



STATE OF OKLAHOMA  
OKLAHOMA HEALTH CARE AUTHORITY

OHCA 2018-20

August 14, 2018

**RE: Policy Revisions and Program Updates – Effective September 14, 2018**

Dear Provider,

The Oklahoma Health Care Authority (OHCA) has made policy changes, which were promulgated through the 2018 legislative session per the Administrative Procedures Act. All policy changes will be effective September 14, 2018, and **will be posted** to the [policy website](#) on that date. In the interim, comprehensive summaries of the changes are listed below.

Please note, the Oklahoma Administrative Code (OAC) links identified below **will be updated** with the new policy changes on September 14, 2018. Please forward this letter to your administrative, billing, and compliance departments.

These rule changes were posted to the OHCA Proposed Policy Changes [website](#) on December 15, 2017 through January 16, 2018 or January 17, 2018 through February 16, 2018, during the 2018 permanent rulemaking session.

**Beginning September 14, 2018:**

**Expedited appeals updates**

Appeals policy is amended at OAC [317:2-1-2](#) and added at OAC 317:2-1-2.5 to clarify timelines for appeal decisions and add a new section outlining expedited appeals, which are required by new federal regulations in cases when an appellant's life or health could be in jeopardy. The timelines and process for expedited appeals are outlined in the new section of policy. Finally, revisions clarify the purpose and other details of the appeal process.

**Notification processes updates**

Notification processes at OAC 317:35-6-62 and 317:35-6-62.1 are renumbered to OAC 317-35-5-65 and 317:35-5-66 to move the policy regarding notification processes, from the "SoonerCare for Pregnant Women and Families with Children" section to the "Eligibility and Countable Income" section of policy, as the notification policy applies to all SoonerCare programs. Federal regulations require the agency to communicate with all members through each member's choice of electronic format or regular mail. The revisions meet federal regulation, including notification and expedited appeals requirements, and ensure effective communication with all SoonerCare members.

**Prior authorization updates**

Prior authorization (PA) policy at OAC 317:30-3-31 and 317:30-3-32 is added to clarify the scope of a section as encompassing all PAs. Revisions add language about how a provider can obtain information on how and/or where to submit PA requests. Additionally, revisions update a list of services requiring a PA, but will clarify that the list is not exhaustive and will explain other qualifying factors. Further revisions add a new section that clarifies that what was previously

called preauthorization of emergency medical services for certain aliens is actually retrospective review for payment for emergency medical services to certain aliens.

The OHCA encourages you to review each rule change in its entirety. If you have any questions regarding these rule changes, please call the OHCA Provider Helpline at 1-800-522-0114.

Thank you for the services you provide to our SoonerCare and Insure Oklahoma members.

Sincerely,

A handwritten signature in black ink that reads "Rebecca Pasternik-Ikard". The signature is written in a cursive, flowing style.

Rebecca Pasternik-Ikard  
Chief Executive Officer