



## **Current Mailing Address Required**

Return Mail and Continued  
SoonerCare Coverage for Members

1

## **Disclaimer**

This information is current as of 7/1/2019.

All information is subject to change. Stay up  
to date by signing up for Web Alerts at  
[www.okhca.org](http://www.okhca.org).

2

## Agenda

- Federal Regulations Concerning Changes in Member Circumstances
- OHCA Rule Amendments and Additions
- OHCA Outreach to Affected Members
- OHCA Publications
- How You Can Help
- Resources
- Questions

3

## Federal Regulations

- 42 CFR § 435.916(d)  

“Agency action on information about changes. (1) Consistent with the requirements of §435.952 of this part, the agency must promptly re-determine eligibility between regular periods of eligibility described in paragraphs (b) and (c) of this section whenever it receives information about a change in a beneficiary’s circumstances that may affect eligibility”.

4

## **OHCA Rule Amendments and Additions**

- May 21, 2019: OHCA Board approves amendments to OAC 317:35-5-26 and the addition of OAC 317:35-5-67

In accordance with 42 CFR § 435.916(d) and new policy, a member's eligibility will be terminated if his/her mail is returned to the agency as unable to locate, with address unknown, and the Oklahoma Health Care Authority has made a reasonable but unsuccessful attempt to verify the member's current address.

5

## **OHCA Outreach to Affected Members**

- OHCA will:
  - Conduct outbound calls to members who have been identified as having returned mail.
  - Send notices via email to members who have listed an email address on their applications.
  - Perform outreach in physical locations that may be frequented by members.

6

## OHCA Outreach to Affected Members

- OHCA will:
  - Leverage support from our community partners throughout the state as well as OKDHS and county Health Departments.
  - Use social media platforms
    - (Facebook, Twitter).
  - Provide signage in English and Spanish that can be posted in conspicuous locations to further the message (patient waiting rooms, public bulletin boards, etc.).

7



Current mailing address **REQUIRED**

A valid Oklahoma mailing address is required for all SoonerCare members. Update yours today in five minutes or less at

**MySoonerCare.org**

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SoonerCare

8

# OHCA Publications

[www.okhca.org](http://www.okhca.org)

**individuals**

- How to Apply | Enroll Online
- Find A Provider | After Hours OK
- Member Handbook - English | Español
- Member Letters | Updates
- Programs | Benefits
- Member Services Helpline

--More Options--

**providers**

- Claim Tools | Types | Web Alerts
- Enrollment | EHR Incentive
- Policy
- Provider Portal | Training
- Provider Letters | Updates
- Patient-Centered Medical Home
- Medical Authorization Unit

--More Options--

**research and statistics**

- Data & Reports
- Focus On Excellence Reports
- State Plans and Waivers

--More Options--

**about us**

- Public Information | Contact Us
- Jobs | News Releases
- Open Government | Liens
- OHCA Board | Committees
- Calendar | Order Publications
- Web Alerts | Social Media
- Community and Tribal Partners

--More Options--

4345 N Lincoln Blvd, OKC | 405-522-7300 | [okhca.org](http://okhca.org) |

# OHCA Publications

Scroll to bottom of page to the Flyers section.  
<http://www.okhca.org/xPublications.aspx?id=738>

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**OHCA Publications Store**

We offer several free publications that feature SoonerCare and Insure Oklahoma programs. These publications may be downloaded individually or visitors may place an order for a quantity to be delivered to them.

- Please order items in multiples of 10.
- We are unable to ship to a PO Box. Please enter a valid shipping address. This order form can only be used to send publications to Oklahoma residents.
- Please allow three weeks for delivery.

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**1** Fill Out Form

**2** Choose Publications

**3** Submit Order

First time users please enter you contact information to save it for future use OK

**Quick Fill**

If you have ordered before, simply type in your email address and the rest of your contact information will be added below.

Enter Your Email Address

\*Full Name:

\*Organization:

\*Address1:

Address2:

\*City:

\*State/Province:

We Only Ship to Oklahoma And Adjacent States.

\*Zip/Postal Code:

\*Phone:

\*Email:

\*How did you hear about us?

\* Required Field  
We are unable to ship to a PO Box. Please enter a valid shipping address.

**Choose Your Publications**

**Flyers**

Mailing Address Update  
AddressUpdate-2019

Quantity

Download File

Complete Description

4345 N Lincoln Blvd, OKC | 405-522-7300 | [okhca.org](http://okhca.org) |

## How You Can Help

- Post the informational flyer in conspicuous places in your facility (waiting rooms, exam rooms, cafeterias and other public places).
- Ask members to verify their current address and telephone numbers.
  - If there is a change of address or phone number please ask the member to make sure the information is updated with SoonerCare as well.

9

## How You Can Help

- Check eligibility
  - OHCA will be adding a note to the eligibility screen to alert the provider to have the member call the SoonerCare Helpline.
- Stay up-to-date by reading your global messages, provider newsletters and signing up for web alerts.

10

The screenshot displays the Oklahoma HealthCare Authority website interface. At the top, the logo and navigation menu are visible. The main content area shows a message about contacting the SoonerCare Helpline. Below this, there is a section for 'Coverage Details for Member ID' with a date range of 03/01/2017 to 03/01/2017. A table lists various coverage types with their respective effective and end dates.

Coverage	Effective Date	End Date
SoonerCare Choice	03/01/2017	03/01/2017
Non Emergency Transportation	03/01/2017	03/01/2017
Mental Health and Substance Abuse	03/01/2017	03/01/2017
Title 19	03/01/2017	03/01/2017

## Resources

- OHCA Public Website: [www.okhca.org](http://www.okhca.org)
- SoonerCare Helpline: 1-800-987-7767
- My SoonerCare.org
- SoonerCare Provider Services:  
1-800-522-0114, option 1

## Questions

