Current Mailing Address Required

Return Mail and Continued SoonerCare Coverage for Members
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.
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
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”.

4345 N Lincoln Blvd, OKC | 405-522-7300 | okhca.org |  
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.
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.
OHCA Outreach to Affected Members, cont.

• 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.).
A valid Oklahoma mailing address is required for all SoonerCare members. Update yours today in five minutes or less at MySoonerCare.org.
OHCA Publications

www.okhca.org
OHCA Publications, cont.

Scroll to bottom of page to the Flyers section.

http://www.okhca.org/xPublications.aspx?id=738

OHCA Publications Store

We offer several free publications that feature SoonerCare and ensure 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.

1 Fill Out Form  2 Choose Publications  3 Submit Order

First time users please enter your contact information to save it for future use OR

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: [ ] [ ] [ ] [ ] [ ] [ ]

Submit

* Full Name: [ ] [ ] [ ] [ ]
* Organization: [ ] [ ] [ ] [ ]
* Address: [ ] [ ] [ ] [ ]
* City: [ ]
* State/Province: Oklahoma
We only ship to Oklahoma and adjacent states.
* Zip/Postal Code: [ ] [ ] [ ]
* Phone: [ ] [ ] [ ] [ ] [ ]
* Email: [ ] [ ] [ ] [ ]
* How did you hear about us? [ ]

Choose Your Publications

Flyers

Mailing Address Update
Address Update 2019
Quantity [ ]
Download File
Complete Description
OHCA Outreach to Affected Members, cont.

- A new instructional video is available on the OHCA public website.
  - Go to “Quick Links”
  - Select “How to Change Your SoonerCare Mailing Address”
How You Can Help

• Post the informational flyer in conspicuous places in your facility (waiting rooms, exam rooms, cafeterias and other public places).
• Encourage members to view the instructional video.
• 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.
How You Can Help, cont.

• 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.
Please have the member contact the SoonerCare Helpline at 1-800-987-7767 for an important message.

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Resources

• OHCA Public Website: www.okhca.org

• SoonerCare Helpline: 1-800-987-7767

• My SoonerCare.org

• SoonerCare Provider Services: 1-800-522-0114, option 1
Questions