



## SoonerSelect Health Program Member Quick Reference Guide

### WHO ARE THE SOONERSELECT HEALTH PLANS?

[SoonerSelect health plans](#) include Aetna Better Health of Oklahoma (Aetna), Humana Healthy Horizons in Oklahoma (Humana) and Oklahoma Complete Health. Members may contact the health plans or Oklahoma Health Care Authority (OHCA) at 800-987-7767 for more information.

#### **Aetna**

844-365-4385

[AetnaBetterHealth.com](https://www.aetna.com)

#### **Humana**

855-223-9868

[Humana.com](https://www.humana.com)

#### **Oklahoma Complete Health**

833-752-1664

[OklahomaCompleteHealth.com](https://www.oklahomacompletehealth.com)

### WHAT MEMBERS ARE ELIGIBLE FOR SOONERSELECT HEALTH?

SoonerSelect health plans cover SoonerSelect members in all of Oklahoma's 77 counties. Starting on April 1, 2024, the following SoonerCare groups will automatically begin receiving services through the SoonerSelect Health program:

- ✓ Most children
- ✓ Low-income parents
- ✓ Pregnant women
- ✓ Non-disabled adults ages 19-64

Eligible American Indian/Alaskan Native (AI/AN) members can choose to enroll in the SoonerSelect health program and pick a health plan but are not required to do so. If an AI/AN member does not actively enroll in SoonerSelect health, they will remain in their current SoonerCare health program. Enrollment in SoonerSelect health **does not** automatically enroll a member into SoonerSelect dental.

### HOW DO MEMBERS ENROLL OR CHANGE THEIR HEALTH PLAN?

All members had an opportunity to pick a health plan during SoonerSelect health open enrollment. If a member did not make an active choice, OHCA assigned them a health plan. Members may change their health plan until July 1, 2024. **Providers cannot change a SoonerSelect health plan for a member.** To change health plans or for questions about enrollment, members can contact OHCA.

#### **Oklahoma Health Care Authority**

800-987-7767, option 5

[MySoonerCare.org](https://www.mysoonercare.org)



#### **ADDRESS**

4345 N. Lincoln Blvd.  
Oklahoma City, OK 73105



#### **WEBSITES**

[okhca.org](https://www.okhca.org)  
[mysoonercare.org](https://www.mysoonercare.org)



#### **PHONE**

Admin: 405-522-7300  
Helpline: 800-987-7767



For more support on how to pick a health plan, please encourage review OHCA’s SoonerSelect “[Pick A Plan](#)” video.

Eligible AI/AN members who wish to enroll in SoonerSelect health should log into the [MySoonerCare.org](#) member portal, find “Change My Plan/Choice Provider,” and select the option to “opt-in to SoonerSelect.” After an AI/AN member makes this selection, they will be able to select their preferred health plan. AI/AN members may also call the **OHCA Member Helpline** at 800-987-7767 to enroll in SoonerSelect health and choose a plan.

**HOW DO MEMBERS FIND THEIR HEALTH PLAN INFORMATION?**

Health plans will mail SoonerSelect health plan identification (ID) cards to each member. Health plan ID cards will show member health plan assignment. Examples of SoonerSelect health member ID cards are below.

If a member does not receive their ID card by April 1, 2024, they can log onto the [MySoonerCare.org](#) member portal to see their plan information. Members may also contact their health plan for an electronic version of their ID card.

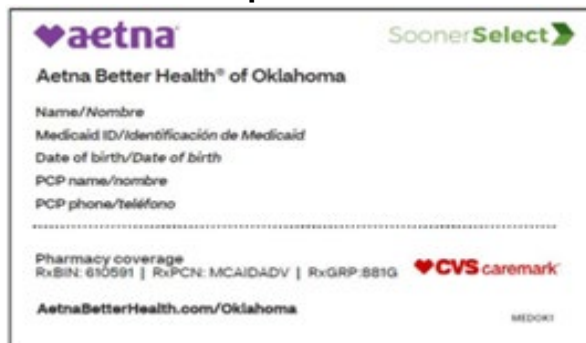
**A member can still receive health care even if they do not have their SoonerSelect Health member ID card.** Medical providers will be able to verify member SoonerSelect eligibility and health plan assignment by calling the **OHCA Provider Helpline** at 800-522-0114, Option 1.

