

## Visit our Site Recently?

The Oklahoma Health Care Authority has information available on various SoonerCare programs, including SoonerPlan family planning program, Oklahoma Cares Breast and Cervical Cancer Treatment Program and Insure Oklahoma/O-EPIC.

Visit our website at [www.okhca.org](http://www.okhca.org) for additional information on these and other SoonerCare programs, policies, rules and contracting requirements. OHCA Provider Portal training is available upon request. (See team information below)

## Don't miss the next Provider Training Workshop!

OHCA and DXC host biannual spring and fall Provider Training Workshops for all SoonerCare providers. The workshops are held at four different locations across the state. Course topics change each fall and spring so be sure to check the courses offered for each workshop.

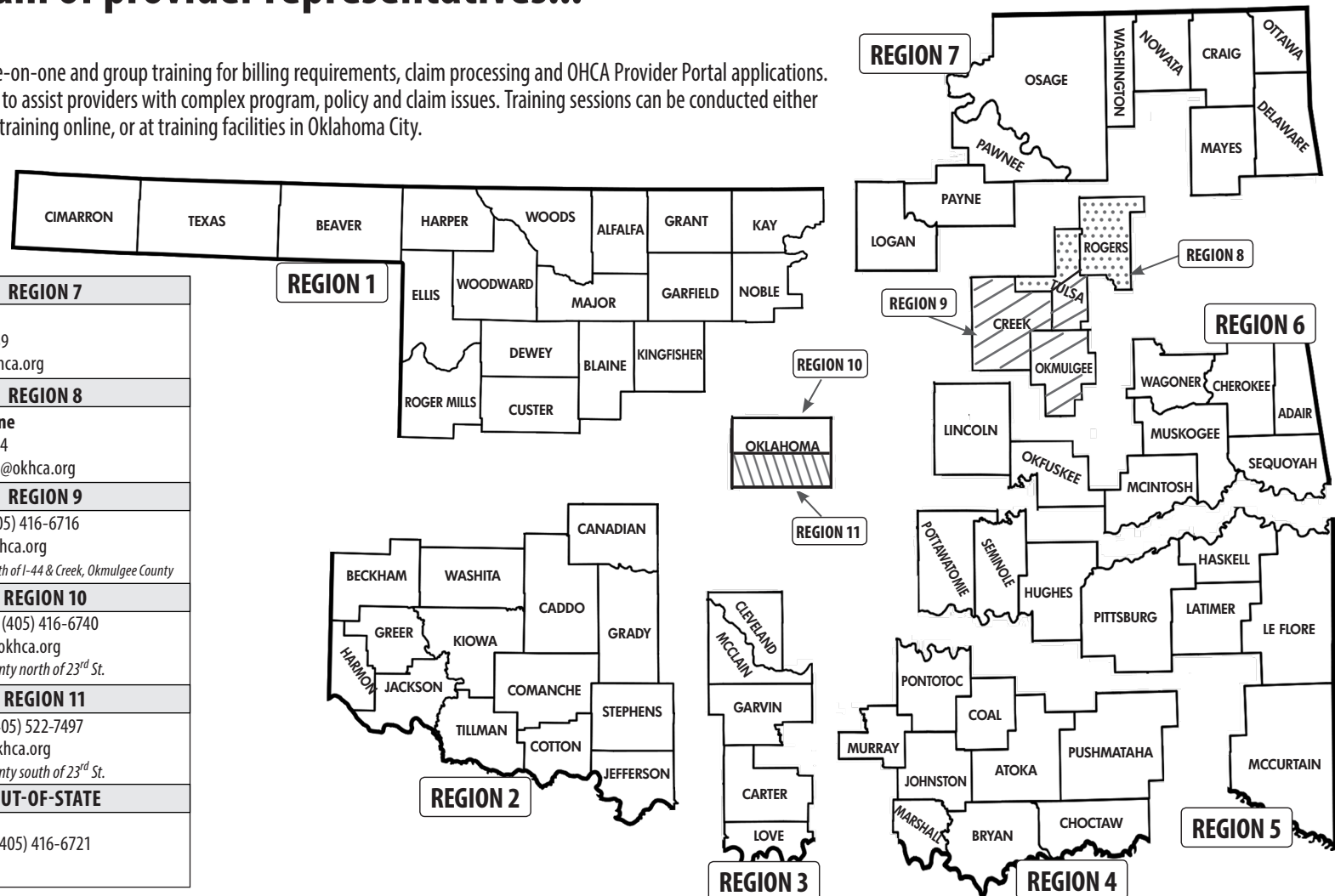
For provider workshop information, check the Provider Training page at <http://www.okhca.org/provider-training>. During workshops, check out the current class descriptions at <http://www.okhca.org/classes>. To register, go to <http://www.okhca.org/register>.

## Meet your expert team of provider representatives... SoonerCare Representatives

SoonerCare representatives are available for one-on-one and group training for billing requirements, claim processing and OHCA Provider Portal applications. They are designated by region and are available to assist providers with complex program, policy and claim issues. Training sessions can be conducted either at the provider's office location, through virtual training online, or at training facilities in Oklahoma City.

Provider representatives travel approximately four days per week. Allow at least 48 hours for return phone calls. Contact OHCA Call Tree (on back) for immediate assistance.

