

# FAQ's & Terms

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

A. OHCA should complete the enrollment process within four (4) weeks from the receipt of a completed enrollment application, including all required documents.

Q. Can I fax my application for processing?

A. You can fax or upload the required documents by using the Provider Enrollment Fax Cover Sheet or by selecting the "Upload" option.

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

A. No; all applications should be submitted through our Electronic Provider Enrollment (EPE) system.

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 the number when the application is processed.

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

A. OHCA will notify you by sending two emails, one being your "Welcome Letter" and the other being your "Pin Letter". This correspondence will be sent to the "Official Contact" Information that was entered on the application.

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

A. Yes.

**Individual:** An individual practitioner of the healing arts who is licensed, certified, or otherwise authorized to perform specific medical services or provide medical care, equipment, and/or supplies in the normal course of business. This individual may be a solo practitioner or a part of a group. Examples of individuals are physicians and dentists. An individual provider must complete an enrollment application for each physical location in which he or she practices.

**Group/Payee:** An entity composed of one or more individuals, generally created to provide coverage of patient's needs in terms of office hours, professional backup and support, or range of services, resulting in specific billing or payment arrangements. It is possible that the group itself is not licensed or certified, but the individual(s) who compose the group are licensed, certified, or otherwise authorized to provide health care services. An individual can be a member of multiple groups. Examples of groups are:

- Two physicians practicing as a group where they bill and receive payment for their services as a group; or

- An incorporated individual billing and receiving payment as a corporation;

The group must fill out an application. In addition, each individual participating in the group must complete an individual application.

**Facility/Organization:** An entity, other than an individual, that is licensed, certified, or otherwise authorized to provide medical services, care, equipment, or supplies in the normal course of business. The licensure, certification, or other recognition is granted to the organization entity. Individual owners, managers, or employees of the organization may also be certified, licensed, or otherwise recognized as individual providers in their own right. Examples of organizations are hospitals, laboratories, ambulance companies and pharmacies.

**Change of Ownership:** Under procedures set forth by the Health Care Financing Administration (HCFA) and the Oklahoma Health Care Authority, a change in ownership of a facility does not terminate Medicare eligibility, therefore, Medicaid participation may be continued provided that the new owners comply with the following requirements:

- Obtain re-certification as a title XVIII (Medicare) facility under the new ownership, if applicable;
- Complete new Medicaid provider enrollment packets for each provider number affected by the Change of Ownership; and
- Provide Medicaid with a copy of the Contract for Sale (specifically, a signed agreement that includes the identification of previous and current owners)

**Electronic Funds Transfer (EFT):** A form that is required for enrollment in the Medicaid program allowing approved payments to be directly deposited into a provider's checking or savings account.