



Credentialing Resource Guide

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Enroll with OHCA

[Click here](#)

 **OKLAHOMA**
Health Care Authority

Search 

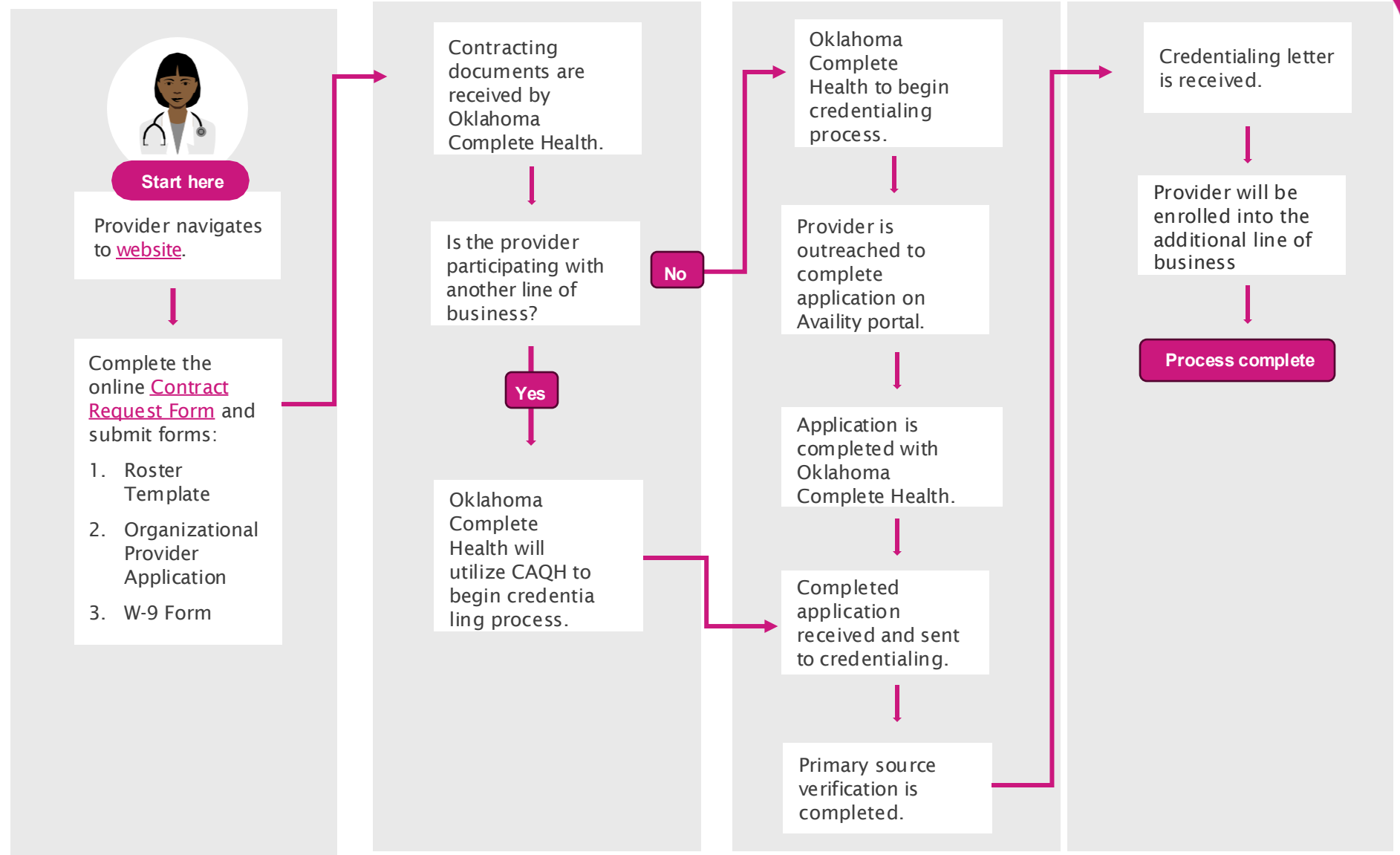
AboutMembers/ApplicantsSoonerSelectProvidersInsure OklahomaOKSHINEMore 

