

New Credentialing Process for SoonerSelect Providers



Key Changes from OHCA

- OHCA previously enrolled providers into Oklahoma Medicaid but did not handle credentialing.
- Now, credentialing is required through Availity Essentials™ for SoonerSelect-only providers.

Credentialing Process Overview

- **Platform:** Availity Essentials is the centralized portal for credentialing with all three Contracted Entities (CEs): Aetna (ABHOK), Humana Healthy Horizons (HHH), and Oklahoma Complete Health (OCH).
- **Timeline:** Credentialing decisions are made within 45 calendar days of receiving a complete application. An additional 15-day extension may be granted if needed.
- **Effective Date:** Determined by the later of the OHCA enrollment approval or CE credentialing approval.

Who Needs to Use Availity Essentials?

- Required: Medicaid-only providers not already credentialed with a CE.
- Not Required:
 - Providers with delegated credentialing agreements.
 - Providers already credentialed for commercial, Medicare, or Marketplace lines of business (LOBs) via CAQH.

Submitting Applications

- Only one application is needed through Availity Essentials, with the option to select one or all CEs.
- Providers can begin OHCA enrollment and Availity credentialing simultaneously, but credentialing won't be finalized until a Medicaid ID is issued and the provider is on the Provider Master List (PML).

Maintaining and Updating Credentials

- Recredentialing occurs every 3 years.
- If a provider changes employers or locations, a new roster or TIN update is required, but full recredentialing is not.
- Providers moving between groups or agencies do not need to restart the credentialing process if already credentialed.

Roster Requirements

- Rosters must still be submitted to each CE, even after credentialing is complete.
- Each CE currently uses its own roster template.
- Rosters are required for ongoing maintenance and new provider onboarding.

Special Cases

- Therapy Assistants (SLPAs, COTAs, PTAs) and RBTs must be credentialed if they have a Medicaid ID and contract with a CE.
- Locum Tenens must be credentialed if working more than 60 days.
- Supervised providers may require credentialing depending on provider type.

Access and Support

- Multiple users in an organization can view application status based on internal access permissions.
- Providers can check application status and updates directly in Availity Essentials.

Contact Information

Entity	Contact
Aetna	ABHOKNetworkManagement@Aetna.com
Humana Healthy Horizons	OKBHMedicaid@Humana.com (Behavioral)
	OKProviderDevelopment@Humana.com (Physical)
Oklahoma Complete Health	OklahomaCompleteHealth_PR@OklahomaCompleteHealth.com
Availity Essentials Support	https://www.availity.com

FAQs

Q: Will I be charged for Availity Essentials?

A: No, the free version is sufficient.

Q: What if one CE approves and another denies?

A: This is rare. If it happens, the CE will contact the provider for more information.

Q: Do I need to credential again if I'm already contracted?

A: No, but you will need to follow the new process upon recredentialing.