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**Humana**  
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[Humana.com](#)

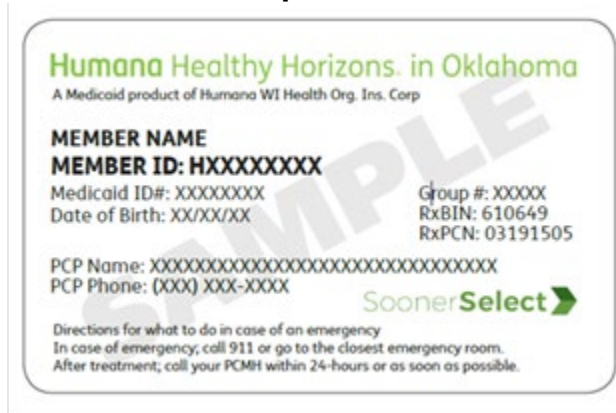
**Oklahoma Complete Health**  
833-752-1664  
[OklahomaCompleteHealth.com](#)

**Aetna Example Member ID Card**

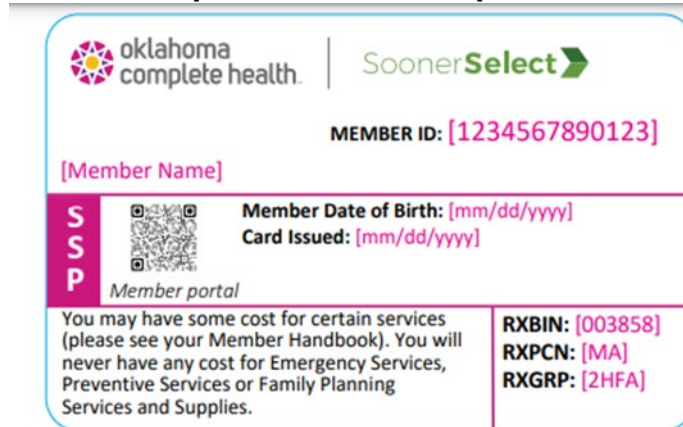




**Humana Example Member ID Card**



**Oklahoma Complete Health Example Member ID Card**



**HOW DO MEMBERS LEARN MORE ABOUT THEIR BENEFITS AND COVERAGE?**

Aetna, Humana and Oklahoma Complete Health cover all services that SoonerCare fee-for-service covers. Some members may continue to be responsible for copays for certain benefits. There is no extra cost for enrolling in a SoonerSelect health plan.

Members should review [Aetna's, Humana's, and Oklahoma Complete Health's information](#) and [extra benefits](#) for details on benefits and coverage. Members should contact their health plan directly with any additional questions about their benefits, including covered services, limitations, cost-sharing, prior authorizations (PA) or care management.



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mysoonerCare.org



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**HOW DO MEMBERS FIND IN-NETWORK PROVIDERS?**

Each health plan has their own network of providers. Providers may differ between Aetna, Humana and Oklahoma Complete Health.

To find in-network providers or check if a provider is in-network, members should contact their health plan or the **OHCA Member Helpline** at 800-987-7767.

**Aetna**  
844-365-4385  
[Provider Directory](https://www.aetna.com)  
[AetnaBetterHealth.com](https://www.aetna.com)

**Humana**  
855-223-9868  
[Provider Directory](https://www.humana.com)  
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**WHAT IF A MEMBER'S PROVIDER THAT THEY ALREADY SEE IS NOT IN-NETWORK WITH A HEALTH PLAN?**

Members may continue to receive services that have a PA under SoonerCare until July 1, 2024, even if the provider is not in their health plan's network. After July 1, 2024, a member may receive care from an out-of-network provider if an in-network provider cannot provide the service or the health plan determines an out-of-network provider is required. If a member's provider is not in-network, the member should contact their health plan to learn more about available in-network providers.

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**HOW DO MEMBERS VIEW OR CHANGE THEIR PRIMARY CARE PROVIDER (PCP)?**

To view, assign or change PCPs, members should contact their health plan.

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## HOW DO MEMBERS UPDATE THEIR ADDRESS AND INFORMATION WITH OHCA?

Members should make sure their contact information, such as address, phone number and email, are up to date with OHCA. **Incorrect information may result in missing important information about SoonerSelect health.** Members can update their information directly with OHCA.

### Oklahoma Health Care Authority

[MySoonerCare.org](http://MySoonerCare.org)

800-987-7767

## MORE QUESTIONS?

For more questions about the implementation of the SoonerSelect health program that have not been answered on this Quick Reference Guide, please reach out to the **OHCA Member Helpline** at 800-987-7767. You may also find more information on the [OHCA SoonerSelect website](#).

For more questions about member benefits, PAs, claims, in-network providers or other questions specific to a health plan, please contact Aetna, Humana and Oklahoma Complete Health directly or review their Member Handbooks.

#### **Aetna**

844-365-4385

[Member Handbook](#)

[AetnaBetterHealth.com](http://AetnaBetterHealth.com)

#### **Humana**

855-223-9868

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