

SoonerCare

Oklahoma Health Care Authority



SoonerFit Poster winner, Kayla Nadelen

SoonerCare Choice 2016
Member Handbook



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Twitter:
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Oklahoma **HealthCare** Authority

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SoonerCare Helpline

800-987-7767 or 711 (TDD)

For questions concerning benefits, access to medical care and eligibility,
call 8 a.m. - 5 p.m. Monday through Friday.

Visually impaired and translation services available.

If you are not sure you have an emergency, call your medical home.

SoonerCare Choice Provider List

A weekly updated list of medical home providers may be found on our website:

www.okhca.org/provider-finder or call 800-987-7767

SoonerRide

877-404-4500 or 711 (TDD)

SoonerRide arranges for non-emergency transportation for members who have no other way
to get to medical services.

Available Monday through Saturday from 8 a.m. to 6 p.m.

Care Management

877-252-6002 or 711 (TDD)

For members who have complex and/or unusual health care needs,
call Monday through Friday from 8 a.m. to 5 p.m.

Behavioral Health Helpline

800-652-2010 or 711 (TDD)

For help finding a behavioral health provider,
call Monday through Friday from 8 a.m. to 5 p.m.

Please note this is not for emergencies.

New for 2016

Connect4Health

Beginning this fall, SoonerCare will send important information through text messages. The messages will be sent to pregnant women, caregivers of children covered by SoonerCare and adults covered by SoonerCare. These messages will promote SoonerCare benefits, helpful resources, health tips, appointment reminders, application renewal reminders and more! Please make sure to update your contact information at www.mysooner.org so you won't miss out!

Update email and mailing address

The Oklahoma Health Care Authority is trying to go green! We are very excited about taking some of our member communications digital. This will help us provide up-to-date information in a timely manner through a variety of ways including through our website (www.okhca.org), email, texting and social media. This will give you many ways to receive benefit and services information and other things like health tips, member FAQs and much more!

Members can change usernames and passwords to their account online instead of having to call the SoonerCare Helpline. If a member is enrolling or renewing online, they will be required to have an active email address. By providing an active email address, you can start receiving helpful information via email. We will still be sending some member letters and information through the mail, so always make sure you have a correct email and mailing address on your account. Update your information by visiting www.mysooner.org. Be sure to always check back to our website for the most up-to-date information.

New information on incontinence supplies

Children ages 4 through 20 may be able to get diapers/briefs, wipes and underpads covered under their SoonerCare benefits. These items must be medically necessary for the child and do require prior authorization. To find out if your child could be covered for these items, talk to your medical home provider. If the prior authorization is approved, you will receive a call from the supplier, People First Industries. Their staff will work with you to confirm your address and answer any questions you may have. Products will be shipped to the address you provide. If you have any questions about this process, call the SoonerCare Helpline at 800-987-7767.

After-hours care locator

Don't forget, SoonerCare members now have a new way to search for after-hours care providers using their mobile devices! To find after-hours clinics, visit www.afterhoursok.com and use our new locator tool.

Cost-sharing copay caps

Starting in April 2016, cost-sharing copay caps will change from yearly to monthly. This means that you will pay 5 percent out-of-pocket of your household monthly income for copays regardless of whether it is for your medical home or prescriptions. You will not pay any more copays for that month after the 5 percent.

Want to quit smoking?

SoonerCare can help when you are ready to quit smoking. Smoking and other types of tobacco can cause major health problems. Quitting is hard, but we can help.

SoonerCare provides all seven FDA approved medications to help you quit.

Nicotine gum, patches, lozenges, inhaler, nasal spray, Chantix and Zyban are all free with your coverage.

Talk to your health care provider to see if one of these options will work for you.

The Oklahoma Tobacco Helpline offers free help to Oklahomans who are cigarette and cigar smokers, smokeless or spit tobacco users and friends or family who want to offer support.



Call 1-800 QUIT NOW (800-784-8669) to receive:

- Free information on quitting tobacco;
- One-to-one, telephone counseling with a Quit Coach to boost your chance for success in quitting; and
- Referrals to local programs and services in your community to help you quit tobacco (dependent on availability).

Or visit www.quitnow.net/oklahoma to register and receive services through the web without any phone calls.

Let's get SoonerFit!

www.soonerfit.org

We want to support your efforts to be SoonerFit!

SoonerFit.org offers tools and resources to help you and your family stay healthy including:

- Links to local farmers' markets that take SNAP (Supplemental Nutrition Assistance Program) benefits
- Tobacco cessation resources
- Healthy recipes
- Low-cost gyms
- Cooking demos
- Motivational videos
- Exercise routines
- Wellness tips
- Contests
- And much more!

Visit www.soonerfit.org today!

Welcome to SoonerCare Choice

What is it?

SoonerCare Choice is a program run by the Oklahoma Health Care Authority (OHCA). Like other medical insurance, SoonerCare will pay for most of your medical care. In some cases though, SoonerCare may not pay for all or any of your medical care. When you have questions, please call the SoonerCare Helpline at 800-987-7767 or 711 (TDD).

Insure Oklahoma and Family Planning are not a part of SoonerCare Choice.

Who qualifies?

If you applied through online enrollment and selected your medical home, you are a SoonerCare Choice member.