REGION 1	REGION 7
<b>Mark Bowman</b> (405) 416-6715 mark.bowman@okhca.org	<b>Ross Riley</b> (405) 416-6739 ross.riley@okhca.org
REGION 2	REGION 8
<b>Ashley Johnson</b> (405) 522-7190 ashley.johnson@okhca.org	<b>Rebecca Stone</b> (405) 522-7034 rebecca.stone@okhca.org
REGION 3	REGION 9
<b>William Roberts</b> (405) 416-6720 william.roberts@okhca.org	<b>Jeff Mims</b> (405) 416-6716 jeff.mims@okhca.org <i>*Tulsa County south of I-44 &amp; Creek, Okmulgee County</i>
REGION 4	REGION 10
<b>Rebecca Wroblewski</b> (405) 416-6763 rebecca.wroblewski@okhca.org	<b>Pam Raisley</b> (405) 416-6740 pam.raisley@okhca.org <i>*Oklahoma County north of 23<sup>rd</sup> St.</i>
REGION 5	REGION 11
(800) 522-0114	<b>Nora Boxx</b> (405) 522-7497 nora.boxx@okhca.org <i>*Oklahoma County south of 23<sup>rd</sup> St.</i>
REGION 6	OUT-OF-STATE
(800) 522-0114	(405) 416-6721



# OHCA Quick Reference Guide

## Eligibility Verification System

In OKC area, call (405) 840-0650, opt. 1 or toll-free, (800) 767-3949, opt. 1. You must have the SoonerCare Provider ID Number and EVS PIN. Enter your 9-digit provider number and location code followed by #. Enter your 4-digit EVS PIN followed by #.

**Forgot your PIN?** See Internet Help Desk under call tree options below.

### OHCA CALL TREE OPTIONS

Toll-Free: (800) 522-0114 Oklahoma City Area: (405) 522-6205

Option	Unit	Call Types	Hours
1	OHCA Call Center	For policy questions	8 am - 5 pm M-F
2, 1	Internet Help Desk	For Internet/EVS PIN resets or assistance with SoonerCare Provider Portal	8 am - noon & 1-5 pm M-F
2, 2	EDI Help Desk	For assistance with batch transactions	8 am - noon & 1-5 pm M-F
3, 1	Adjustments	For questions concerning paid claim adjustments or outstanding A/R inquiries	7:30 am - 4 pm M, W, Th, F Noon - 4 pm Tues
3, 2	Third Party Liability	For health insurance injury/accident questionnaires, third party insurance inquiries, estate recovery or subrogation issues	8 am - 5 pm M-F
4	Pharmacy Help Desk (issues)	For pharmacy issues	8 am - 7 pm M-F 9 am - 5 pm Sat; 11 am - 5 pm Sun
5	Provider Contracts	For provider contracts	8 am - 5 pm M, Tu, Th, F 1 pm - 5 pm W
6, 1	Pharmacy Help Desk (authorizations)	For pharmacy authorizations	8:00 am - 7 pm M-F 9 am - 5 pm Sat; 11 am - 5 pm Sun
6, 2, 1	Behavioral Health Authorization (OP)	For Outpatient Behavioral Health authorizations	8 am - 5 pm M-F
6, 2, 2	Behavioral Health Authorization (IP)	For Inpatient Behavioral Health authorizations	8 am - 5 pm M-F
6, 3	Medical Authorizations (status only)	For status of a medical authorization	8 am - 5pm M-F
6, 4	Prior Authorizations	For prior authorizations for DME, medical services and emergency services for aliens	8 am - 5 pm M-F
6, 5	Dental Authorizations	For dental authorizations (status only)	8 am - 5 pm M-F

## PA's Issued By Department

Value Range	User/Contact	Phone/Fax
	PASRR Level of Care Unit	(405) 522-7133 & (405) 522-7674
07 50-57 A1 A2 A4 A5 A6 A7 A8 A9	Medical Authorizations Unit (Paper) (Web) Cardiology/Radiology Radiation Speech Therapy Joint Surgery Occupational Therapy Pain Management Physical Therapy Spine Surgery	(405) 522-6205, <i>option 6, 3</i> Toll-Free: (800) 522-0114, <i>option 6,3</i> Fax: (405) 702-9080 Toll-Free Fax: (866) 574-4991 MAUadmin@okhca.org DMEadmin@okhca.org Therapyadmin@okhca.org
02-06, 58	Dental Authorizations	(405) 522-7401
10-19	Pharmacy Help Desk College of Pharmacy	(405) 522-6205 Toll-Free: (800) 522-0114 Fax: (405) 271-4014 Toll-Free Fax: (800) 224-4014
20-24 PS	Personal Care Local County DHS Office	Contact local DHS office
25-29	Advantage Administration Unit	(918) 933-4900
PB	DDSD DDSD Area Office ddsd.provider.support@okdhs.org	(405) 325-5080 Toll-Free: (800) 349-9173 Fax: (405) 573-6853
90-94	Medically Fragile Waiver OHCA Waiver Staff	(405) 522-6205 Toll-free: (800) 522-0114
40, 45-49, 80-85, 89	Behavioral Health	

## Paper Claim Mailing Addresses (if applicable)

**Form UB-04 (Hospital or Home Health)**  
DXC Technology  
P.O. Box 18430  
Oklahoma City, OK 73154

**Long-Term Care Nursing Facilities**  
DXC Technology  
P.O. Box 54200  
Oklahoma City, OK 73154

**Dental (ADA)**  
DXC Technology  
P.O. Box 18110  
Oklahoma City, OK 73154

**HMO Copay/Personal Care Services**  
(Individual, not agency)  
DXC Technology  
P.O. Box 18500  
Oklahoma City, OK 73154

**Form 1500**  
DXC Technology  
P.O. Box 54740  
Oklahoma City, OK 73154  
**Pharmacy**  
DXC Technology  
P.O. Box 18650  
Oklahoma City, OK 73154  
**Waiver Provider**  
P.O. Box 54016  
Oklahoma City, OK 73154