

The Oklahoma State Medicaid Program and Frequently Asked Questions

Q. How long does it take to process an enrollment application?

A. OHCA should complete the enrollment process within fifteen (15) working days of receipt of a correctly completed application. Absence of required forms and incomplete applications are returned. To avoid delays, please ensure all applications are complete and the required forms and attachments enclosed.

Q. Can I fax my application for processing?

A. No. The application must contain the original signature.

Q. Should I send my application via express or certified mail?

A. Due to the tremendous amount of incoming mail, sending applications through express or certified mail helps to ensure receipt of the information and guarantees quicker delivery. This also serves as your proof of submission and enables us to locate information through tracking numbers.

Q. I am a new provider and don't know what provider number to enter on the application. Should I call OHCA for this information?

A. No. Leave the provider number blank. OHCA will assign and enter a number when the application is processed.

Q. How will I be notified of my provider number?

A. OHCA will print a notification letter the day the application is approved and entered into the system. The letter is mailed to the **MAILING** address listed on the application. Approval letters contain the new provider number.

Q. Should I hold claims until I receive a provider number?

A. Yes.