If any of the following situations apply to you, you do not qualify for SoonerCare Choice and have limited SoonerCare benefits:

- In a health management organization (HMO), nursing home or special care center;
- In a home and community-based waiver program;
- Receive Medicare; or
- In a subsidized adoption, tribal custody or state custody.

Important

Before SoonerCare can help pay for your medical care, the following three conditions must be met:

- The person receiving care must be a SoonerCare member when care is provided.
- The provider who treats the member must have a current contract with SoonerCare.
 - The medical care or service given must be a covered benefit under SoonerCare.

If any of the above conditions are not met, you will be responsible for payment. Please note that most out-of-state providers are not contracted with SoonerCare. SoonerCare will make an effort to offer a contract to an out-of-state provider on your behalf. If that provider is unwilling to accept a SoonerCare contract, you will be responsible for payment.

It is very important to keep your membership information current. Please respond to all letters and phone calls from the Oklahoma Department of Human Services (DHS) and OHCA as soon as possible so your coverage does not end.

If you have questions or need help finding out if you are covered for a medical service, call the SoonerCare Helpline at 800-987-7767. The Helpline is open from 8 a.m.- 5 p.m., Monday through Friday.

Online enrollment and renewal

Most SoonerCare Choice members can apply or renew online. If you do not have Internet access, you can apply at your local DHS office, County Health Department office or an Indian health center. SoonerCare no longer processes paper applications. Applicants wanting to use a paper form may download a form from the federal website, www.healthcare.gov, or they may call the Federally Facilitated Marketplace (FFM) at 1-800-318-2596 and request a paper application to be mailed to them. Please mail the application to the address that is provided. These applications will be evaluated by the FFM, and the information will be given to OHCA.

Not all SoonerCare members can use the online application. For example, if you are receiving Social Security Income (SSI) payments or cash assistance Temporary Assistance for Needy Families (TANF), you must apply at your local DHS office. To find out more about online enrollment or to manage your account, go to www.mysooner.org.

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Harrison's Story

mySoonerCare.org

Harrison Howell is an amazing 14-year-old who is able to overcome his disabilities to share his beautiful music and personality with us. Harrison suffers from a severe form of autism called Autism Savant. He has gone through a lot in his 14 years battling health issues like a brain deformity (Chiari Malformation), a tethered spinal cord that resulted in surgery, Spina Bifida (a birth defect where the spine is not formed properly), a device placed in his stomach to empty out his stomach since he has no bowel function, asthma and more. Despite all of his health issues, he has some unique talents including his ability to play any song on the piano by ear after hearing it only once. Harrison's parents took him to see Christmas lights when he was 3 years old. They took him to a home that played lots of Christmas music including the Trans Siberia Orchestra. When they got back home, Harrison went to the family keyboard and played perfectly the songs he had heard. Since then, he has his own piano and is able to play most anything he hears, including TV commercial jingles after hearing them only one time. We are so thankful that SoonerCare has been able to help keep Harrison healthy by covering his doctors' visits, surgeries, medication and more so he can share his amazing gift with everyone. Visit www.okhca.org/mysoonerCare to see a video of Harrison playing the piano.

We want to know about you...

and how SoonerCare has helped you!

Go to www.okhca.org/mySoonerCare and share your story with us!

How does SoonerCare Choice work?

In SoonerCare Choice, members have their own health care provider called a medical home. You get to choose your medical home.

Medical home refers to one provider who will:

- See you when needed;
- Provide for your overall health care needs;
- Continue to provide care as long as you are his or her patient; and
- Coordinate your care with other medical providers as needed.

If you need specialized care that your medical home cannot provide and it is covered under SoonerCare, your medical home will help you get it by referring you to the right medical provider.

Payment for services

Children (birth through age 20) do not have copays for SoonerCare-covered services. Adult pregnant women do not have copays for pregnancy-related SoonerCare-covered services. Adults have copays for most SoonerCare-covered services. Payment is due at the time of service.

Choosing a medical home

If you became a member using the online enrollment process, you have already chosen a medical home. If you applied by any other method you are required to choose a medical home. You must call the SoonerCare Helpline to choose your medical home at 800-987-7767. Your SoonerCare benefits will be limited if you do not choose a medical home.

You can use the same medical home for your whole family or each family member can choose a different one. Your medical home must be within 45 miles of your home to qualify for SoonerRide.

Making an appointment with your medical home

If you have never been seen by your medical home, please call them as soon as possible to schedule your first appointment. It is very important that your medical home knows who you are and your health history. When you call, please:

- Tell the staff why you need an appointment.
- Have your SoonerCare medical ID card available.
- Call your medical home's office if your problem gets worse before your scheduled appointment. Ask to speak to the nurse to explain your symptoms. Ask if you can get an earlier appointment based on your symptoms.
- If you have a problem getting an appointment, call the SoonerCare Helpline.
- If you need to cancel with any provider, you must let them know as soon as possible. Failure to keep or to give adequate cancellation notice may cause your dismissal from your medical home or specialty provider.

American Indian Member

If you are an American Indians, you may select Indian Health Service, tribal or urban Indian (I/T/U) health clinics as your medical home provider. If you do not enroll with an I/T/U clinic, you may still receive your health care services there.

