THE OHCA WEBSITE AND PROVIDERS SELF-HELP TOOLS

Fall 2020
COURSE DESCRIPTION

Recommended Audience
• All SoonerCare provider types and billing staff.

Class Description
• Discover the resources available to providers on the OHCA public website (www.okhca.org). This class is an overview of navigating the OHCA public site. We will focus our attention on highlighting educational tools for our provider's offices such as where to find billing manuals, policy information, subject specific PowerPoints, forms and more.

• Note: the OHCA public website will be covered in this class (www.okhca.org), NOT the SoonerCare provider portal.
DISCLAIMER

• All SoonerCare policy is subject to change.

• The information included in this presentation is current as of September 2020.

• Stay informed with up-to-date information by signing up for web alerts at www.okhca.org/webalerts.
AGENDA

The OHCA Public Website

• Banner Messages
• Quick Links
• Member Portal
• Individuals
• About Us
• Research and Statistics

Providers

• Self-Help Tools

Questions
THE OHCA PUBLIC WEBSITE
BANNER MESSAGES

• Banner messages contain general information concerning topics of public interest.
BANNER MESSAGES

• Current banner messages:
  • Coronavirus Information
  • Learn More About Medicaid Expansion
  • Keep your address up to date
  • SFY 2019 Annual Report
  • IRS 1095-B Tax Forms
  • Electronic Health Record Program Updates
QUICK LINKS

• Quick links provide an easy short cut to many areas of interest and importance.

- How to Change Your SoonerCare Mailing Address
- About Medicaid Expansion
- New Out of State Provider Rules for Members
- Enroll In SoonerCare
- NEW: ABA information
- Suspect Medicaid Fraud? Click here to file a report
MEMBER PORTAL

• The member portal provides quick access to information commonly used by SoonerCare members.
SoonerCare Online Enrollment

WebAlerts

Sign up for email Web Alerts for the latest news and information about SoonerCare Online Enrollment.
ADDITIONAL LINKS

• SoonerCare FAQs
• Health Insurance Marketplace Application - English
• Health Insurance Marketplace Application - Spanish
• 12 Month Income Statement Profit and Loss - English
• 12 Month Income Statement Profit and Loss - Spanish
• Lottery Gambling Winnings Monthly Income
INDIVIDUALS

• The individuals section includes an extensive list of member information topics.
FIND A PROVIDER

• **Find A Provider** is a function where members can search for contracted providers within the SoonerCare network.
FIND A PROVIDER

• The search can be performed using the Plan, First & Last Name, Facility, Specialty, or State & City.

Find a Provider

OHCA’s SoonerCare Provider Directory is a listing of all contracted providers.

All downloadable PDFs are no longer available. Please use the new Provider Directory to search for contracted providers. The new application will allow you to search by plan, provider name, facility, specialty, state and city.

Click Here for Provider Directory
FIND A PROVIDER

Please select your plan.

Enter the Plan...

Please select a search option below. You may search for a provider by name, facility, or specialty.

Last Name:  
First Name:  
Facility:    
Specialty:  
Enter the Specialty

State:     
City:      

Search  
Reset
• A detailed list and resources of Medicaid plans can be found in the Programs section.
PROGRAMS

• Breast and Cervical Cancer Treatment Program
• Child Health
• Health Management Program
• Pregnancy Services
• SoonerCare Supplemental
• SoonerPlan
• SoonerRide
BENEFITS

• The Benefits section provides a list of covered services within the SoonerCare program.
BENEFITS

• Behavioral Health and Substance Abuse
• Dental Services
• Hemophilia
• Nutritional Services
• Pregnancy Services
• Quitting Smoking & Tobacco
What is Covered?

SoonerCare (Oklahoma Medicaid) covers many health care services. However, there are limitations that apply to ensure that only medically necessary services are provided. Some services are for children only. The benefits and coverage outlined here may change. Please check Chapter 30 of the OHCA Rules for the most up to date information.

- [Comparison Chart of SoonerCare Benefits and Co-pay Amounts](#)
- [Cost Sharing/Out-of-Pocket Cost Exemptions](#)
ADDITIONAL MEMBER LINKS

• Blood Lead Screening
• Child Health/EPSDT
• Childhood Immunizations
• Living Choice/Money Follows the Person
• Long-Term Care Services
• Member Letters
• Member Newsletter
• SoonerQuit
RESEARCH AND STATISTICS

• OHCA reports and statistical information are available in this section.

