

Important Information for SoonerSelect Providers

To Our SoonerSelect Provider Partners,

As the end of our first year of SoonerSelect comes to an end, thank you for working with us to improve the health of Oklahoma's SoonerSelect enrollees. Heading into year two, we have exciting news to share about the credentialing process. SoonerSelect requires providers to be credentialed in accordance with 42 CFR § 438.214, which is distinct, separate from the contracting process.

Beginning July 1, 2025, through the Availity portal, there will be a single process to submit applications and credentialing documents for all SoonerSelect health plans. Providers will only need to submit credentialing one time through the portal. This single submission will be sufficient to cover all three health plans. Credentialing status may be viewed via Availity. This will allow for a seamless process for business offices and enable the health plans to leverage information already provided.

A few important notes:

- If the provider is already credentialed with a health plan for other lines of business (such as Medicare Advantage, Commercial, or Marketplace), **no action will be needed to become credentialed with that plan for SoonerSelect**. You will be credentialed automatically, and your recredentialing date will remain the same as you currently have today. If, for some reason, additional information is needed for your SoonerSelect credentialing, the appropriate health plan will make contact directly.
- If a provider is only contracted with the health plan for SoonerSelect, the health plans will have a single, common credentialing calendar based upon provider type. Please see the attached credentialing calendar to anticipate when the health plans will be completing SoonerSelect credentialing.

The health plans and the Oklahoma Health Care Authority (OHCA) will also be holding a series of virtual town halls about the new credentialing process. These are currently scheduled to occur on the following dates/times:

- June 5, 2025, 3:00 – 4:00 pm
- June 12, 2025, 3:00 – 4:00 pm
- June 26, 2025, 3:00 – 4:00 pm

Information about these town halls will be sent via e-mail as dates approach. Details will also be available on the OHCA website, the Availity provider portal, and you can always contact us directly with any questions.

Additionally, the health plans will be conducting a series of training sessions over the next several weeks. More information forthcoming.

Again, thank you for being trusted partners in the SoonerSelect program. We hope to see you at one of the town halls!

Sincerely,

Lisa Gifford, CEO
Aetna Better Health of Oklahoma

Joseph Fairbanks, CEO
Humana Healthy Horizons™

Clay Franklin, CEO
Oklahoma Complete Health

Enclosure

