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.**