Most I/T/U clinics have patient benefit coordinators or registration clerks who can assist you with choosing a medical home and managing your SoonerCare membership.

There are certain copay exemptions for American Indian SoonerCare members for services received at an I/T/U.

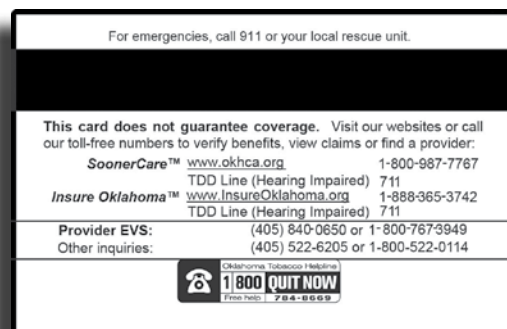
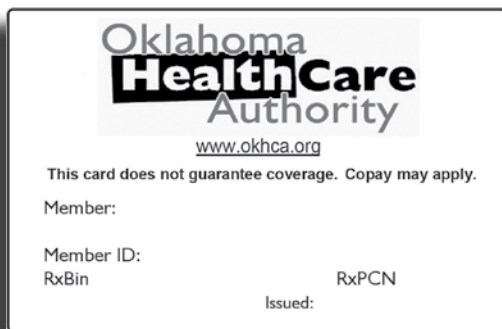


SoonerCare ID card

- You will get your SoonerCare ID card about a week after you become a SoonerCare Choice member. Each new member will get a medical ID card in a separate envelope.
- You need your SoonerCare ID card to receive health care and get prescriptions.
- Call the SoonerCare Helpline if you did not get your card or if you lose your card. You can also print at temporary card at www.mysooner.org.

If you need health care before you get your SoonerCare ID card:

- Go to a SoonerCare provider;
- Take your Social Security number with you;
- Ask the provider to make sure you are covered (Do this before you are examined. If you are not covered, you may have to pay the bill.); to keep from getting a bill, make sure you are enrolled with a medical home provider before you get services;
- SoonerCare can help pay some of your medical bills, but not always all of them. If you are older than age 21, you will have to pay for part of your medical care.



Note: If you do not have the new SoonerCare ID card, you can still use the old version.

SoonerRide

SoonerRide provides non-emergency transportation to and from your scheduled SoonerCare appointments.

- You must call at least three business days before your regularly scheduled appointment to arrange for your ride.
- If you are sick and need a ride, make an appointment with your provider first and then immediately call SoonerRide. SoonerRide will work with your provider to arrange an appointment time so they can get you to your provider.
- SoonerRide will not take you to your medical home or pay for your gas if you live more than 45 miles from your medical home. If you move, you can always change to a medical home closer to your new residence.

Additional child passengers

If you or your child is sick and your provider wants to see you right away (to be seen within 24 hours), SoonerRide can take you and up to three children to the urgent medical appointments. The appointment can be for either a sick child or sick parent. The following conditions must apply:

1. The medical appointment must be urgent (to be seen within 24 hours) as determined by your doctor. SoonerRide will confirm this with the member's doctor.
2. All children must be the member's by birth, marriage, legal adoption, foster child or legal guardianship.
3. All additional children (not the patient) must be younger than 13 years of age unless the child has complex medical, intellectual or physical disabilities that require constant care and supervision.
4. Each child must have their own car seat, provided by you, if required by state law.

Members must make the request for additional child passengers when making the trip reservation. The total number of passengers, including the driver cannot be more than five for any vehicle.

For more information about SoonerRide,
visit www.okhca.org/soonerride.

If your ride is 15 minutes late, call "Where's My Ride?"
at 800-435-1034 or 711 (TDD).

To set up a ride or a gas reimbursement trip number,
please call 877-404-4500 or 711 (TDD).

In order to receive gas reimbursement, you must call SoonerRide no later than one business day before to get a trip number before your appointment.

Specialists and referrals

Sometimes your health care needs require you to see a specialist. Your medical home will make the referral for you. If you have never been seen by your medical home, you must be seen by them first before a specialty referral can be made.

- You must get a referral before you go to the specialist.
- Your medical home will send the specialist a referral form. You can only get a form from them.
- Sometimes the medical home's office will make your appointment to a specialist for you or let you know that you can make one once the referral has been sent.
- Do not ask your medical home for a referral after you have seen the specialist.
- If your medical home gives you a referral for a service not covered under SoonerCare, you will have to pay for it.
- If you see a specialist for a service not covered by SoonerCare, you will be responsible for that bill.
- A referral is not a guarantee of payment.
- If you do not keep your appointment, the specialist may not give you another appointment.
- If you have questions about a covered service, please call the SoonerCare Helpline at 800-987-7767.

Prior Authorizations (PA)

A prior authorization (PA) is required before some medical procedures, and some medications will be paid by SoonerCare. Your medical home or specialist will ask SoonerCare, on your behalf, to authorize your treatment. You and your provider will be notified by mail about SoonerCare's decision whether to authorize the treatment.

- Your doctor must send all medical records with the PA to show a medical need for the services.
- A PA is not a promise of payment.
- If you have questions, call the SoonerCare Helpline at 800-987-7767.

