



Day 1: SoonerSelect Health Program Provider Quick Reference Guide

HEALTH PLANS

SoonerSelect health plans include Aetna Better Health of Oklahoma (Aetna), Humana Healthy Horizons in Oklahoma (Humana) and Oklahoma Complete Health. Providers can contract with any or all of the health plans. Health plans cover all medical services that SoonerCare fee-for-service covers. Providers may contact the health plans or visit the [Oklahoma Health Care Authority's \(OHCA\) website](#) for more information.

Aetna
844-365-4385
AetnaBetterHealth.com

Humana
855-223-9868
Humana.com

Oklahoma Complete Health
833-752-1664
OklahomaCompleteHealth.com

VERIFICATION OF MEMBER ELIGIBILITY AND HEALTH PLAN

OHCA offers three methods of confirming member eligibility and health plan – the OHCA online provider portal, the OHCA Provider Helpline, and Availity. Each CE uses the same provider portal on Availity.

On the [OHCA provider portal](#), providers will be able to identify that a member is enrolled in SoonerSelect health by looking under the Coverage Section. SoonerSelect indicates SoonerSelect health. Please see the illustration below for what providers should anticipate seeing within the OHCA provider portal.

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 copay.
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

TPL

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



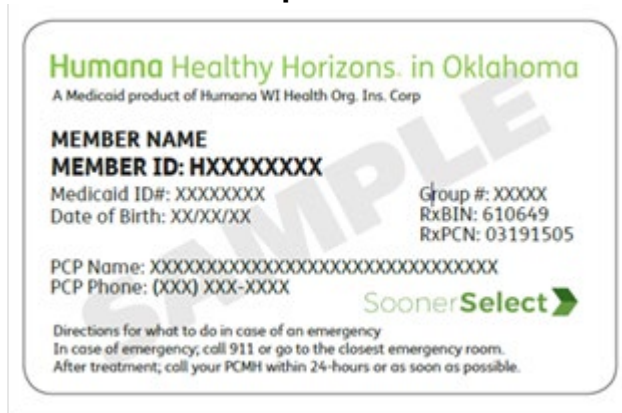
Providers can also call the **OHCA Provider Helpline** at 800-522-0114, option 1, or log into **Availity** to verify member eligibility and health plan assignment. Providers should contact the CEs with any questions on their Availity portals.

Providers may ask the member for their health plan ID card, which will display the health plan in which the member is enrolled. Examples of SoonerSelect member ID cards are below. If the member does not have their ID card, members can log onto the **MySoonerCare.org** member portal to see their health plan assignment.

Aetna Example Member ID Card



Humana Example Member ID Card



ADDRESS

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105



WEBSITES

okhca.org
mysoonercare.org

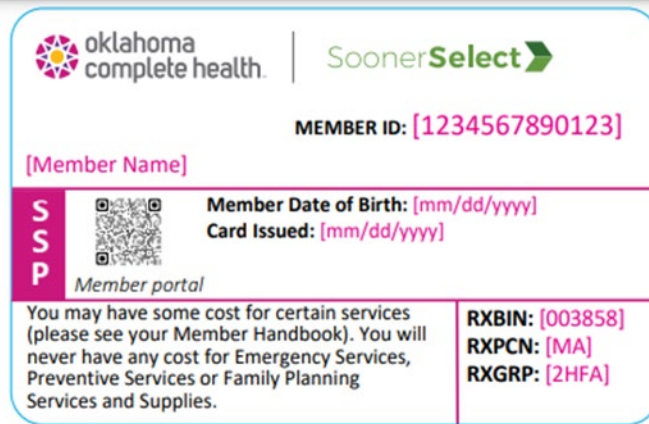


PHONE

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



Oklahoma Complete Health Example Member ID Card



MEMBER ENROLLMENT AND CHANGES

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

To change a health plan or for SoonerSelect enrollment questions, members can contact OHCA.

Oklahoma Health Care Authority
800-987-7767, option 5
MySoonerCare.org

For more support on how to pick a health plan, please encourage members to review OHCA’s SoonerSelect “[Pick A Plan](#)” video.

PRIOR AUTHORIZATIONS

Members will have a 90-day period (until July 1, 2024) to ensure continuity of care where any services with a prior authorization (PA) under SoonerCare will be honored. SoonerSelect health plans will process PAs through their internal processes and secure provider portals on Availity. Please directly contact the health plans for training needs or questions on PAs.

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



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WEBSITES

okhca.org
mysoonerca.org



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Helpline: 800-987-7767



CLAIMS

SoonerSelect health plans will process claims through their internal processes and secure provider portals on Availity. Please directly contact the health plans for training needs or questions on claims.

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

CONTINUITY OF CARE

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

- Notify the member that they can only provide services for up to 90 calendar days.
- Follow the health plan's guidelines and procedures for out-of-network care during the 90-day period (until July 1, 2024).

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

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

CONTRACTING WITH SOONERSELECT MEDICAL HEALTH PLANS

OHCA encourages all health care providers to contract with all three SoonerSelect health plans to continue serving all SoonerCare members who have transitioned to SoonerSelect.

Contact the health plans for more information on provider contracting:

- **Aetna:** 844-365-4385 | AetnaBetterHealth.com | abhnetwork@aetna.com
- **Humana:** 855-223-9868 | Humana.com | OKMedicaidProviderRelations@humana.com | OKBHMedicaid@humana.com
- **Oklahoma Complete Health:** 855-688-6589 | OklahomaCompleteHealth.com | Contracting@oklahomacompletehealth.com

ADDITIONAL QUESTIONS

Additional SoonerSelect health plan phone numbers are listed below:



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4345 N. Lincoln Blvd.
Oklahoma City, OK 73105



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okhca.org
mysoonerCare.org



PHONE

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Helpline: 800-987-7767



OKLAHOMA

Health Care Authority

Serving Oklahomans
through SoonerCare

Aetna

Provider & Member:
844-365-4385

Humana

Provider & Member:
855-223-9868

Oklahoma Complete Health

Provider & Member:
833-752-1664



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