



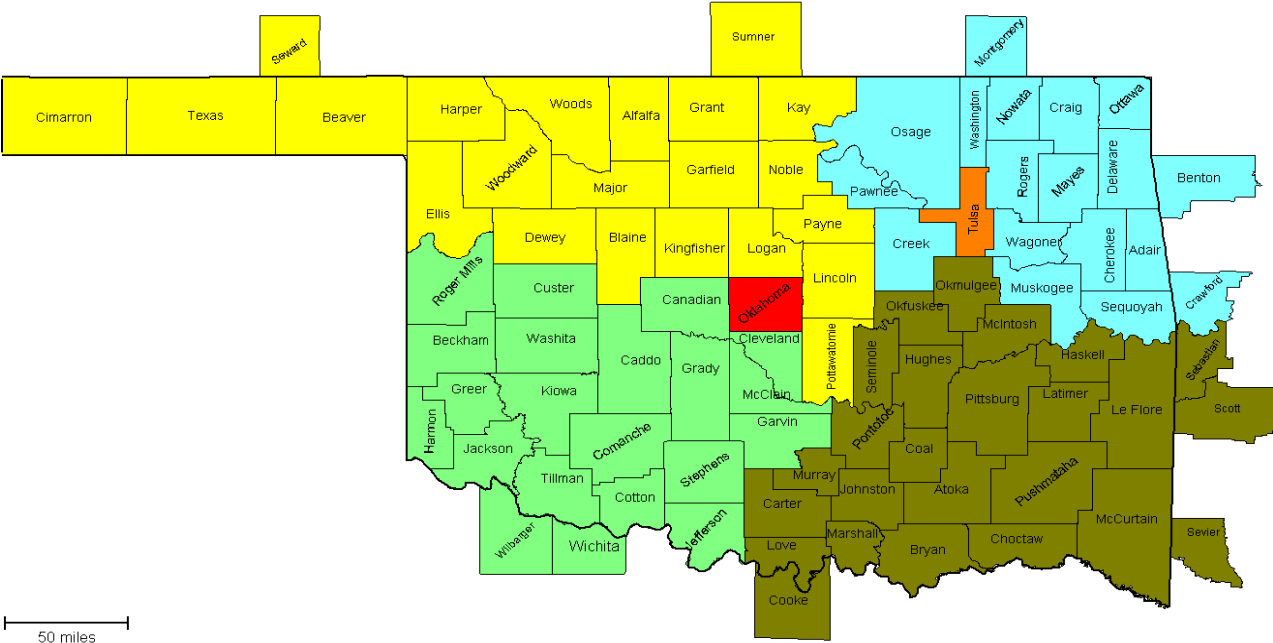
## **Oklahoma Health Care Authority SoonerCare Provider Services Mission Statement**

**OHCA Provider Services Unit is committed to professional and efficient service while maintaining a strong provider base through recruitment, retention and advocacy for the SoonerCare Provider community. Our Goal is to assist the provider network with claims resolution, programs education, and policy interpretation. Our Team consists of professional representatives who are committed to establish a long term partnership with our network providers.**

### **SoonerCare Provider Services Unit Structure**

- **Conducts provider on-site educational meetings to participating and nonparticipating providers with current and new information about program policies and procedures.**
- **Plans and participates in presentations at State wide provider training seminars and individual training classes.**
- **Develops educational materials for provider staff to enhance their understanding of the SoonerCare Programs.**
- **Researches and interprets Oklahoma Medicaid, SoonerCare, policies for providers and other state agencies and educates staff within the Oklahoma Health Care Authority and its contracted partners.**
- **Answers complex telephone and written inquiries, correspondence, secure e-mails and complaints.**
- **Works with other entities to coordinates resolution of provider issues.**
- **Coordinate with Provider Enrollment to facilitate local and out of state contracts.**
- **Communicates and advises providers on updates to our MMIS system.**
- **Researches and resolves Legislative inquiries.**
- **Reviews and process retrospective Administrative referrals for the SoonerCare specialty provider network.**

# OHCA SoonerCare Provider Services Regions



50 miles

- Northwest Region
- Northeast Region
- Southwest Region
- Southeast Region
- Oklahoma County Region
- Tulsa County Region

## OHCA SoonerCare Provider Representatives

SoonerCare Provider Representatives will be happy to come to your office to provide training and support to you and your staff. SoonerCare Provider Representatives are designated by area and are available to assist providers with complex program, policy and claims issues. The representatives are also available to assist you and your staff with access to care and quality of care issues.