

# Medicaid State Plan Administration

## Organization

### Organization and Administration

MEDICAID | Medicaid State Plan | Administration | OK2019MS00050 | OK-19-0015

### Package Header

<b>Package ID</b>	OK2019MS00050	<b>SPA ID</b>	OK-19-0015
<b>Submission Type</b>	Official	<b>Initial Submission Date</b>	3/29/2019
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## A. Description of the Organization and Functions of the Single State Agency

### 1. The single state agency is:

- a. A stand-alone agency, separate from every other state agency
- b. Also the Title IV-A (TANF) agency
- c. Also the state health department
- d. Other:

**2. The main functions of the Medicaid agency and where these functions are located within the agency are described below. This description should be consistent with the accompanying organizational chart attachment. (If the function is not performed by the Medicaid agency, indicate in the description which other agency performs the function.)**

#### a. Eligibility Determinations

The OHCA operates the state's Medicaid program. The OHCA is organized in seven different divisions with specified responsibilities. Each division reports to a specific chief, deputy, or director. Eligibility rules are written and maintained by the agency's Federal and State Authorities department, a subset of the Legal & Federal and State Authorities division. Changes to eligibility policy must be approved by OHCA's Board of Directors and the State Legislature. The OHCA is responsible for all eligibility determinations, except Aged, Blind, and Disabled (ABD) and long term care applicants. Oklahoma since 2010, has offered an online eligibility system, which presently serves MAGI populations. The OHCA Enrollment Automation and Data Integrity group have responsibility for online enrollment as well as the Eligibility and Recipient subsystems of the Medicaid Management Information System (MMIS). This group ensures that eligibility policy is the basis for systematic application processing and eligibility determinations, and is housed in the Business Operations department, which reports to the Chief Executive Officer. Additionally, the Member Services department, located in the SoonerCare Operations division under the direction of the Deputy State Medicaid Director, is in constant contact with members, providers, and other stakeholders such as the legislature, and the Oklahoma Department of Human Services (DHS). The DHS is responsible for ABD eligibility determinations and any fair hearings regarding these determinations. The OHCA eligibility fair hearings functions reside with the Administrative Law Judge (ALJ) of the Business and Resource Services division. In summary, four different unrelated departments (Federal and State Authorities, Enrollment Automation and Data Integrity, Member Services, and Business and Resource Services) within the agency are involved in the eligibility determination and fair hearing process.

#### b. Fair Hearings (including expedited fair hearings)

Within the OHCA, fair hearings are conducted by the ALJ, an OHCA employee located in Business and Resource Services, apart from the Legal & Federal and State Authorities division. The ALJ independently renders a decision based on the preponderance of the evidence as governed by the written agreements. The OHCA fair hearing system does not provide for an agency hearing prior to review by an Administrative Law Judge. The scope of the hearings conducted by the ALJ includes hearings related to benefits and services, fair hearing of MAGI-based eligibility determinations in addition to fair hearing of eligibility and services for the ADvantage home and community-based waiver population. An additional appeal with the OHCA Executive Officer is available.

Per the ICA waiver, the DHS is responsible for any fair hearings regarding aged, blind, disabled (ABD) eligibility determinations.

#### c. Health Care Delivery, including benefits and services, managed care (if applicable)

The Deputy State Medicaid Director establishes and maintains day-to-day operations of the Medicaid program. The position directs and supervises certain operational divisions of the agency. These include the following units: Population Care Management, Health Care Systems Innovations, Provider/Medical Home Services, Member Services, Provider Services, Insure Oklahoma, Pharmacy Services, and Behavioral Health Services.

#### d. Program and policy support including state plan, waivers, and demonstrations (if applicable)

The General Counsel/Chief of Legal & Federal and State Authorities is responsible for the direction, coordination and management of all phases of Legal Services and policy development of the agency. The division includes the following units: Provider Enrollment, Legal Services, and Federal and State Authorities (policy development and federal authorities).

#### e. Administration, including budget, legal counsel

The Deputy CEO is responsible for multiple departments in a division called Business and Resource Services. The division includes the following departments: Communications, Planning and Project Management Office, Program Integrity and Accountability, and Quality Assurance (Q/A) and Community Living Services, and the Administrative Law Judge.

The Chief Financial Officer (CFO) is responsible for directing, coordinating and managing all phases of the multi-functional Finance division of the agency. The CFO directly oversees the operations, adequacy and soundness of the agency's fiscal structure. The Finance division includes the following units: Purchasing and Contracts Development, Financial Management, General Accounting/Budget and Fiscal Planning, Financial Resources, Financial Accountability and Compliance, Provider Rates and Analysis.

