

Provider Workflow for OHCA PHE Assistance Request Form

What is an assistance request?

A request generated by people seeking services. These forms are embedded onto a website as a way for members to self-refer.

Provider Assistance Request Flow



When and how will a Provider supply an Assistance Request Form to a client?

The Assistance Request Form created by Unite Us for OHCA is intended to assist SoonerCare members who no longer have benefits due to Redetermination. The form allows them to connect directly to Unite Us Care Coordinators for the purpose of connecting them with alternate forms of coverage and other supportive services. The Assistance Request (AR) Form is used in the Provider setting to provide on the spot access to beginning this process.

OHCA has provided ongoing access to a one sheet with a QR code and website link directly to the AR form located at: <https://oklahoma.gov/ohca/providers/provider-training.html> Providers who have patients who have lost SoonerCare due to redetermination should provide a copy of this form to the affected member and encourage them to use the link while still in the waiting room or clinical setting.

What happens after an assistance request is submitted?

Once a member submits an assistance request, they will receive an automated confirmation message. Unite Us Care Coordination will see the new request and will send the referral to the best fit network partner within 2 business days. **Assistance request forms ensure that we follow our mission to meet the needs of community members from wherever they are.**

What information is requested on the AR Form for OHCA?

- The following fields are used:
 - First name, last name, DOB
 - Phone number
 - Email
 - Address Type
 - Address inc city, state, zip
- Supplemental Questions
 - Have you updated your information via the MySoonerCare portal (required)
- Services
 - What services are you seeking? (dropdown)
 - Free text description of service request
- Signature for consent

What are best practices for using an AR Form in a clinical setting?

1. Have copies available at check in for members to use.
2. Make sure all frontline staff are aware of this resource.
3. Be familiar with the process laid out on OHCA's [website](#)
4. Contact Unite Us for training for staff

Unite Us contact

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