



SoonerCare Fax Blast

October 7, 2009

SUBJECT: Same Day PCP Enrollment Reminders (Phone number correction)

Dear Provider:

Please remember that members can call the SoonerCare Helpline to enroll with a PCP and the enrollment is effective the day they call. Also, remember that if the member is in your office, and you want them added to your panel, they can call while they are in the office to request this change.

We will allow them to call for all changes, even if the member is outside your age range or if adding the member will put your panel over your requested capacity. If the member calls while in your office and your staff verifies the request, the member will be changed without submission of the action form. You can still use the action form for age range and over capacity enrollment, but calling is a real time change. We wanted to give you both options to assist you and the member in alignment with a provider.

Remember, the SoonerCare Helpline number is (800) 987-7767. As always, thank you for the services you provide to our members.