN) PRV# [123456] ABC Dental Office 123 Main Street Oklahoma City, OK 73105 (999) 999-9999</p>	<p>(888) 700-1093</p> <p><a href="http://www.libertydentalplan.com/Oklahoma/LIBERTY-Dental-Plan-of-Oklahoma.aspx">www.libertydentalplan.com/Oklahoma/LIBERTY-Dental-Plan-of-Oklahoma.aspx</a></p> <p>EFFEC 02/01/2024</p>	



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## MEMBER ENROLLMENT AND CHANGES

All members had an opportunity to pick a dental plan during SoonerSelect dental open enrollment. If they did not make an active selection, OHCA assigned them to a dental plan. Members may change their dental plan until May 1, 2024. **Providers cannot change a SoonerSelect dental plan on behalf of a member.**

To change a dental plan or for SoonerSelect enrollment questions, members can:

- **Access the Member Portal:** [MySoonerCare.org](https://mysooner.org)
- **Contact the OHCA Member Choice Counseling Hotline:** 800-987-7767, option 5

For more support on how to pick a dental plan, please encourage members to view OHCA's SoonerSelect "[Pick A Plan](#)" video.

## PRIOR AUTHORIZATIONS

Members will have a 90-day period to ensure continuity of care when any services with a prior authorization (PA) under SoonerCare will be honored. DentaQuest and LIBERTY Dental Plan will process PAs through their internal processes and secure provider portals. Please directly contact the dental plans for training needs or questions on PAs.

- **DentaQuest:** 833-479-1007 | [DentaQuest.com](https://dentaquest.com) | [DentaQuest Provider Portal](#)
- **LIBERTY Dental Plan:** 888-902-0342 | [LibertyDentalPlan.com](https://libertydentalplan.com) | [LIBERTY Dental Plan Provider Portal](#)

## CLAIMS

DentaQuest and LIBERTY Dental Plan will process claims through their internal processes and secure provider portals. Please directly contact the dental plans for training needs or questions on claims.

- **DentaQuest:** 833-479-1007 | [DentaQuest.com](https://dentaquest.com) | [DentaQuest Provider Portal](#)
- **LIBERTY Dental Plan:** 888-902-0342 | [LibertyDentalPlan.com](https://libertydentalplan.com) | [LIBERTY Dental Plan Provider Portal](#)

## CONTINUITY OF CARE

If a patient is a SoonerSelect dental member and the provider is not currently contracted with the member's SoonerSelect dental plan, the provider must:

- Notify the member that they can only provide services for up to 90 calendar days.
- Follow the dental plan's guidelines and procedures for out-of-network care during the 90-day period.

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



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

## CONTRACTING WITH SOONERSELECT DENTAL PLANS

OHCA encourages all dental providers to contract with both DentaQuest and LIBERTY Dental Plan to continue serving all SoonerCare members who have transitioned to SoonerSelect.

Contact the dental plans for more information on provider contracting.

- **DentaQuest Provider Network Development:** 855-873-1283  
| [DentaQuest.com](http://DentaQuest.com) | [NetworkDevelopment@DentaQuest.com](mailto:NetworkDevelopment@DentaQuest.com)
- **LIBERTY Dental Plan Provider Network Development:** 888-902-0342  
| [LibertyDentalPlan.com](http://LibertyDentalPlan.com) | [okprinquiries@libertydentalplan.com](mailto:okprinquiries@libertydentalplan.com)

## ADDITIONAL QUESTIONS

Additional SoonerSelect dental plan phone numbers are listed below.

- **DentaQuest Provider Phone Number:** 833-479-1007
- **DentaQuest Provider Email:** [NetworkDevelopment@DentaQuest.com](mailto:NetworkDevelopment@DentaQuest.com)
- **LIBERTY Dental Plan Provider Phone Number:** 888-902-0342
- **LIBERTY Dental Plan Provider Email:** [okprinquiries@libertydentalplan.com](mailto:okprinquiries@libertydentalplan.com)
- **OHCA Provider Helpline:** 800-522-0114
- **OHCA Member Helpline:** 800-987-7767



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