

## Out of State Services

- Requests for **Out of State Services** must contact the Population Care Management Department to obtain approval for out of state services, prior to any services being provided. Please call 1-877-252-6002.

**Note:** Obtaining an approval for Out of State Services does not mean you have approval for specific procedure codes, only that you have approval for the Out of State Service.

- If a procedure code requires a prior authorization, a PA request must be submitted to the Medical Authorization Unit (MAU) *prior* to the service being performed. We do allow up to 30 days for retroactive services, however, requests submitted beyond the thirty day limitation are auto-denied by the system and will not be reviewed by our staff.

### SoonerCare Secure Site:

If you do not have access to the Secure Website, please contact the Internet Helpdesk at 1-800-522-0114 or (405) 522-6205, option 2 to obtain access. You will be required to create a password for you or your staff to access this site.

### How to check to see if a code requires a PA via the SoonerCare Secure Site:

[www.okhca.org](http://www.okhca.org)

- Click on: Providers tab
- Choose: Secure Sites
- Enter your log-on information and password
  - ◇ Once you have obtained access, on the Provider Main Page, click on Pricing & Limitation.
  - ◇ Enter the code to obtain information regarding that specific code.
  - ◇ If the code requires a Prior Authorization, please review the General Overview section to locate and complete the required forms necessary for submission of your request.

If you do not have access to the SoonerCare Secure Site, please use the Call Tree: 1-800-522-0114 or (405) 522-6205 to inquire about specific procedure codes.

**Per OHCA policy, a provider who does not obtain a required prior authorization may not bill a member for those services.**