

## Visit our site recently?

Visit the Oklahoma Health Care Authority (OHCA) website at [okhca.org](http://okhca.org) for information about the agency, it's policies and programs. Be sure to sign up for Web Alerts ([okhca.org/webalerts](http://okhca.org/webalerts)) to stay up to date on the most current information about OHCA and SoonerCare.

## Don't miss out on workshop and webinar opportunities!

OHCA and DXC host a variety of free learning options available for you and your staff. Biannual spring and fall Provider Training Workshops are held in different cities across the state. In addition, monthly webinars on timely topics may be accessed from the convenience of your office. Lastly, bimonthly SoonerCare 101s provide instructor-led training on the basics of SoonerCare in OKC and Tulsa for new providers and billing staff.

For more information, visit [okhca.org/provider-training](http://okhca.org/provider-training). This Provider Training page features important information about registering for workshops, webinars, trainings, training dates, locations and class descriptions.

## SoonerCare education specialists are available to assist you . . .

SoonerCare education specialists are available for one-on-one and group training for providers and health-related community workgroups and coalitions. Education specialists can answer questions about OHCA policy, programs and procedures as well as claim issues and navigating the secure SoonerCare Provider Portal. Training can be conducted on-site, through virtual visits, at the training facility in OKC or other appropriate venues.

Please include the provider's name, SoonerCare ID number, a return phone number and a contact name with your request.



### Send training requests to:

Email: [SoonerCareEducation@okhca.org](mailto:SoonerCareEducation@okhca.org)

Phone: 405-522-7422

Fax: 405-530-3288

To schedule training, please email [SoonerCareEducation@okhca.org](mailto:SoonerCareEducation@okhca.org) or call 405-522-7422. You may also fax your request to 405-530-3288. For immediate claims or policy assistance, please call the OHCA Provider Helpline at 800-522-0114.

## OHCA Provider Helpline

Toll-Free: 800-522-0114

Oklahoma City Area: 405-522-6205

Option	Unit	Hours
1	OHCA Call Center	8 a.m. - 5 p.m. Mon-Fri
2, 1	Internet Help Desk (SoonerCare Provider Portal)	8 a.m. - noon & 1-5 p.m. Mon-Fri
2, 2	EDI Help Desk (batch transactions)	8 a.m. - noon & 1-5 p.m. Mon-Fri
3, 1	Adjustments (claims)	7:30 a.m. - 4 p.m. M, W, Th, F Noon - 4 p.m. Tues
3, 2	Third Party Liability	8 a.m. - 5 p.m. Mon-Fri
4	Pharmacy Help Desk (issues)	8 a.m. - 7 p.m. Mon-Fri 9 a.m. - 5 p.m. Sat 11 a.m.-5 p.m. Sun
5	Provider Contracts	8 a.m. - 5 p.m. M, Tu, Th, F 1 p.m. - 5 p.m. Wed
6, 1	Pharmacy Help Desk (authorizations)	8:00 a.m. - 7 p.m. Mon-Fri 9 a.m. - 5 p.m. Sat 11 a.m. - 5 p.m. Sun
6, 2, 1	Behavioral Health Authorizations (OP)	8 a.m. - 5 p.m. Mon-Fri
6, 2, 2	Behavioral Health Authorizations (IP)	8 a.m. - 5 p.m. Mon-Fri
6, 3	Medical Authorizations (status only)	8 a.m. - 5 p.m. Mon-Fri
6, 4	Prior Authorizations (PAs)	8 a.m. - 5 p.m. Mon-Fri
6, 5	Dental Authorizations	8 a.m. - 5 p.m. Mon-Fri

## How do I update my provider file?

The Provider Portal allows contracted providers the opportunity to maintain their essential contract information. Administrators and providers can make changes and updates to their provider file through the secure provider portal at [ohcaprovider.com](http://ohcaprovider.com).

Input your User ID in the Login box, click the Log In option. On the Welcome screen select the Update Provider Files link on the right side of the page. The SoonerCare Provider Enrollment page will load with the update options available for your contract type.

Providers can update the following:

- banking information
- address and contact information
- EFT and ERA
- add/delete group members
- office information
- view contract types and dates
- complete contract renewal (option will load only when it is time to renew your contract)

## How do I schedule SoonerRide?



**SoonerRide**

Use TripCare to schedule non-emergency transportation reservations online. You can view all scheduled trips for your facility for any specified day. TripCare's dashboard allows you to manage trip requests, reservations, and know which transportation provider is assigned to each reservation. Schedule rides at least three business days before appointment at [tripcare.logisticare.com](http://tripcare.logisticare.com) or call 800-435-1276.

## How do I verify eligibility using the Eligibility Verification System (EVS)?

In the 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 #. Available 20 hours a day, 5:00 a.m. to 1:00 a.m. Eligibility can also be checked on the SoonerCare Provider Portal.

*Forgot your PIN? See Internet Help Desk option under the OHCA Provider Helpline.*

Transaction Codes	A = *21	G = *41	M = *61	S = *73	Y = *93
1 — Member Eligibility	B = *22	H = *42	N = *62	T = *81	Z = *12
2 — Provider Warrant	C = *23	I = *43	O = *63	U = *82	
3 — Prior Authorization	D = *31	J = *51	P = *71	V = *83	
4 — Claims Inquiry	E = *32	K = *52	Q = *11	W = *91	
5 — Change EVS/AVR PIN	F = *33	L = *53	R = *72	X = *92	

## Prior Authorizations issued by department

User/Contact	Phone/Fax
PASRR Level of Care Unit	405-522-7133 & 405-522-7674
Medical Authorizations	405-522-6205, <i>option 6, 3</i> Toll-Free: 800-522-0114, <i>option 6,3</i> MAUadmin@okhca.org
Durable Medical Equipment	DMEadmin@okhca.org
Occupation/Physical/Speech Therapy	Therapyadmin@okhca.org
Dental Authorizations	405-522-7401
Pharmacy Help Desk College of Pharmacy	405-522-6205 Toll-Free: 800-522-0114 Fax: 405-271-4014 Toll-Free Fax: 800-224-4014
Personal Care Local County DHS Office	Contact local DHS office
Advantage Administration Unit	918-933-4900
Developmental Disabilities Services Division (DDSD) Area Office	405-325-5080 Toll-Free: 800-349-9173 Fax: 405-573-6853
Medically Fragile Waiver OHCA Waiver Staff	Toll-free: 888-287-2443
Behavioral Health	Toll-free: 800-522-0114

## How do I use Electronic Data Interchange (EDI)?

EDI handles processing and troubleshooting of all electronic batch files that are uploaded in the OK Medicaid Provider Portal under files exchange. To submit electronic batch files, you must complete an EDI/ERA Application for Providers and test with special X-12 software, or have a contract with an OK Medicaid clearinghouse that will submit files on your behalf.

EDI accepts electronic batch submissions of 837 (professional, institutional, dental), 270/271, 276/277 and 278 files. Processing of batch files can take an average of 4 hours to process once uploaded in the Provider Portal. The EDI department also processes EDI applications to set up a provider for 835 electronic remittance advices. Contact the EDI Helpdesk at 800-522-0114 for questions or concerns regarding EDI transmission and processing.