- Data & Reports
- Focus On Excellence Reports
- State Plans and Waivers
- Chronic Condition Executive Summaries
- Mathematica SoonerCare Reports

---More Options---
DATA AND REPORT EXAMPLES

• Fast Facts
  • Enrollment
  • Insure Oklahoma
  • Provider and Services

• Reports
  • Annual
  • Strategic Planning

• Studies and Evaluations
ABOUT US

• Information about the Oklahoma Health Care Authority is found in this section.
ABOUT US

• **Public Information**
  • News Releases
  • Social Media

• **Committees**
  • OHCA Board
  • Drug Utilization Review (DUR) Board
  • Medical Advisory Committee (MAC)
  • Member Advisory Task Force (MATF)
ORDER PUBLICATIONS

• OHCA publications can be ordered through the public website.
PUBLICATION EXAMPLES

• Brochures
• Cards
• Flyers
• Handbooks
• Posters
• Promotional Items
PROVIDERS
PROVIDERS

• Information specific to providers is found in this section.
CLAIM TOOLS

• Information in this section contains helpful tools for claims submission.
CLAIM TOOLS

Providers

- Types
- Claim Tools
  - Adjustments
  - Billing Manual
  - Error Codes
  - Fee Schedule
  - NCCI
  - Prior Authorization
  - Third Party Liability
- Forms
- Secure Sites
- Policies & Rules
- Training
- Updates
- Help

Claim Tools

Provider Secure Site PIN Reset

Providers that need multiple provider PIN Resets for the CHCA Secure Site must complete the form listed below. These forms must be saved and emailed to the SoonerCare internet help desk. Please allow a maximum of 48 hours for completion.

- Provider Portal Access Form

Electronic Claims Submission

- Electronic Data Interchange
- 5010 Companion Guides and NCPDP D.0 Payer Sheet
- SoonerCare Provider Portal

Provider Reimbursement

- Notices
The billing and procedure manual provides valuable information to providers. It includes detailed information about:

- Provider contracts
- Provider inquiries
- The SoonerCare provider portal and its features
- Member eligibility verification
- Claims completion instructions for all claim types
- Claims resolution
- Much more
# Fee Schedules

The schedules listed below are the SoonerCare (Oklahoma Medicaid) maximum allowable fees which are in effect as of the date of the report.

## Fee Schedules

<table>
<thead>
<tr>
<th>Schedule Type</th>
<th>Downloadable Format</th>
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<tbody>
<tr>
<td>ACA Primary Care Fee Schedule 01/01/2014</td>
<td>Excel</td>
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<tr>
<td></td>
<td>Text File</td>
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<tr>
<td>ACA Primary Care Fee Schedule 07/01/2013</td>
<td>Excel</td>
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<tr>
<td></td>
<td>Text File</td>
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<tr>
<td>ACA Primary Care Fee Schedule 01/01/2013</td>
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<tr>
<td></td>
<td>Text File</td>
</tr>
<tr>
<td>Title XIX 07/01/20</td>
<td>Excel</td>
</tr>
<tr>
<td></td>
<td>Text File</td>
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<tr>
<td>Title XIX 01/01/20</td>
<td>Excel</td>
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<td>Title XIX 10/01/19</td>
<td>Excel</td>
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<td></td>
<td>Text File</td>
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<tr>
<td>Title XIX 07/01/19</td>
<td>Excel</td>
</tr>
<tr>
<td></td>
<td>Text File</td>
</tr>
</tbody>
</table>
FEE SCHEDULES

• OHCA publishes current and historic fees schedules for:
  • Title XIX
  • ASC & APC
  • Dental
  • Insure Oklahoma

• Please use the most appropriate fee schedule date when using these schedules.

• Fee schedules are available in Excel and PDF formats.
Claim Tools

Provider Secure Site PIN Reset

Providers that need multiple provider PIN Resets for the OHCA Secure Site must complete the form listed below. These forms must be saved and emailed to the SoonerCare internet help desk. Please allow a minimum of 48 hours for completion.

» Provider Portal Access Form

Electronic Claims Submission

» Electronic Data Interchange
» 5010 Companion Guides and NCPDP D.0 Payer Sheet
» SoonerCare Provider Portal

Provider Reimbursement

» Notices
• The requestor must be the provider or the contact name on the account.
ELECTRONIC CLAIMS SUBMISSION INFORMATION

Claim Tools
Provider Secure Site PIN Reset
Providers that need multiple provider PIN Resets for the OHCA Secure Site must complete the form listed below. These forms must be saved and emailed to the SoonerCare Internet help desk. Please allow a minimum of 48 hours for completion.

Provider Portal Access Form

Electronic Claims Submission

- Electronic Data Interchange
- 5010 Companion Guides and NCPDP D.0 Payer Sheet
- SoonerCare Provider Portal

Provider Reimbursement

- Notices
ENROLLMENT

• The enrollment section provides contract resources and tools.
ENROLLMENT

- New contracts and renewals are performed using the SoonerCare provider enrollment page.