Pharmacy

Adult member

- You are limited to six covered prescriptions per month (four generic and two brand names). The pharmacy must provide a generic drug when available. If you want a brand name drug, ask your medical home to write a prescription for it.
- Your medical home may need to have some drugs approved by SoonerCare.
- You do not have a monthly limit for birth control, some drugs for HIV/AIDS, some cancer drugs and some stop-smoking products.
- You may have a copay.

Members birth through age 20

- You have no limits or copays for medically necessary prescriptions.

Please call the SoonerCare Helpline if you have questions. Always show your SoonerCare member ID card to get your prescriptions. The pharmacy may not fill your prescription if you do not have your card. If you are not sure if a drug is covered, call your medical home or the Pharmacy Help Desk at 405-522-6205 (OKC area) or 800-522-0114.

Durable Medical Equipment

SoonerCare's Durable Medical Equipment (DME) program covers items such as oxygen equipment and supplies, wheelchairs, walkers and hospital beds ordered by your medical home or any health specialist contracted with SoonerCare for use in the home. Some items are covered for children (birth through age 20) only such as nebulizers and orthotics. There are additional items covered for use in nursing facilities.

Contact a contracted DME supplier for specific coverage. For a list of suppliers, visit www.okhca.org/dme.

Services for children and adults

- Oxygen and related supplies *
- Parenteral nutrition *
- Diabetic supplies, urinary catheters, and colostomy and urostomy supplies *
- Ventilators *
- Manual wheelchairs
- Power wheelchairs

**Covered for nursing facility residents*

Services for children only (birth through age 20)

- Apnea monitors
- Enteral nutrition
- Nebulizers
- Orthotics
- Prosthetics
- Incontinence supplies



Oklahoma Durable Medical Equipment Reuse Program (OKDMERP)

Oklahoma ABLE Tech partners with us to provide the OKDMERP. The program is designed to reuse durable medical equipment (DME) that is no longer needed by its previous owner and reassign it to those who are in need at no cost.

- Medical equipment purchased by SoonerCare belongs to SoonerCare.
- Contact OKDMERP at 405-523-4810 when you no longer need OHCA medical equipment to arrange for pickup and reuse.
- To obtain an item that has been donated, visit www.ok.gov/abletech/DME_Reuse/ or you can call 405-523-4810.

Emergency services

Medical emergencies are a covered benefit under SoonerCare if you receive services from a hospital contracted with SoonerCare.

Most hospitals outside Oklahoma are not contracted with SoonerCare. SoonerCare will try to contract with the out-of-state hospital that provided your emergency care. However, if a hospital or doctor does not sign a contract, you are responsible for your bill from the hospital.

What is an emergency?

- You could die if you don't get the care you need.
- You could be permanently hurt (disabled).

Examples of emergencies are:

- Decreased consciousness or not being able to respond to questions
- Chest, head or eye injuries
- Difficulty breathing or extreme shortness of breath
- Babies younger than 3 months with a high fever
- Children with a fever of 104 degrees or higher
- Extreme bleeding
- Broken bones
- Accidental poisoning
- Sexual assault or abuse
- Burns with blisters
- Pain or tightness in chest
- Drug overdose
- Feeling you might hurt yourself or others
- Breathing tube blockage

If you have an emergency:

- Go to the nearest emergency room or call 911 (or your local emergency number). You do not need a referral to go to the emergency room.
- Call your medical home as soon as possible so he or she will know about the emergency.
- Your medical home will need to manage your follow-up care.

If you are not sure you have an emergency:

Call your medical home. Someone should be available to answer your questions 24 hours a day.

Care after an emergency room visit

If you or a covered family member go to the emergency room, you may need follow-up care with your medical home. If the emergency room referred you to a specialist, you must call your medical home for a referral to see the specialist.



Pregnancies

If you are pregnant, it is important to see a provider as soon as possible. Your provider can help you have a healthy pregnancy and baby.

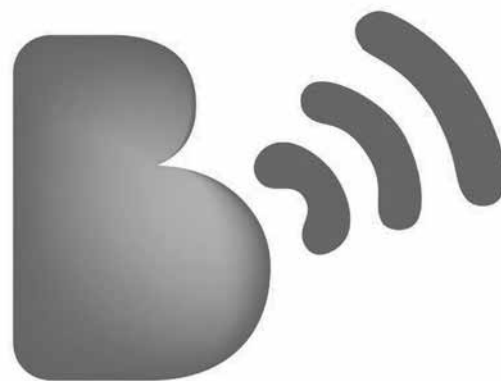
- You may continue to see your medical home if he or she provides prenatal care and delivers babies.
- You can choose any SoonerCare obstetrician, gynecologist (OB/GYN) or nurse midwife for your pregnancy care without a referral from your medical home.
- The SoonerCare Helpline can help you find a pregnancy provider.
- Your eligibility will continue for 60 days after you deliver. After the 60 days, you may qualify for the SoonerPlan family planning program.

Pregnancy services

SoonerCare has many services to help you have the healthiest pregnancy possible.

