

CSP Member FAQ Guide



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Sooner**Select** 

SOONERSELECT FAQ FOR CHILDREN'S SPECIALTY PROGRAM

Note: You may sometimes see the term "enrollee" used along with the term "member." "Enrollee" means a SoonerCare member eligible to participate in a SoonerSelect plan.

What is SoonerSelect?

SoonerSelect is a health care delivery system used to coordinate health and dental care and to improve quality of care. The Oklahoma Health Care Authority (OHCA) has partnered with health and dental plans to coordinate the care for most members. SoonerSelect provides Medicaid health benefits through contracted arrangements between the state Medicaid agency (OHCA), health plans and dental plans.

Note: You may hear phrases such as contracted entities (CEs) or provider-led entities (PLEs) to describe health plans and dental plans.

The change in health care delivery will allow OHCA to:

- Improve health outcomes for Oklahomans.
- Move toward a system where we pay providers based on the quality of care they provide to Oklahomans rather than just by service.
- Improve member satisfaction.
- Focus on preventive and primary care.

All health/dental plans will provide the same health care services currently offered by SoonerCare. Each plan may also offer extra benefits to help you and other members be healthier.

There are three SoonerSelect programs.

SoonerSelect Dental Program

Dental plans will cover medically necessary preventive and restorative dental care. Additionally, medically necessary orthodontic services will be available for children under 21 years old.

SoonerSelect Health Program

Health plans will cover medically necessary prescriptions, health services and behavioral health services.

Children's Specialty Program

The SoonerSelect Children's Specialty Program (CSP) will serve members involved in the juvenile justice system, those in the custody of Oklahoma Human Services (OHS), those receiving adoption assistance, those in the custody of the Office of Juvenile

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Affairs (OJA), and those served by tribal custody systems. The CSP provides medically necessary prescriptions, health care services and behavioral health services that focus on the unique health needs of the children it serves. It places special emphasis on early identification of needs and interventions.

Who is transitioning to SoonerSelect and the CSP?

All members mandatorily transitioning to SoonerSelect will need to pick a dental plan, either LIBERTY Dental or DentaQuest. AI/AN members may pick a dental plan but do not have to.

The following groups will be transitioning to SoonerSelect and **need to pick health plan:**

- Adopted children receiving assistance (SoonerCare and/or receiving a subsidy payment) can pick a plan, but will be auto-assigned to the CSP if they do not
- Juvenile justice involved children

The following groups will be transitioning to SoonerSelect and **do not need to pick a health plan:**

- Children in custody of the Office of Juvenile Affairs
- Foster care children in custody of Oklahoma Human Services, including AI/AN children

Children in OJA or OHS custody (including AI/AN children) will be automatically enrolled in Oklahoma Complete Health's Children's Specialty Program.

The following groups will be transitioning to SoonerSelect and will be automatically enrolled in the Children's Specialty Program unless a parent or guardian opts out and chooses a health plan:

- Former foster care* children ages 18 up to 26
- Children receiving adoption assistance

How do I choose a plan for my child?

Please call the SoonerCare helpline at 1-800-987-7767, option 5 to speak with a choice counselor.

For information about benefits for children with tribal affiliation, please visit the [AI/AN Member FAQ Guide](#). Please note that AI/AN children in OHS custody will be automatically enrolled in the CSP.

When do I need to pick a health plan?

You may choose a health for your child during open enrollment, anytime between Feb. 1-March 10, 2024. You will be automatically assigned a plan if you do not pick

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one by March 11, 2024. AI/AN and juvenile justice involved youth may opt in during open enrollment periods.

Dental open enrollment was Dec. 1, 2023-Jan. 10, 2024. If you did not pick a dental plan but were automatically assigned one, you can change your dental plan using the instructions below. AI/AN members may opt in at any time.

Can I change my child's plan?

If you were automatically assigned a plan, or you wish to change plans for any other reason, you can change your plan for 90 days after your first day of coverage. To change your plan, please call the SoonerCare helpline at 1-800-987-7767, option 5 to speak with a choice counselor. Children in custody of Oklahoma Human Services or Office of Juvenile Affairs may not change plans.

How do I know which plan to pick?

You can compare the extra benefits provided by each plan by [clicking here](#). You can also call the SoonerCare helpline at 1-800-987-7767, option 5 to speak with a choice counselor. They cannot make a recommendation but can provide information about the plans and can assist with enrollment.

What if I'm in the process of adopting my foster child?

If you are in the process of adopting a child, your child will stay enrolled with the Children's Specialty Program when the adoption is finalized. You will have a choice to change your plan during the next open enrollment period.

What if I have guardianship of my child?

If you are the guardian of a child on SoonerCare, you will need to choose a health plan from Aetna Better Health of Oklahoma, Humana Healthy Horizons of Oklahoma or Oklahoma Complete Health. Your child will not be eligible for the Children's Specialty Program, unless they are one of the CSP populations outlined above.

What is continuity of care?

During the continuity of care period, existing prior authorizations will be honored. Oklahoma Complete Health Children's Specialty Plan extended their continuity of care period to 180 days.

This means that if your child has prior authorizations for services that extend past March 31, your child will still be able to receive those services as authorized.

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My adopted child does not receive assistance. Why are they not eligible for the Children's Specialty Program?

"Children's Specialty Program" means a health care plan that covers all Medicaid services other than dental services and is designed to provide care to certain populations as defined in the Ensuring Access to Care Act.

- Children in Foster Care
- Former foster care children up to 26 years of age
- Juvenile Justice involved children
- Children receiving adoption assistance (defined as on SoonerCare and/or receiving a subsidy)

I have the choice to enroll my child in any of the plans. Will the choice counselors recommend the best plan for me?

No. Legally the choice counselors are not permitted to help you choose a plan. They will provide information about the plans to you but cannot make a recommendation.

My child is adopted and receives assistance. Do I need to do anything to enroll them in a plan?

You may choose from any SoonerSelect Plan. If a plan is not chosen your child will be automatically enrolled in the Children's Specialty Program. You can call 1-800-987-7767, option 5 to speak with a choice counselor.

If my foster child is reunited with their biological parents, will they have to enroll in a new plan?

A: If the child is returned to parental custody, they would remain in Children's Specialty Program until the next open enrollment, at which time they would need to select a new plan. They would not be eligible for CSP.

Who qualifies as a former foster care child?

The term "former foster care children" applies to children that have aged out of foster care are ages 18 up to 26.

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