<table>
<thead>
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<td>Enrollment</td>
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<td>Forms</td>
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<td>SoonerCare Provider Portal</td>
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<tr>
<td>Policies &amp; Rules</td>
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<tr>
<td>Training</td>
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<tr>
<td>Updates</td>
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<tr>
<td>Help</td>
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</tbody>
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### Create a User Account

To create an account, you will need a User ID, password, and email address. When selecting a user ID and password, choose something that is easy for you to remember but hard for other people to guess. If you already have an account, log on now.

Required fields are marked with an asterisk (*).

- **User ID:**
  - Your User ID must be between 8 and 20 characters, lowercase letters, no spaces.

- **Password:**
  - Your password must be 8-20 characters in length, contain 1 numeric digit, 1 capital letter, 1 lowercase letter, no spaces and no special characters. Passwords are case-sensitive.

- **Retype Password:**
ENROLLMENT

• New check application status feature.
  • The following information is needed to use this function:
    • Application tracking number (ATN)
    • Social Security number or Federal employer Identification number (FEIN)
ENROLLMENT, CONT.

SoonerCare Provider Enrollment

Verify your application status.
Enter your ATN and SSN or FEIN number to review your application status.

Required fields are marked with an asterisk (*).

ATN (Application Tracking Number):

SSN or FEIN Number: *

Submit
ENROLLMENT

• Resources:
  • False Claims Act information
  • Frequently Asked Questions and Answers
  • Office of Inspector General (OIG) Exclusion List
ENROLLMENT

• Hours of operation:
  • Monday, Tuesday, Thursday, Friday – 8 a.m. to 5 p.m.
  • Wednesday – 1 to 5 p.m.
• Telephone – Toll free 800-522-0114, option 5.
• Email – providerenrollment@okhca.org
ENROLLMENT

• Forms
  • Electronic Funds Transfer (EFT) request form
  • Group Appendix A form
  • Other useful forms
POLICIES & RULES

• OHCA policies and rules for SoonerCare can be found in this section.

The Oklahoma Health Care Authority online proposed change site provides a two-fold forum for proposed rule changes and Native American consultation. Both sites are designed to seek advice from constituents and the general public. The Native American Consultation page serves as notification to Indian Health Services, tribal organizations, and urban Indian clinics (I/T/U) of any proposed changes.

Public Meeting Comments:

To make a public comment at an OHCA Board meeting or a Medical Advisory Committee (MAC) meeting, you may sign up by writing once the agenda is posted and no later than 24 hours before the meeting. Each person will be given 2 minutes to speak at the public hearing. Both the OHCA and MAC meetings will allow each person 2 minutes for public comment and will be limited to the first 15 people who properly request to speak. To sign up for public comment, use the below contact information:
OHCA Policies and Rules

Browse chapters by clicking on the plus sign to the right of each chapter below.

Chapters

Chapter 1  ADMINISTRATIVE OPERATIONS
Chapter 2  GRIEVANCE PROCEDURES AND PROCESS
Chapter 10  PURCHASING
Chapter 25  SOONER CARE
Chapter 30  MEDICAL PROVIDERS-FEE FOR SERVICE
Chapter 35  MEDICAL ASSISTANCE FOR ADULTS AND CHILDREN-ELIGIBILITY
Chapter 40  DEVELOPMENTAL DISABILITIES SERVICES
Chapter 45  INSURE OKLAHOMA
Chapter 50  HOME AND COMMUNITY BASED SERVICES WAIVERS
PUBLIC COMMENT AND PROPOSED CHANGES

Public Meeting Comments:

To make a public comment at an OHCA Board meeting or a Medical Advisory Committee (MAC) meeting, you may sign up by writing once the agenda is posted and no later than 24 hours before the meeting. Each person will be given 2 minutes to speak at the public hearing. Both the OHCA and MAC meetings will allow each person 2 minutes for public comment and will be limited to the first 15 people who properly request to speak. To sign up for public comment, use the below contact information:

- OHCA Board meeting: email publiccomment@okhca.org
- Medical Advisory Committee meeting: email MACComments@okhca.org

Proposed Changes:

To view or make comments on upcoming changes, click the icon below to be directed to the appropriate page. All comments will be considered during the process and become a part of the official record.
OTHER RULES AND CODES

• Code of Federal Regulations
• HIPAA Notice (client)
• HIPAA Rules (provider)
• Oklahoma Administrative Code
• OHCA Rules
• TXIX State Plan
• TXXI SCHIP State Plan
PROVIDER PORTAL

OHCA Secure Web Sites

If you are signing on to the New SoonerCare provider portal for the first time with your existing ID you should be presented with the opportunity to enter your password. If you are presented with a challenge question before you have the opportunity to enter your password, verify you entered your ID correctly. If you still are presented with the challenge question you need to ensure your provider has added you, then obtain from them your clerk code, and the date of birth and driver’s license number under which you were registered. Then click on the “Register Now” link to complete your registration.
The login screen of the provider portal includes important broadcast messages to providers.

