



## Fact Sheet: What Providers Need to Know Prior to SoonerSelect Health Program Go-Live

### PROVIDER CHECKLIST FOR GO-LIVE ON APRIL 1, 2024

SoonerSelect health providers who wish to continue serving all SoonerCare members who transition to SoonerSelect health should complete the following activities as soon as possible prior to go-live:

- ✓ Review and execute contracts with all or any of the SoonerSelect health plans, which are Aetna Better Health of Oklahoma (Aetna), Humana Healthy Horizons in Oklahoma (Humana) and Oklahoma Complete Health.
- ✓ Review [Aetna's, Humana's, and Oklahoma Complete Health's benefits and extra benefits](#).
- ✓ Review provider information with each SoonerSelect health plan for accuracy. Submit changes with the health plan if information is incorrect or inaccurate.
- ✓ Review "Day 1: SoonerSelect Health Program Provider Quick Reference Guide" for information to know on the first day of SoonerSelect Health program launch.
- ✓ Encourage patients enrolled in SoonerSelect health to select a primary care [provider (PCP) by contacting their health plan.

### CONTRACTING WITH SOONERSELECT HEALTH PLANS

OHCA encourages providers to contract with all three SoonerSelect health plans to continue serving all SoonerCare members who transition to SoonerSelect. Contact the health plans for more information on provider contracting.

- **Aetna:** 844-365-4385 | [Abhnetwork@aetna.com](mailto:Abhnetwork@aetna.com) | [AetnaBetterHealth.com](http://AetnaBetterHealth.com)
- **Humana:** 855-223-9868 | [OKMedicaidProviderRelations@humana.com](mailto:OKMedicaidProviderRelations@humana.com) | [OKBHMEDICAID@humana.com](mailto:OKBHMEDICAID@humana.com) | [Humana.com](http://Humana.com)
- **Oklahoma Complete Health:** 855-688-6589 | [Contracting@oklahomacompletehealth.com](mailto:Contracting@oklahomacompletehealth.com) | [OklahomaCompleteHealth.com](http://OklahomaCompleteHealth.com)

### PROVIDER CONTACT INFORMATION

It is important that all provider contact information is accurate for SoonerSelect members. Providers should confirm that their contact information, practice and affiliation is correctly listed with Aetna, Humana and Oklahoma Complete Health prior to April 1, 2024.



#### ADDRESS

4345 N. Lincoln Blvd.  
Oklahoma City, OK 73105



#### WEBSITES

[okhca.org](http://okhca.org)  
[mysoonerhealth.com](http://mysoonerhealth.com)



#### PHONE

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



**Incorrect or missing information may impact a member's ability to choose a provider as their PCP or find a provider for services.** Providers should review their information directly with each health plan.

**Aetna**

844-365-4385

[Aetna Provider Portal](#)  
[AetnaBetterHealth.com](#)

**Humana**

855-223-9868

[Humana  
Provider Portal](#)  
[Humana.com](#)

**Oklahoma Complete Health**

833-752-1664

[Oklahoma Complete Health  
Provider Portal](#)  
[OklahomaCompleteHealth.com](#)

**ASSISTANCE FOR MEMBERS WITH TRANSITION TO SOONERSELECT**

- ✓ All members had an opportunity to pick a SoonerSelect health plan. Members who did not make an active selection were assigned a health plan.
- ✓ Members have 90 calendar days from the beginning of coverage (until June 30, 2024 for initial implementation) if they wish to change health plans. **Providers cannot select or change a SoonerSelect health plan on behalf of a member.**
- ✓ If members would like to change their health plan within those 90 days (until June 30, 2024 for initial implementation), they should log on to [MySoonerCare.org](#) or contact the **OHCA Member Choice Counseling Helpline** at 800-987-7767, option 5.
- ✓ Members will have a 90-day period (until June 30, 2024 for initial implementation) to ensure continuity of care where any services with a prior authorization (PA) under SoonerCare will be honored.

**TRIBAL PROVIDER INFORMATION**

OHCA will reimburse claims for services provided by Indian Health Care Providers (IHCPs). IHCPs should submit all claims directly to OHCA for reimbursement for SoonerSelect members.

For more information, please contact the OHCA Tribal Government Relations team at [TribalGovernmentRelations@okhca.org](mailto:TribalGovernmentRelations@okhca.org).

**MEMBER QUESTIONS**

Members may ask providers questions about the SoonerSelect health program. Members can contact their health plan directly with any questions about their services, their PCP, in-network providers, PAs, added benefits, or care management.



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**Humana**

855-223-9868

[Humana.com](https://www.humana.com)

**Oklahoma Complete Health**

833-752-1664

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

If members wish to change their health plan within the 90 days (until June 30, 2024), providers should direct members to contact the **SoonerSelect Choice Counseling Helpline** at 800-987-7767, option 5 with questions about enrollment.

### ADDITIONAL PROVIDER QUESTIONS

If a provider's questions about the implementation of the SoonerSelect health program have not been answered on this fact sheet, please reach out to the **OHCA Provider Helpline** at 800-522-0114.

If a provider has questions about their contract with a SoonerSelect health plan, PAs, claims, their provider information, or other items that are specific to a health plan, please contact Aetna, Humana, or Oklahoma Complete Health directly.

**Aetna**

844-365-4385

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**Humana**

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