- Prenatal care (pregnancy visits)
- Help with breastfeeding at 877-271-MILK (6455)
- Help to quit smoking
- Help for drug or alcohol use
- Help with mental health problems
- Prenatal vitamins and medicines
- Hospital and delivery services
- Hospital nursery services for your newborn
- Ultrasounds
- Extra benefits for high-risk pregnancy
- Transportation to appointments at 877-404-4500 or 711 (TDD)
- Postpartum appointment

Text **BABY** to 511411



text4babySM

Pregnancy to-do list

- Make an appointment with your SoonerCare pregnancy provider right away. Call your provider's office. If you don't have a pregnancy provider, call 800-987-7767 or 711 (TDD) for help finding one in your area.
- Take a prenatal supplement with folic acid each day. Certain vitamins can prevent some birth defects. Call your provider right away and ask for a prenatal supplement prescription.
- If you use alcohol or illegal drugs, stop now. They can hurt your baby. For help quitting, call your provider or the Care Management Unit line at 877-252-6002.
- If you use tobacco, stop now. Tobacco can cause problems in your pregnancy and affect your baby's health. Talk with your provider about getting help to quit. Call the Oklahoma Tobacco Helpline at 1-800 QUIT-NOW (1-800-784-8669) for help.
- Keep seeing your provider regularly throughout your pregnancy. Regular checkups during pregnancy are important for your health and your baby's well-being. They allow your provider to closely watch the health and progress of both you and your baby. By going to regular visits, you are helping your baby have a healthy start.

Child health services

SoonerCare provides medical, vision, hearing and dental checkups for babies, children and teens with SoonerCare coverage. Regular checkups help children stay healthy.

Why are health checkups important?

- You get helpful information on your child's growth and development.
- Your provider may find problems that you may not be aware of and catch them before they get worse.
- You and your provider can make sure your child gets needed services at the right time.
- If your child has ongoing health needs, you and your provider can discuss the plan of care.
- They allow time for you, your child and your child's provider to get to know one another.

When should my child get a health checkup?

Regular health checkups are important for all children from birth through age 20. Children and teens who have SoonerCare need to have health checkups at the ages listed below:

- | | | |
|---|--|-----------------------------------|
| <input type="checkbox"/> Birth | <input type="checkbox"/> 18 months | <input type="checkbox"/> 8 years |
| <input type="checkbox"/> 1 month | <input type="checkbox"/> 24 months (2 years) | <input type="checkbox"/> 10 years |
| <input type="checkbox"/> 2 months | <input type="checkbox"/> 3 years | <input type="checkbox"/> 12 years |
| <input type="checkbox"/> 4 months | <input type="checkbox"/> 4 years | <input type="checkbox"/> 14 years |
| <input type="checkbox"/> 6 months | <input type="checkbox"/> 5 years | <input type="checkbox"/> 16 years |
| <input type="checkbox"/> 9 months | <input type="checkbox"/> 6 years | <input type="checkbox"/> 18 years |
| <input type="checkbox"/> 12 months (1 year) | | <input type="checkbox"/> 20 years |

If your child has any special problems or if you have worries, your provider may suggest extra visits. These extra visits will still be free.

A special note about teenagers and health checkups

The teen years bring many changes for teenagers and their families. Physical, mental, emotional and social changes are all part of growing up. It is important to remember that these changes happen at different times for teens. Health checkups are important to track changes and keep them healthy. Checkups are recommended every two years but teens can have checkups more often if needed.

What will a child health checkup include?

At each child health checkup, your child's provider will talk with you and check your child from head to toe. The checkup will include:

- A medical history;
- Growth measurements;
- Immunizations (shots);
- A developmental and behavioral check (be ready to discuss your child's learning and behaviors);
- Lab tests (if needed);
- Lead testing (at 12 and 24 months); and
- Vision, hearing and dental screens at some ages.
- Health education and information such as:
 - Keeping your child and family healthy and safe
 - Preventing injury and violence
 - Healthy sleep habits
 - Healthy nutrition

Child health services

Immunizations (shots)

- Immunizations or “shots” are important to keep your child healthy.
- Shots are given according to a recommended schedule (available at www.okhca.org).
- If you are not sure your child has received their recommended shots, talk with your medical home.
- Remember to take your child’s current shot record to each medical home appointment.
- If your child misses a shot, call your medical home for a make-up appointment.

Developmental checks

Developmental checks let your provider know about your child’s overall development, not just his or her physical health. At every child health checkup, the doctor will ask you about your child’s behavior, development and learning progress. If concerns arise during the exam, your provider will do more screening. Your medical home also will tell you if other steps are needed.

Your child should have a developmental screening at:

- 9 months
- 18 months
- 24 or 30 months

Blood lead test

Getting a blood test is the only way to know if your child has lead poisoning. Too much lead can damage a child’s body and brain. It can cause permanent health, behavior and learning problems. You can find lead in unexpected places.

How do children get lead poisoning?

- Breathing in or swallowing lead dust or paint chips from old paint.
- Breathing in or swallowing dust while playing in dirt that has lead in it.
- Chewing on toys or other things that have lead in them.
- Eating foods cooked or kept in dishes made with lead.

Lead levels must be checked at:

- 1 year • 2 years • 6 years (if not previously checked)

Vision services

Services for children include:

- Eye exams and glasses. (Referral is not required.)

Services for adults include:

- Treatment of eye disease or injuries.
(Referral from your medical home is required.)

