



SoonerCare Fax Blast

February 24, 2009

SUBJECT: Important Reminder - SoonerCare Choice 2009 SC-11

Dear SoonerCare Provider,

With the implementation of medical home the use of the action form (2009 SC-11) has changed. Effective **March 1, 2009** the attached form will be the only action form which we can process. You will notice only two reasons for this written request:

- When you ask us to add members to your panel when your panel is at your stated capacity.
- A member ages out of your requested age range.

All other enrollments can be accomplished by the member calling the SoonerCare Help Line at 1-800-987-7767. With easy access and same day enrollments, forms submitted for any other reason except those listed will not be processed.

If you experience any problems with this new form or new process please call Provider Services at 1-877-823-4529 option 2. Additional information about SoonerCare may be found on our public website at www.okhca.org.