



## **FREQUENTLY ASKED QUESTIONS**

### **What documentation will I need to provide when I apply?**

- None, unless otherwise stated on-line once you submit the application. To avoid needless document submissions, be sure that your name(s) and number(s) appear exactly as they do on your Social Security card(s). Also, be sure you have reported all of your income with the correct identification of the income source. If you have claimed an expense(s) on your application, you will very likely be asked in a separate letter to provide specific documentation to prove payment of your expense(s) claimed.

### **What if I don't have access to a computer in my home but I want to apply online, or I just need help with my application?**

- Ask family or friends who have internet access. Most people with just a little internet experience say the application is easy to complete. It is however designed for larger screens found on most personal computers, laptops and tablets. A mobile application is currently being developed.
- Go to a local county office such as the Health Department or Department of Human Services. Employees in these offices can assist you in completing your on-line application.
- Go to your local library (please note that due to limited resources the library can ONLY provide the computer, they are unable to answer any specific questions about the application).
- Call 1-800-987-7767 and ask for an agency or community partner location near you.

### **What if I just need to add someone to the household, does this require a new application?**

- Just sign on with your user name & password and add any new household members and follow the on-line instructions. If you haven't already created a user name & password, create them by using the PIN number provided on your most recent eligibility letter. If you no longer have a letter, contact our Internet Helpdesk (800)522-0114 to get one.

**What is Soon-to-be Sooners (STBS)?**

- STBS is a program based on the eligibility of the unborn child. Because of a new difference (determined by the Affordable Care Act) in the income amounts for children's eligibility and pregnant women's eligibility, pregnant women who are ineligible for SoonerCare may have pregnancy-only related benefits through this program.

**What exactly is SoonerPlan? Is it some form of SoonerCare?**

- SoonerPlan is Oklahoma's family planning program for uninsured women and men not enrolled in SoonerCare. SoonerPlan is not health insurance. Some of the services available in SoonerPlan include:
  - Office visits and physical exams related to family planning;
  - Pregnancy tests for women;
  - Birth control information and supplies;
  - Laboratory tests related to family planning services, including pap smears and screening for some sexually transmitted infections.

**If I move out of Oklahoma can I still receive SoonerCare?**

- No, you must be a resident of Oklahoma to receive SoonerCare. If you do move to another state, be sure to notify SoonerCare when you move. If you do not, it will affect your eligibility if you apply for Medicaid in another state.

**Are there any deductibles or co-payments?**

- There are no co-payments or deductibles for children. Adults are charged minimal co-pays for certain SoonerCare services. Native American or Alaskan Native adults have no co-payments for services they receive at an I/T/U or if they are referred by Contract Health Services.