



STATE OF OKLAHOMA
OKLAHOMA HEALTH CARE AUTHORITY

OHCA 2013-02

January 29, 2013

Re: New OHCA Call Center Vendor & Call Center Questions

Dear Providers:

The Oklahoma Health Care Authority (OHCA) call center has transitioned to a new vendor. This new vendor is responsible for both member and provider calls. With this new partner come new opportunities for improvement. Call audits have shown the top two types of provider calls received are in regard to verification of member eligibility, and claim status. Answers to these questions can be found more quickly and efficiently through the [SoonerCare Secure Site](#) than over the telephone.

Based on this information, beginning April 1, 2013, calls regarding the subjects mentioned above will be referred to the OHCA SoonerCare Secure Site. Providers will need to access this information on the SoonerCare Secure Site where it is available electronically 24 hours a day, 7 days a week. You may access the SoonerCare Secure Site by visiting <https://www.ohcaprovider.com/Oklahoma/Security/logon.xhtml>. This tool should increase productivity by decreasing staff time on the telephone. Additionally, visiting the website will eliminate the need for frequent return calls to inquire about multiple claims or eligibility checks. **This change does not apply to calls placed to the Pharmacy Helpdesk Desk.**

To insure a smooth transition, please make sure that your staff has the necessary access to the SoonerCare Secure Site which is located at www.okhca.org, under the Providers tab, Secure Sites link. If you need assistance or have questions regarding access to the SoonerCare Secure Site please call 1-800-522-0114 option 2, then option 2 again.

Our intent is to make even more information available to you quickly and efficiently through the new provider portal which will be available in July and the new member portal that will be available by 2014.

Thank you for your continued support and the services you provide to SoonerCare and Insure Oklahoma members.

Sincerely,

A handwritten signature in black ink that reads "Garth L. Splinter, MD".

Garth L. Splinter, MD
State Medicaid Director