



Ellen M. Buettner | Chief Executive Officer

J. Kevin Stitt | Governor

OHCA 2024-14

June 27, 2024

RE: Taxonomy Compliance Edits

Dear Provider,

The Oklahoma Health Care Authority has become aware that some provider offices/billing agents/clearinghouses use commercial market taxonomy codes to submit their SoonerSelect claims. Commercial market taxonomy codes do not match the OHCA taxonomy codes. This can cause delays and/or reimbursement denials for SoonerSelect submitted claims. The letter serves to ensure your medical office/billing agent/clearinghouse is aware of taxonomy compliance edits that are needed to reduce the impact and disruption to your SoonerSelect billing operations.

It is essential that all SoonerSelect providers bill the SoonerSelect contracted entities (CEs) with the provider demographic data that **exactly matches** the information found on the OHCA's State Provider Master File. You can find the demographic data for your hospital, clinic, facility and/or provider office by visiting the OHCA's [provider portal](#). Once you log in to the provider portal, you will find your provider demographic data on the portal in the area indicated below.

The screenshot shows the 'Provider Portal' interface. At the top left is the OHCA logo. The main header reads 'Provider Portal'. Below this is a navigation menu with items: My Home, Eligibility, Claims, Prior Authorizations, Referrals, Files Exchange, Financial, Letters, Reports, Resources. On the right side of the header, there are links for 'Contact Us' and 'Logout', and the date 'Thursday 06/20/2024 02:06 PM CST'. The main content area is titled 'Welcome Health Care Professional!' and features a background image of a person writing on a tablet. On the left side, there is a 'User Details' section with a 'Welcome provider' message and links for 'My Profile' and 'Manage Accounts'. Below that is the 'Provider' section, which contains the following information: Name: John Doe, Clinic; Provider ID: 0123456789(NPI); Taxonomy: 000AA2200B; SC Provider Number: 000000001. A red arrow points from the 'Taxonomy' field to the text in the main content area. Below the provider information is a 'Provider Services' section with links for 'Member Focused Viewing' and 'Search Payment History'. On the right side of the main content area, there is a vertical list of links: 'Contact Us', 'SoonerCare Education', 'Referrals', 'PA Notice', 'Update Provider Files', 'Upload Service Quality Review Records', and 'Helpful Links'. At the bottom of the 'Helpful Links' section, there is a link for 'Insure Oklahoma Employer/Agent Portal'. The main content area also contains a paragraph: 'We are committed to make it easier for physicians and other providers to perform their business. In addition to providing the ability to verify member eligibility and submit claims, our secure site provides access to payment history and the ability to search for helpful information under the Resources menu.'

ADDRESS
4345 N. Lincoln Blvd.
Oklahoma City, OK 73105

WEBSITES
oklahoma.gov/ohca
mysoonerCare.org

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



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When submitting claims to the SoonerSelect CEs (Aetna Better Health of Oklahoma, Humana Healthy Horizons in Oklahoma and Oklahoma Complete Health), providers are **required** to use the same data found on the OHCA’s State Provider Master File:

- Billing NPI
- Rendering NPI, when different from the billing NPI
- Service address (address where services were rendered)
- Billing taxonomy code
- Rendering taxonomy code, when different from the billing taxonomy code

Please ensure that your medical office, billing agent and/or clearinghouse utilizes the provider demographic data that **exactly matches** the information found on the OHCA’s State Provider Master File when submitting SoonerSelect claims to any of the CEs. If you need to update your data, you can log onto the SoonerCare provider portal under the administrator account and click on the [Update Provider Files](#) link on the portal home page.

To facilitate timely provider reimbursement, providers should make this change immediately.

For the bulleted items above and/or each claim type below, please refer to the Billing Loop or corresponding Box Number of the claim form.

Professional Claim Submissions		
Provider Data Field	EDI 837P	Paper CMS-1500 02-12
Billing Provider	2010AA	Box 33A
Rendering Provider	2310B/2420A	Box 24J
Service Address	OKHCA expects this in 2010AA	OKHCA expects this in Box 32
Billing Provider Taxonomy	2000A-PRV	Box 33b with ZZ qualifier – see insert below
Rendering Provider Taxonomy	2310B-PRV	Box 24J shaded with ZZ qualifier – see insert below
Pay-to Address	2010AB	OKHCA expects this in Box 33
Billing Provider Contract ID	2300 NTE – see CN1 note below	Not applicable
Rendering Provider Contract ID	2400 NTE – see CN1 note below	Not applicable

Institutional Claim Submissions		
Provider Data Field	EDI 837I	Paper UB-04
Billing Provider	2010AA	Box 1



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Service Address	OKHCA expects this in 2010AA	OKHCA expects this in Box 1
Billing Provider Taxonomy	2000A-PRV	Box 81cc with B3 qualifier – see insert below
Pay-to Address	2010AB	OKHCA expects this in Box 2
Billing Provider Contract ID	2300 NTE – see CN1 note below	Not applicable

CN1 Note:

- Expected NTE Segment = OKCODECCZZZZZZZZZ or OKCODEC(space)ZZZZZZZZZ
- 2300 NTE Expected Values are (A, C, DA, DC, DM, G, NI, T, TS)
- OHCA will extract the 7th and 8th Byte of the NTE segment and compare them to Provider File CN1.

FAQ Webinar

There will be an upcoming webinar in July, date to be announced, regarding the information within this provider letter. Please check the [provider training page](#) and [global messages](#) for updated information, date/times, and to sign up for the webinar.

Thank you for your work and commitment to providing services for our SoonerSelect members.

Sincerely,

Traylor Rains
State Medicaid Director