SoonerCare **Fax Blast**

April 15, 2009

SUBJECT: **Health Management Program Care Managers, NPI & Name Match, Secure Site Requirements**

Dear SoonerCare Provider,

Pharmacies May Be Contacted By Health Management Program Care Managers

The SoonerCare Health Management Program is an innovative program designed to benefit members with chronic health conditions. The program focuses on improving member outcomes and reducing utilization. High-risk members receive intervention by nurse care managers. These care managers provide education and support, coordinate care, improve self-management skills, and locate available resources.

Pharmacy providers may be contacted by nurse care managers from the Iowa Foundation for Medical Care (IFMC), OHCA's partner in administration of the SoonerCare Health Management Plan. In order to assist in coordination of care, IFMC care managers may request contact information or updated pharmaceutical information for SoonerCare members participating in the Health Management Plan.

Prescriber NPI and Name Must Match

Effective April 20, 2009, SoonerCare pharmacy claims will be denied if the prescribing physician's name and NPI number do not match. In these cases, pharmacies will receive NCPDP response   56: "Non-Matched Prescriber ID." To obtain the correct NPI for the prescriber, please contact the OHCA Pharmacy Help Desk.

SoonerCare Secure Website Requires Microsoft Internet Explorer 6 or 7

The SoonerCare Secure Site requires Microsoft Internet Explorer 6 or 7. The website does not support Internet Explorer 8 at this time. If you have recently updated your system to include Internet Explorer 8, you may experience problems navigating and submitting claims on the SoonerCare Secure Site. If you have any questions, please contact the OHCA Internet helpdesk at (405) 522-6205, option 2, 1 or (800) 522-0114, option 2, 1.

Pharmacy Help Desk Phone Numbers (405)522-6205 option 4 or (800)522-0114 option 4
Service Hours: Monday – Friday (8:30a – 7:00p); Saturday (9:00a – 5:00p); Sunday (11:00a – 5:00p)
Email: pharmacy@okhca.org OHCA Website: www.okhca.org
PA Criteria: www.okhca.org/providers/rx/pa   PA forms: www.okhca.org/rx-forms