Hearing services

Services for children include:

- Hearing exams and hearing aids (must be prior authorized).

Services for adults include:

- Hearing evaluation only.

Dental services

Early childhood oral health

- Early childhood caries (cavities) are the number one chronic disease affecting young children.
- Early childhood caries are five times more common than asthma and seven times more common than hay fever.
- Medical home providers may now give two applications of fluoride varnish during the course of a child health checkup for members ages 6 months to 60 months.
- Fluoride varnish has been proven to lessen tooth decay.

Services for children (birth through age 20)

- Prevention – exams, cleaning, education, sealants, and fluoride.
- Treatment – fillings, crowns, root canals, gum disease treatment, full or partial dentures, and extractions.
- Emergency – control bleeding, relieve pain and eliminate acute infection.
- Correction of cleft palate.
- Medically necessary braces.
- Smoking and tobacco use cessation counseling for teens age 12 and older.



Services for adults

Emergency extractions, which may include:

- Immediate and/or persistent pain or symptoms of a short-term infection;
- Advanced gum disease resulting in the loss of supporting bone or gum tissue;
- A member has been placed on antibiotics to remove an infection prior to removing a tooth; or (Note: Removal of teeth without documented medical necessity is not a covered service.)
- Smoking and tobacco use cessation counseling.

Behavioral health and substance abuse

You do not need a referral to see a behavioral health provider. For help finding a behavioral health provider, call the Behavior Health Helpline at 800-652-2010.

- Your medical home can screen your child or teenager for possible depression, anxiety, substance abuse or other issues.
- Your medical home can refer you to a local behavioral health provider.

Behavioral health services for children include:

- Medication management from a psychiatrist;
- Testing and counseling from a licensed provider;
- Psychiatric in-patient acute or residential medical detox hospital treatment services; (Prior authorization is required. Your medical home or emergency room can assist you.)
- Therapeutic foster care for children in state custody. (Prior authorization is required. Your medical home can assist you); and
- Services from a mental health or substance abuse agency.

The OHCA behavioral health management team can help match up services for SoonerCare members who have complex mental health issues. For substance abuse services, please contact the Oklahoma Department of Mental Health and Substance Abuse at 405-522-3908.

Behavioral health and substance abuse

Services for adults include:

- Medication management from a psychiatrist;
- Mental health and substance abuse counseling services; and
- Psychiatric in-patient acute medical detox hospital treatment services. Prior authorization is required for those 18 through 20 years.

For crisis services, call:

- Reach-Out Hotline (for mental health or substance abuse issues): 800-522-9054
- Safeline (for domestic violence): 800-522-7233 (open 24/7)
- Teenline: 800-522-8336 (M - F, 2 p.m. to 6 p.m.)
- Oklahoma Department of Mental Health and Substance Abuse 405-522-3908

Population Care Management

The care management team helps match up medical services for SoonerCare members who have complex and/or unusual health care needs. Call 877-252-6002 or 711 (TDD) for help.

Services provided by care management include:

- Helping health care providers with complex discharge planning; and
- Education and help for:
 - High-service users;
 - The very sick who have problems keeping up with medical care; and
 - High-risk pregnancies.

What is the Health Management Program?

The Health Management Program (HMP) helps SoonerCare Choice members and their medical homes work together to improve members' severe chronic health conditions. Members learn skills to self-manage their conditions. Members also get help with community resources and behavioral health needs.

Who is chosen for the HMP?

Not all SoonerCare Choice members qualify for HMP. Only extremely high-risk members with a chronic condition are chosen to participate in this program. The HMP helps the whole person, not just focusing on a specific condition.

Some examples of health conditions served by in the program are diabetes, high blood pressure, high cholesterol, congestive heart failure, hemophilia, asthma and mental health disorders.

SoonerCare Choice members who qualify for the HMP receive a letter in the mail and a phone call from a health coach.



How to keep your benefits and medical home

Renew

- You must renew your SoonerCare Choice membership every 12 months.
- You will get a renewal form in the mail.
- You must renew on time to keep your benefits.
- If you do not renew on time, your benefits will stop and you will lose your medical home.
- If you lose your medical home, call the SoonerCare Helpline to see if you can continue with that medical home after your renewal is approved.

Member rights

As a SoonerCare member, you have the right to:

- Choose your medical home;
- Get information that is easy to understand;
- Be treated with respect and dignity. This includes respect for your privacy;
- Get information about SoonerCare services and providers;
- Take part in decisions about your medical care;
- Get information about available treatments;
- Tell us if you have problems with SoonerCare or any medical care you get;
- Make advance directives (living wills);
- Have access to your medical records as stated by federal and state laws;
- Not be discriminated against by your provider based on your age, sex, race, physical or mental handicap, national origin, illness or condition;
- Expect quick action on issues you raise; and
- Expect your personal and health information will be kept confidential.

Member responsibilities

- Choose a SoonerCare Choice medical home;
- Read and follow the rules of SoonerCare Choice;
- Follow the treatment plans and guidelines from your medical home;
- Make appointments and keep them;
- Call your medical provider and SoonerRide at least 24 hours before any appointment you cannot keep; and
- Give staff information they need to help you. This includes telling them about your symptoms.

