

Oklahoma *SoonerCare* Update Fax Blast

SoonerCare Main Telephone Numbers
OKC Metro (405) 522-7366
State-wide Toll Free 1-877-823-4529

March 27, 2006

Dear Provider:

New Medical ID Cards

****Beginning April 2006**** - The Oklahoma Health Care Authority has redesigned the Medical Benefits Identification Card that is issued to members. OHCA will issue the new cards to first-time enrollees and to current members needing replacement cards. We will not replace every member's card. Current members who do not need replacement cards will continue to use their existing ID card. Below is an example of [both cards](#).

REMEMBER - These cards identify our members but do not guarantee eligibility or payment for services. Providers should verify coverage each time services are provided. To confirm eligibility please call nationwide toll free 1-800-767-3949; Oklahoma City Metro (405) 840-0650 or access our secure Web site at www.okhca.org.

Current ID Card

Front



CARD ISSUE DATE: 11/08/2001

CLIENT ID 123456789

LAST FIRST M

BIN: 012345

Back

www.ohca.state.ok.us



EMERGENCY SERVICES – Call 911 or go to the nearest emergency room. Call your doctor or medical provider as soon as possible. Do not use the Emergency Room for urgent care. Urgent care is when you get sick or hurt and there is no immediate danger. Call your medical provider for urgent care.

MEMBERS – For questions about Medicaid or SoonerCare, call the SoonerCare Helpline 1-800-987-7767; Nurse Advice Line 1-800-530-3002. TDD Line: 1-800-757-5979

NOTICE TO PROVIDERS – Possession of this card does not guarantee eligibility. To confirm eligibility call Nationwide Toll-free – 1-800-767-3949; Oklahoma City Metro - (405) 840-0650.

NEW ID Card

Front



ID 123456789

FIRST M. LAST

Back



EMERGENCY SERVICES

Call 911 or go to the nearest emergency room. Call your doctor or medical provider as soon as possible. Do not use the Emergency Room for urgent care. Urgent care is when you get sick or hurt and there is no immediate danger. Call your medical provider for urgent care. Only claims from OHCA contracted providers will be considered for payment.

PROVIDERS

This card does not guarantee eligibility or payment for services. To confirm eligibility call nationwide toll-free – 1-800-767-3949; Oklahoma City Metro – (405) 840-0650 or access our secure Web site at: [www.ohca.org]. All other provider inquiries call 1-800-522-0114 or (405) 522-6205.

MEMBERS

For more information, call the SoonerCare Helpline 1-800-987-7767. For TDD Line, call 1-800-757-5979. For the Patient Advice Line, call 1-800-530-3002.

EPSDT Encounter Submission Reminder

Calculations for the 2005 **SoonerCare Choice** EPSDT Bonus will be processed soon. All paid EPSDT encounters that were submitted by March 01, 2006 will be counted toward a possible bonus for you. This is a reminder that any unpaid EPSDT encounters must be corrected and resubmitted, and be in paid status by May 01, 2006 in order to be considered for the 2005 bonus calculations. Providers who obtain a 65% compliance rate in any age category will receive a bonus payment.

4th DPaT Immunization Incentive

SoonerCare Choice providers who provide a patient's 4th dose of DPaT by the patient's 2nd birthday are eligible to receive an incentive payment for this immunization. If you feel that you have provided these services please forward a listing of your patient's who you have provided this service to, to your **SoonerCare** Provider Representative. For specific details regarding this incentive payment refer to your **SoonerCare** Primary Care Provider contract.

Change of Procedure for Processing SoonerCare Provider Change Request Forms (SC-10)

Many of you are facilitating the enrollment of **SoonerCare Choice** members by submitting the OHCA Form SC-10, Provider Change Request Form from your office. The purpose of this message is to inform you of a change in procedure in processing these forms to better serve you and your **SoonerCare Choice** patients.

In the past these forms have been sent via fax from your office to your designated **SoonerCare** Provider Representative. These forms go directly to your Provider Representative's office computer as an e-mail message. The Provider Representative's e-mails are secure and password protected. In the event that they are not in the office there have been times when, due to this security measure, that the processing of your "Change Requests" may have been delayed. In order for your change forms to be processed more efficiently the following procedure should be used:

Future SC-10 forms need to be faxed directly to the **SoonerCare** Helpline. Their direct fax number is (405) 872-8780. Please change any existing SC-10 forms in your office to reflect this new fax number. Continue to send them to the attention of your Provider Representative. In addition, please make sure that the information requested, both member information and provider information, on this form is accurate and complete. SC-10 forms that are incomplete or inaccurate may not be processed.

If you have an urgent need for a change of Primary Care Provider due to continuity of care issues please contact your Provider Representative for instructions on where to fax your request.

The SC-10 form is available on the Oklahoma Health Care Authority web site at www.okhca.org. If you are unable to access the web site or need more information concerning this change, please contact your **SoonerCare** Provider Representative.

Reminder of Nurse Advice Line Changes

As of Jan. 1, 2006 the **SoonerCare** Nurse Advice Line (NAL) is now the Patient Advice Line (PAL). Patient Advice Line services are available 5:00 p.m. to 8:00 a.m. Monday through Friday and 24 hours per day on weekends and holidays. The PAL will no longer offer triage services during normal business hours.

Callers to the **SoonerCare** Helpline and the PAL will be directed to contact their PCP to be triaged by a medical professional. PCPs will need to make the necessary arrangements to accommodate this process. PCPs who have days off/afternoons off during normal 8:00 a.m. to 5:00 p.m. business hours Monday through Friday, will need to make sure that the necessary changes are made to telephone messaging systems, answering services, or office staff to advise their **SoonerCare** patients about how to access urgent care in the PCPs absence.

Primary Care Provider After-Hours Surveys Coming

Just a friendly reminder to let you know that PCPs will be audited in the near future to make sure that you have a messaging system in place to advise your **SoonerCare** patients how to access health information 24 hours per day/7 days per week.

These “after-hours” audits will be performed on 100% of the **SoonerCare** Primary Care Provider network and will be done after your normal business hours. Please be sure you update your messages as needed and consistently remember to turn on your messaging system.

Thank you for your continued support of the *SoonerCare* program.