

JOEL NICO GOMEZ
CHIEF EXECUTIVE OFFICER



MARY FALLIN
GOVERNOR

**STATE OF OKLAHOMA
OKLAHOMA HEALTH CARE AUTHORITY**

OHCA 2013-01

July 9, 2013

Re: Termination of Patient Advice Line (PAL)

Dear Member,

The Oklahoma Health Care Authority (OHCA) after-hours Patient Advice Line (PAL) was no longer available as of February 28, 2013. Please refer to your community back-up plan located in the member folder provided to you by your case manager for after-hours assistance (i.e., after 5pm, weekends, and holidays).

Please contact your case manager directly if any additional information is needed. In case of a medical emergency, contact 911 for immediate assistance.

We thank you for your cooperation and participation in the Long-Term Care Waiver Programs.

Sincerely,

A handwritten signature in black ink that reads "Garth L. Splinter, MD".

Garth L. Splinter, MD
State Medicaid Director