

Oklahoma Complete Health

Contact Information



oklahoma
complete health™

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Provider Resources



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Manuals, Forms and Resources

Provider Resources

Oklahoma Complete Health provides the tools and support

View our listing of available resources on the left, or below

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Billing Manual & Provider Manual

<https://www.oklahomacompletehealth.com/>

Frequently Asked Questions



1. How do we go about correcting a denial of a claim? Who do we ask?

Please review your claim for errors that you can fix. If you can not identify the error, our Provider Rep. department will be able to assist you. Please email us at OklahomaCompleteHealth_PR@OklahomaCompleteHealth.com

2. Do our patients need a referral to see a specialist?

Oklahoma Complete Health members do not need a referral to get an examination from an in-network specialist. However, we do encourage our members to consult with their PCP when considering seeing a specialist as best practice.

3. Can you confirm your payer ID?

OCH Payer ID is **68069**

4. Do we have an accurate estimate for how soon reimbursement will occur?

We are required to pay 90% of our clean claims within 14 days. Our Payment cycles consist of two weekly check runs on Tuesday and Thursday.

Currently, you will see a claim as pending because we are reviewing all claims for accuracy; once we release it, it will show up as paid or denied. Please remember that if you see a claim status as “pending,” that does not mean it was denied.

Frequently Asked Questions



5. How do we enroll in Electronic payment?

You can elect to receive EFT (electronic fund transfers) through PaySpan at www.payspanhealth.com to register.

Please be sure to register if you would like this option over paper checks.

6. Will we be able to search claim status in Availity by date of service?

This functionality will be available for future scheduled enhancements.

7. When setting up new providers with OCH, how will we be notified that they have been accepted and able to bill?

You will receive a welcome letter and email from your assigned Provider engagement Administrator. If you have not received your welcome letter or email, you may send an email to provider relations requesting assistance on status.

Vision Value-Added Services

Adults 21+ Routine Eye Exams:

- Routine Eye Exam with Refraction every year (service date to service date).
- Bill using 920XX + 92015 with the applicable routine diagnosis code.

Adults 21+ Hardware Benefit:

- \$150 allowance every two years for glasses or contact lenses.
- Bill with XU Modifier.

Children's Specialty Program Hardware Upgrade:

- Additional \$100 allowance beyond the standard benefit provided annually for deluxe frames or contact lenses.
- Bill with XU Modifier.

Children's Specialty Program Replacements:

- Members receive unlimited replacements.
- Bill with RA or RB Modifier as applicable.

To learn more about all our Value-Added Services, go to www.OklahomaCompleteHealth.com and the "For Members" section.

Vision Benefit FAQs:

Optical Lab:

- Providers are encouraged to use their preferred lab (in house or otherwise)

Optical Hardware EOB/EOPs:

- EOBs and EOPs will have itemized payment information for each HCPCS code

Selective Participation:

- Providers may select to participate in some products but not others.
- Providers are not required to have an on-site optical to perform professional services.

Eligibility Verification:

- Verify member coverage via the web portal, IVR system or by calling Oklahoma Complete Health Provider Services.
- Call Oklahoma Complete Health for details on routine benefit and/or Value Add eligibility.

To learn more about all our Value-Added Services, go to www.OklahomaCompleteHealth.com and the “For Members” section.

Portal-Registration: www.availity.com/essentials

Availity Client Services (ACS):

Phone - 1.800.AVAILITY (282.4548)

Hours: Monday-Friday 8:00AM – 8:00PM EST

Provider Trainings

Oklahoma Complete Health: Claim Submission - Recorded Webinar

[Catalog - Courses - Oklahoma Complete Health: Claim Submission - Recorded Webinar - Description | Availity Learning Center \(learnupon.com\)](#)

Availity Essentials Introduction for Oklahoma Complete Health Providers - Recorded Webinar

[Catalog - Courses - Availity Essentials Introduction for Oklahoma Complete Health Providers - Recorded Webinar - Description | Availity Learning Center \(learnupon.com\)](#)

Resources

Provider Relations:

We also have a provider relations email address where a team of provider engagement administrators (PEAs) are on standby to assist with questions @ oklahomacompletehealth_pr@oklahomacompletehealth.com

Provider Orientation:

Oklahoma Complete Health hosts four (4) New Provider Orientations per week you can sign up at <https://www.oklahomacompletehealth.com/providers/resources/provider-training.html>

Registration for Availity Secure Provider Portal:

Please navigate to the Availity registration link (<https://www.availity.com/essentials-portal-registration>) & enter in the requested information to create an account.

If you have questions on registering, call Availity at **1-800-282-4548**. Below are two helpful step-by-step guides from Availity.

Register your provider organization: https://www.availity.com/documents/learning/Availity_Portal_Registration.pdf

Register your billing service organization:

https://www.availity.com/documents/learning/Availity_Portal_Billing_Service_Registration.pdf