



Kevin Corbett | Chief Executive Officer

J. Kevin Stitt | Governor

OHCA 2021-05

April 28, 2021

RE: Transition to Fully Electronic Claims and PA Process

Dear Dental Provider:

Effective July 1, 2021, the Oklahoma Health Care Authority (OHCA) will transition to a fully electronic prior authorization (PA) and claims submission process. All necessary documentation should be submitted electronically through the SoonerCare provider portal. Mailed prior authorizations and claims will no longer be accepted. OHCA will no longer accept paper documents or diagnostic models. Radiographic and photographic images must also be submitted electronically. This change has already been applied to medical PAs and claims and will now also apply to dental PAs and claims.

PA status notifications will continue to be available through the SoonerCare provider portal. The PA notification process for members will also remain the same.

For assistance with reviewing PAs online or other matters regarding the PA and Claims process change, please do not hesitate to contact the OHCA dental unit at 405-522-7401, or the OHCA provider helpline at 800-522-0114.

Thank you for your continued support of the SoonerCare program.

Sincerely,

Melody Anthony
State Medicaid Director



ADDRESS

4345 N. Lincoln Blvd.
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WEBSITES

okhca.org
mysoonerCare.org



PHONE

Admin: 405-522-7300
Helpline: 800-987-7767