OhioCare (OHCA) and DXC will be presenting a webinar titled "OHCA Website and Provider’s Self-help Tools" on Thursday, Sept. 10 at 2 p.m. and again on Tuesday, Sept. 22 at 2 p.m. This webinar is for all Soonercare provider types and billing staff. Discover the resources available to providers on the OHCA public website (www.okhca.org). This class is an overview of navigating the OHCA public site. We will focus our attention on highlighting educational tools for our provider's offices such as where to find billing manuals, policy information, subject-specific PowerPoints, forms and more.

Note: the OHCA public website will be covered in this class (www.okhca.org), NOT the Soonercare provider portal.

Register to attend the OHCA Website and Provider’s Self-help Tools webinar on either Sept. 10 or Sept. 22 here.
TRAINING

• This section provides training materials and resources.
UPCOMING TRAININGS

Providers

- Types
- Claim Tools
- Forms
- Secure Sites
- Policies & Rules
- Training
- Updates
- Help

Home > Providers

Training

✉️ WebAlerts

Sign up to receive alerts on new training opportunities!

Upcoming Trainings

Telehealth Updates Webinar

OHCA and DXC will be presenting a webinar titled Telehealth Updates on Tuesday, September 8, 2020 at 2:00 p.m. This webinar is for providers that render telehealth services and those that are interested in telehealth. This class will cover the definition of telehealth services, covered services, eligible providers and State and Federal guidance as it relates to the COVID-19 emergency declaration. This class will not cover Speech Therapy, Physical Therapy, Occupational Therapy, Behavioral Health or Dental.

Register to attend the Telehealth Updates webinar on September 8: https://okhca.org/xwebinars.aspx.
PREVIOUS TRAININGS

• Advanced claim denials
• Billing for third party liability
• Dental basics and beyond
• Medicare crossover claims
• Out-of-state services
• Provider contract solutions
• Many more
RECORDED WEBINARS AND HOW-TO VIDEOS

• Child health
• Journey of a claim
• Outpatient behavioral health
• PCMH essentials
• What is SoonerCare?
• Claims attachments
• Register/create a clerk
• Many more
HOW TO REQUEST TRAINING

• Providers may contact the SoonerCare coordinator to request assistance from a provider education specialist by telephone, 405-522-7422, email, SoonerCareEducation@okhca.org, or fax, 405-530-3288.

For immediate assistance with claim research or resolution of other Oklahoma SoonerCare issues, contact the OHCA call center at 405-522-6205 or 800-522-0114.
UPDATES

• This section includes all OHCA updates sent to SoonerCare providers.
PATIENT-CENTERED MEDICAL HOME (PCMH)

- This section provides information about SoonerCare PCMHs.
PATIENT-CENTERED MEDICAL HOME (PCMH)

• Topics included:
  • Medical home tier requirements
  • Care coordination rates
  • Tools and resources
    • Practice guidelines
    • OHCA care management
    • Health management program
    • Quality initiatives
    • Behavioral health screenings
  • Many more topics related to PCMH
PRIOR AUTHORIZATION

• This section covers information concerning prior authorization of services.
PRIOR AUTHORIZATION

• Durable Medical Equipment and Supplies
• Medical services – Testing, Procedures, Surgeries
• Therapy – Occupational/Physical/Speech
• Genetic Testing
• Out of State Services
OTHER PRIOR AUTHORIZATIONS

• Behavioral Health – 800-522-0114 Behavioral Health.
• DDSD – Contact DDSD area office 800-349-9173.
• Dental – Contact the dental unit 800-522-0114 or Dental Prior Authorizations.
• Diabetic Supplies and Medications – 800-522-0114 option 4 or www.okhca.org/rx.
• Personal Care Services – Contact local county DHS office.
• Waiver Programs – Call 800-522-0114.
PRIOR AUTHORIZATION RESOURCES

• How to contact the authorization unit:
  • MAUAdmin@okhca.org
  • TherapyAdmin@okhca.org
  • DMEAdmin@okhca.org

• Change of provider form
• Prescription requests
• How to submit photos and videos
• Prior authorization amendment process
MORE OPTIONS

- Adjustments
- Behavioral Health and Substance Abuse Services
- Dental
- Forms
- Hospitals
- Long Term Care
- Obstetrical (OB) Services

- Pharmacy
- School-Based Services
- SoonerPlan
- SoonerRide
- Telehealth
- Third Party Liability (TPL)
- Tobacco Cessation
- Much more
WEB ALERTS

- **Web Alerts** help you stay up-to-date on important information concerning SoonerCare and the Oklahoma Health Care Authority.
GET IN TOUCH

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105

okhca.org
mysoonercare.org

Agency: 405-522-7300
Helpline: 800-987-7767