Notify SoonerCare when any of the following occur:

- When a family member moves into or out of your house.
- If your or a household family member's name changes.
- When you or a household family member marries, divorces or dies.
- If you or a household family member has a baby or puts a child up for adoption.
- If your child is placed in custody.
- If you or a family household member enters a nursing home or special care center.
- If you or a household family member gets Social Security benefits or Medicare.
- If you or your household have a change in income.

How to keep your benefits and medical home

Who to notify

If you qualify for SoonerCare due to your age (65 or older) or a disability, you are in custody or you receive Social Security Income benefits, you must call your DHS caseworker to report any of the changes.

If none of these situations apply to you, you may enter new information online (see online enrollment information on page 1) or call the SoonerCare Helpline and report changes to the call representative.

Right to privacy

The law says some of your information is private. Certain information cannot be shared unless you allow it. Private information includes your name, address and health services you receive. This also includes:

- Income coverage.
- Social conditions.
- Finances.
- Any medical information.

Getting a second medical opinion

For a second opinion, you may ask your medical home for a referral to a specialist. If you have a problem getting a second opinion, please call the SoonerCare Helpline at 800-987-7767.

Removal from your medical home

Your medical home cannot stop seeing you as a patient because your health gets worse. Your medical home can ask to dismiss you as a patient if:

- You are disruptive;
- You are verbally abusive (threats and profanity) to the medical home, the office staff or other patients;
- You regularly miss appointments without telling your medical home at least 24 hours before your appointment;
- You were dismissed by the medical home or others in the same office;
- You no longer qualify for SoonerCare; or
- You don't follow your medical home's treatment advice.

If you have problems

We want you to be happy with SoonerCare. We are here to help you with questions or problems. Talking about an issue or filing a complaint or an appeal for a denied service does not affect your membership or benefits.

How to file a complaint

Call the SoonerCare Helpline at 1-800-987-7767. We want to know if you have problems with SoonerCare or its providers. The SoonerCare Helpline will make document your problem and will work with you to try to resolve it.

How to file an appeal

You may appeal SoonerCare's decision to deny any services or treatment your medical home or other provider requests. Ask the OHCA docket clerk for an LD-1 form. You must request an appeal within 20 days after you receive a denial of services notice or you will lose your right to appeal.

LD-1 forms can be requested by U.S. mail, fax or email:

Oklahoma Health Care Authority
Legal Division
P.O. Drawer 18497
Oklahoma City, OK 73154-0497

Fax Number: 405-530-3444
Phone Number: 405-522-7217
Email: docketclerk@okhca.org

Other things to know

Questions to ask about care and treatment choices

It is your right as a SoonerCare member to take part in your care and to know what to expect. Sometimes it is hard to know what to ask. Here are a few questions you might ask.

When a test is suggested, ask:

- What reason is there for this test?
- What problem are we looking for?
- What will the test tell us?
- If the test finds a problem, what will happen next?
- What will happen if I don't get the test?



When treatment is suggested, ask:

- What is the problem? Why is it a problem? How serious is it?
- When do we start treatment?
- Would you describe the treatment?
- How is it done? Will it solve the problem?
- What are the side effects?
- What else can we do? Are there other types of treatment (including waiting or doing nothing)?

You may not be able to get answers to these questions in an emergency. The provider should tell you how serious your problem is and how sick you are.

Child abuse

- Parents or guardians may ask their medical home to check a child for signs of abuse.
- Any SoonerCare provider can do the exam. This service does not require a referral from the medical home.

Child Abuse Hotline: 800-522-3511

SoonerPlan family planning

What is SoonerPlan?

SoonerPlan is a family planning program for men and women who are not enrolled in SoonerCare. It is not health insurance. This program is limited to family planning services, such as birth control.

To apply, you must:

- Be a U.S. citizen or qualified immigrant; and
- Meet income standards.

How can I apply for SoonerPlan?

You can apply for SoonerPlan online at www.mysoonerplan.org.

What does SoonerPlan cover?

These services are paid for as part of a family planning visit:

- Birth control information and supplies.
- Limited office visits and physical exams related to family planning.
- Laboratory tests related to family planning services, including pregnancy tests, pap smears and screening for some sexually transmitted infections and diseases.
- Tubal ligations for women ages 21 and older.
- Vasectomies for men ages 21 and older.
- Gardasil for males and females through age 26.

Soon-To-Be-Sooners (STBS)

Limited pregnancy benefits only

Because of changes with the federal law effective Jan. 1, 2014, the income standards for pregnant women have changed. Pregnant women whose monthly income is less than or equal to 133 percent of the federal poverty level will still qualify for full benefits under SoonerCare.

However, pregnant women whose monthly incomes are greater than 133 percent and less than 185 percent of the federal poverty level will now qualify for STBS. STBS provides for pregnancy-related care only. Examples of covered and non-covered services are shown below:

Examples of STBS covered services

- Routine office visits related to the baby - prenatal care
- Pregnancy-related medications
- Two ultrasounds during pregnancy (additional ultrasounds are approved when medically necessary)
- Lab services related to the pregnancy
- Some specialty services when it impacts the baby (requires medical approval)
- Hospital services for the baby (delivery services only)

Examples of non-covered services under STBS

- Services to treat you for conditions that have no relationship to the well-being of the baby
- Postpartum care
- Non-emergency transportation (SoonerRide)
- Vision services
- Dental

Help fight fraud

What is SoonerCare (Medicaid) fraud?

