



## **SoonerCare Fax Blast**

February 15, 2012

Dear Provider,

The provider secure site is now functional; however, intermittent access issues may be experienced. If the first log in attempt is unsuccessful, please try again before calling the OHCA Call Center to report the issue. OHCA and HP continue to conduct their research and are closely monitoring the site's activity.

Please note that some of the claims search features have been disabled (i.e., grayed out) due to their impacts on response time. Specifically, the patient dental history search is currently unavailable, and for all other provider types, the only claim search criterion that's currently available is for ICN. OHCA and HP are diligently working to identify and resolve the issues impacting response times related to searches and plan to re-enable all search features as soon as possible.

We apologize for any inconvenience this may cause.