The Director of Human Resources and Administrative Services for the Human Resources division including employee training as well as the direction, coordination, and management of Administrative Services including the front desk, mail room, maintenance, and records.

**f. Financial management, including processing of provider claims and other health care financing**

The Chief Financial Officer (CFO) is responsible for directing, coordinating and managing all phases of the multi-functional Finance division of the agency. The CFO directly oversees the operations, adequacy and soundness of the agency's fiscal structure. The Finance division includes the following units: Purchasing and Contracts Development, Financial Management, General Accounting/Budget and Fiscal Planning, Financial Resources, Financial Accountability and Compliance, Provider Rates and Analysis.

The Chief Medical Officer is responsible the direction, coordination, and management of all phases of the following units: Quality Assurance and Quality Improvement (QA/QI) SoonerCare Compliance, Medical Support Services, Medical Authorization and Review, Coding Integrity and Reporting, Medical, and Dental.

**g. Systems administration, including MMIS, eligibility systems**

The Chief of Business Operations is responsible for the direction, coordination, and management of the OHCA's information systems. The division includes the following units: Technical Support, Enrollment Automation and Data Integrity, Electronic Customer Relations, Performance and Electronic Processes, Electronic Health Operations, Security Governance, and the Privacy Officer.

**h. Other functions, e.g., TPL, utilization management (optional)**

**3. An organizational chart of the Medicaid agency has been uploaded:**

Name	Date Created	
<a href="#">OK SPA 19-0015 Administration Organization Update - Org Chart 5.29.19</a>	5/29/2019 6:45 PM EDT	

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### B. Entities that Determine Eligibility or Conduct Fair Hearings Other than the Medicaid Agency

**Title**

Single state agency under Title IV-A (TANF)

**Description of the functions the delegated entity performs in carrying out its responsibilities:**

The Oklahoma Department of Human Services (DHS) is responsible for ABD eligibility determinations and any fair hearings regarding these determinations

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### E. Coordination with Other Executive Agencies

The Medicaid agency coordinates with any other Executive agency related to any Medicaid functions or activities not described elsewhere in the Organization and Administration portion of the state plan (e.g. public health, aging, substance abuse, developmental disability agencies):.

- Yes
- No

Name of agency:	Description of the Medicaid functions or activities conducted or coordinated with another executive agency:
Oklahoma Department of Mental Health and Substance Abuse Services	The Oklahoma Department of Mental Health and Substance Abuse Services is responsible for providing public health services relating to mental illness and substance abuse. ODMHSAS supports a continuum of programs from community-based treatment and case management to acute inpatient care.
Oklahoma Department of Rehabilitative Services	The Oklahoma Department of Rehabilitative Services expands opportunities for employment, independent life and economic self-sufficiency by helping Oklahomans with disabilities bridge barriers to success in the workplace, school and at home. ODRS is comprised of five program divisions: Vocational Rehabilitation Division, Visual Services Division, Disability Determination Division, Oklahoma School for the Deaf, and Oklahoma School for the Blind.
Oklahoma Office of Juvenile Affairs	The Oklahoma Office of Juvenile Affairs is responsible for planning and coordinating statewide juvenile justice and delinquency prevention services. OJA is also responsible for operating juvenile correctional facilities in the State.

Name of agency:	Description of the Medicaid functions or activities conducted or coordinated with another executive agency:
Oklahoma State Department of Health	The Oklahoma State Department of Health leads the state in strategic planning to become a healthier state. This agency is also a public health provider. OHCA and OSDH collaborate and interact on matters related to family planning, child wellness, and performance improvement initiatives.

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### F. Additional information (optional)

The Governor is the Chief Executive Officer of the State of Oklahoma. Within 45 days of taking office, the governor is allowed to create his/her own cabinet, with anywhere from no less than 10 but no more than 15 Secretaries representing all the branches of state government.

The OHCA is under the Governor's Cabinet Secretary for Health and Human Services and has extensive working relationships with the other state agencies that provide health, human services, and public assistance. In addition to the OHCA, this includes the Oklahoma State Department of Health, the Oklahoma Department of Human Services, the Oklahoma Department of Mental Health and Substance Abuse Services, the Oklahoma Department of Rehabilitative Services, and Oklahoma Office of Juvenile Affairs.