Fraud is when a person or organization tries to get benefits that do not belong to them. If someone other than the member presents a SoonerCare card for services, that person is committing fraud. If a member provides false or inaccurate information on their SoonerCare application, this could be considered fraud. Providers who charge for services that the member did not receive could also be considered fraud.

The OHCA sends an Explanation of Benefits (EOB) every few months to selected members. If you are sent an EOB, please review it to ensure you have received all the services listed. If it is not correct, please contact the SoonerCare Helpline. This process helps identify services charged to members who did not receive them.

What can I do to prevent fraud?

- Guard your SoonerCare information carefully. Protect it as you do your Social Security number and credit cards.
- Do not give your SoonerCare card number to anyone except your health care providers. Never let anyone borrow your card.
- Look at your SoonerCare medical bill carefully. Be sure the date of service is correct. Make sure you recognize the names of providers. If you don't, ask them to explain services provided.
- Make sure you have prior authorization or your medical home's referral before getting services from someone other than your medical home. Besides making sure services are medically needed, this step helps protect you from identity theft.
- Do not ask a health care provider for medical care you do not need.
- Never sign your name to a blank form. Ask for a copy of everything you sign. Keep the copy for your records.
- Do not trust anyone who claims to know how to make SoonerCare pay for services or goods not usually covered. Avoid people who make such claims.

How do I report fraud?

Should you suspect Medicaid fraud, please report it using one of the below methods. If you call, please leave your name, phone number and a detailed message; and we will return your call during normal business hours. If you wish to remain anonymous, please give the provider's name, address and as much information about the fraud as possible including a description of the acts that you suspect involve fraud or abuse. If possible, include the client's name and SoonerCare number. The more information you give will improve our ability to research the allegations.

Contact the Office of Inspector General at 800-784-5887
OHCA Suspected Provider Fraud Hotline at 405-522-7421
OHCA 405-522-5508 or toll-free at 855-817-3728
OHCA Email: member.audit@okhca.org.

Insure Oklahoma Individual Plan

Do you know someone who needs health coverage, but can't get it through work, SoonerCare or Medicare?

This state program may be an option!

The Insure Oklahoma Individual Plan offers low-cost health coverage to qualifying adults ages 19-64. Monthly premiums are based on income levels, and the plan features low copays with no deductible.

Oklahoma residents may qualify if they meet the program's income guidelines, and meet one of the criteria below:

- Work for an Oklahoma business with 250 employees or fewer (or are self-employed);
- Are temporarily unemployed and qualify to receive unemployment benefits from Oklahoma Employment Security Commission (OESC);
- Have a disability, a Ticket-to-Work and work for any size employer; or
- Are a college student age 19-22.

For more information about Insure Oklahoma or to apply, please call 888-365-3742 or visit www.insureoklahoma.org.

What's new with Insure Oklahoma?

Insure Oklahoma has made some changes that can help your family manage your Oklahoma Health Care Authority (OHCA) benefits.

- You can now apply for Insure Oklahoma using the same online application and login information that you use for your family's SoonerCare coverage.
- Insure Oklahoma members can also update their personal information and make payments through the same online member portal that SoonerCare members use. Links to the combined portal can be found on both www.insureoklahoma.org and www.mysoonercare.org.



Important phone numbers

Tear out this page and post it by your phone for quick reference.

Call 911 for life threatening emergencies.

Doctor (medical home)

Child's Doctor
(medical home)

Pharmacy

Dentist

Optometrist (eye care)

Emergency Contact

School notification number

Child Care

Renewal date

Renew at mysooner.org.

Quick Start Guide

- **CHOOSE** your doctor if you have not already done so. If you need help choosing a doctor, visit www.okhca.org or call the SoonerCare Helpline at 800-987-7767.
- **CALL** your doctor to set up an initial check-up.
- **ARRANGE A RIDE** to your appointment by calling SoonerRide. Call 877-404-4500 or 711 (TDD) for more information. Allow three business days before your appointment to make arrangements.
- **ASK** your doctor any questions you have about your health or medical home agreement. Information on your medical home is on pages 4-5 and at www.okhca.org/medical-home.

Important reminders about your doctor appointments:

- Take your SoonerCare ID to your appointment.
- Call your doctor for an appointment as soon as possible if you are sick or need a checkup.
- Take a complete list of all prescriptions and over-the-counter medicine you are taking.
- Make a list of questions to discuss with your doctor.
- Arrive at your appointment 10 minutes early in case you have to fill out paperwork.
- Write down your doctor's instructions and answers to your questions while still in the office to make sure you understand and remember all the answers.
- Prescriptions written by your doctor may be filled at any pharmacy contracted with SoonerCare.
- If you must cancel your appointment, please call your doctor as soon as possible so another patient can be scheduled for that time.

Important Note:

Be sure to read all member letters you receive for important changes in your benefits that may happen during the year! You can also sign up to receive email notifications by logging into your account at www.mysoonercare.org.

el año!

Nota importante:
Asegúrese de leer todas las
letras de miembros que recibirá
por cambios importantes en sus
beneficios que ocurrirán durante