OKLAHOMA
Health Care Authority

SoonerSelect Dental Compliance Metrics (SFY 2026 Q3 & Q4)

The following table contains key performance and contractual metrics for the SoonerSelect Dental contracted entities during quarters 3 and 4 of State Fiscal Year 2026.

Description	Contractual Requirement (if applicable) & Additional Details	Value Represents	DentaQuest		Liberty Dental Plan	
			SFY26 Q3* (1/1-3/31/26)	SFY26 Q4† (4/1-6/30/26)	SFY26 Q3* (1/1-3/31/26)	SFY26 Q4† (4/1-6/30/26)
Dental Plan Accreditation	Must be accredited within 18 months of operations start date	Accreditation status	NCQA Utilization Management Accreditation NCQA Credentialing Accreditation	NCQA Utilization Management Accreditation NCQA Credentialing Accreditation	URAC Dental Plan 8.0 Accreditation NCQA Utilization Management Accreditation NCQA Credentialing Accreditation	URAC Dental Plan 8.0 Accreditation NCQA Utilization Management Accreditation NCQA Credentialing Accreditation
Enrollee Outreach	Shall make all reasonable efforts to contact enrollees within 10 days of an enrollee's enrollment effective date during steady state operations	Percentage of members attempted to be contacted within 10 days	65.63%	93.54%	90.58%	87.99%

ADDRESS
4345 N. Lincoln Blvd.
Oklahoma City, OK 73105

WEBSITES
oklahoma.gov/ohca
mysoonercare.org

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

Description	Contractual Requirement (if applicable) & Additional Details	Value Represents	DentaQuest		Liberty Dental Plan	
			SFY26 Q3* (1/1-3/31/26)	SFY26 Q4† (4/1-6/30/26)	SFY26 Q3* (1/1-3/31/26)	SFY26 Q4† (4/1-6/30/26)
Enrollee Call Center – Abandonment	Call abandonment rate shall be less than 5%	Percentage of calls abandoned	0.15%	0.54%	0.82%	0.99%
Enrollee Call Center – SLA	80% of calls shall be answered by a live voice within 60 seconds of the first ring	Percentage of calls answered by a live voice within 60 seconds of the first ring	97.03%	81.29%	84.34%	93.60%
Enrollee Call Center – Wait Time	Average wait time shall not exceed 30 seconds	Average wait time in seconds	7.06	31.80	28.46	14.18
Provider Call Center – Abandonment	Call abandonment rate shall be less than 5%	Percentage of calls abandoned	0.17%	1.38%	0.00%	1.23%
Provider Call Center – SLA	80% of calls shall be answered by a live voice within 60 seconds of the first ring	Percentage of calls answered by a live voice within 60 seconds of the first ring	98.84%	79.48%	96.27%	90.57%
Provider Call Center – Wait Time	Average wait time shall not exceed 30 seconds	Average wait time in seconds	4.67	33.27	15.58	14.74
Days to Credential	All applications must be contracted and credentialed, and the CE's claim systems must be able to recognize the provider as a SoonerSelect program network provider, no later than 45 days of receipt of a completed application	Average number of days for CEs to complete credentialing	4.74	2.64	14.18	11.13

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Claims Timeliness (14 days)	90% of clean claims received are paid within 14 days of receipt *Note: Includes original paid claims only. Denied and adjusted claims are not currently included.*	Average percentage of claim lines paid within 14 days for the reporting quarter	98.34%	95.55%	92.56%	92.09%
Claims Timeliness (90 days)	99% of clean claims are paid within ninety (90) Days of receipt *Note: Includes original paid claims only. Denied and adjusted claims are not currently included.*	Average percentage of claim lines paid within 90 days for the reporting quarter	99.99%	99.99%	99.95%	99.97%
Paid Claims Rate	No contractually required metric *Note: Includes paid and denied claims. Rejected and pended claims are not included.*	Overall paid claims rate	88.19%	88.11%	91.88%	90.98%
Average Days to Pay	No contractually required metric *Note: Calculated as a weighted average based on claim-line volume.*	Weighted average days to pay claim lines	5.22	5.61	5.35	4.72
Provider Appeals Resolved Within 30 Days	Must resolve 98% of provider appeals within 30 calendar days of receipt of the request for appeal	Percentage of appeals resolved within 30 days	100%	100%	100%	100%
Provider Appeals Resolved Within 60 Days	Must resolve 100% of provider appeals within 60 calendar days of receipt of the request for appeal	Percentage of appeals resolved within 60 days	100%	100%	100%	100%
Number of Enrollee Appeals	No contractually required metric	Total number of appeals	209	212	63	72

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Enrollee Appeal Overturn Rate	No contractually required metric *Note: This rate includes appeals that were overturned because the provider submitted additional documentation after the initial decision.*	Percentage of appeals overturned	17.65%	26.11%	19.23%	18.06%
Enrollee Appeal Standard Timely Resolution Rate	No contractually required metric	Percentage of standard appeals resolved timely	98.46%	100%	100%	100%
Enrollee Grievance Resolution	Must resolve 100% of enrollee grievances within 30 calendar days or within the extended period from the date the grievance is received	Timeliness of grievance resolution	97.44%	100%	97.83%	100%
Encounter Accuracy	No less than 95% of the contractor's encounter data submissions shall pass system edits as specified by OHCA *Note: OHCA continues to review systematic processes that accept and reject encounter submissions to ensure accurate encounters are accepted by OHCA's MMIS.*	Percentage of encounters submitted accurately	87.49%	92.55%	99.43%	99.42%

**SFY26 Q3 data pulled 11/5/2026; claims timeliness data pulled 11/6/2026*
†SFY26 Q4 data pulled 11/5/2026; claims timeliness data pulled 11/6/2026