Oklahoma Health Care Authority > Providers > **Provider Enrollment**

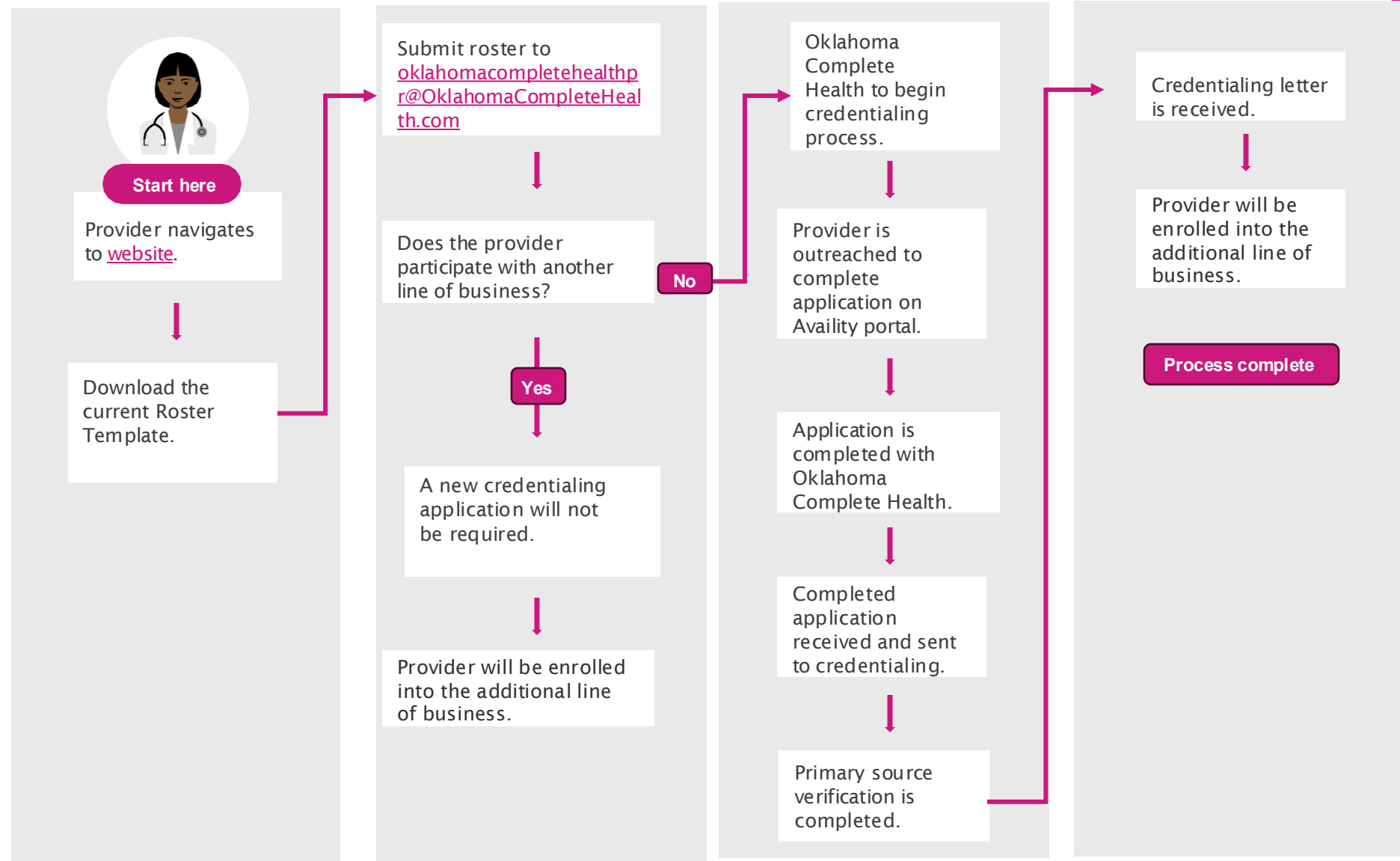
Enrollment

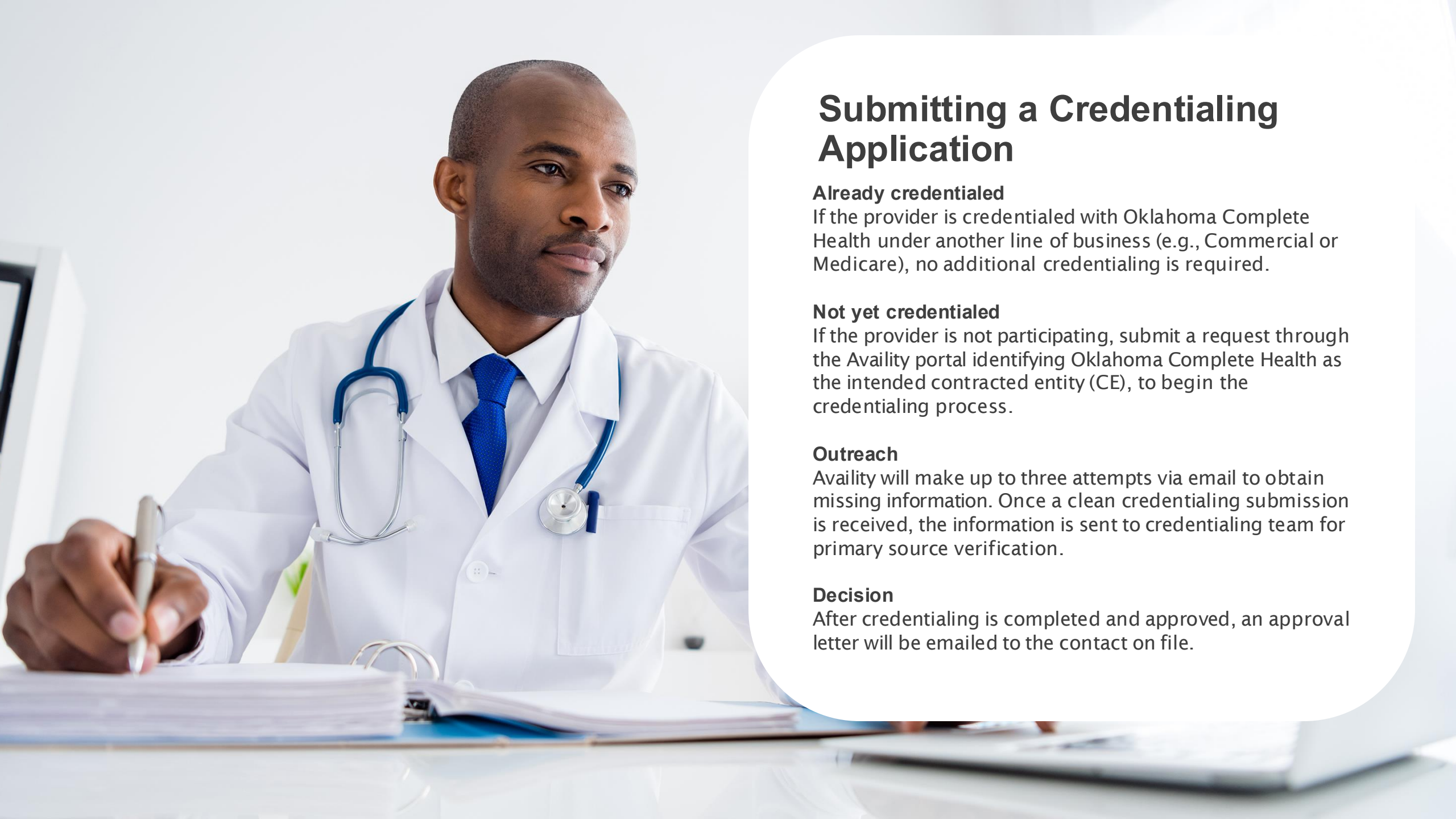
Provider Contracts	ATTENTION:
<p>If you have questions:</p> <ul style="list-style-type: none">• Call toll free (800) 522-0114, option 5 for Provider Contracts (Hours: 8 a.m. – 5 p.m. Mon., Tues., Thurs., Fri., and 1 – 5 p.m. Wed.)	<p>Please remember that all SoonerCare-contracted providers are responsible for keeping their provider file current.</p>
<ul style="list-style-type: none">• Email us	<p>Please make sure your email address(es), phone number(s) and location are up to date, so you can receive all pertinent OHCA communications. Thank you.</p>

Workflow for New Provider Contract Enrollment



Workflow for Existing Provider and Practitioner Enrollment





Submitting a Credentialing Application

Already credentialed

If the provider is credentialed with Oklahoma Complete Health under another line of business (e.g., Commercial or Medicare), no additional credentialing is required.

Not yet credentialed

If the provider is not participating, submit a request through the Availity portal identifying Oklahoma Complete Health as the intended contracted entity (CE), to begin the credentialing process.

Outreach

Availity will make up to three attempts via email to obtain missing information. Once a clean credentialing submission is received, the information is sent to credentialing team for primary source verification.

Decision

After credentialing is completed and approved, an approval letter will be emailed to the contact on file.

Provider Orientation

Meet The Team!

Schlonda Ramee Jackson

- Director of Provider Relations
- Schlonda.RameeJackson@OklahomaCompleteHealth.com

Angela Solis

- Manager of Provider Relations
- Angela.Solis@OklahomaCompleteHealth.com

Michele Stafford

- Manager of Provider Relations
- Michele.Stafford@OklahomaCompleteHealth.com

Have questions?

Find your assigned Provider Engagement Representative at:

<https://www.oklahomacompletehealth.com/providers/ProviderRelations.html>

New Provider Groups



Step 1

Enroll with OHCA.

All providers in the group must be contracted with OHCA (with an active Medicaid ID) to serve SoonerSelect members.



Step 2

Submit contracting request.

Submit an Oklahoma Complete Health contracting request through the website.



Step 3

Submit credentialing application.

Complete credentialing application for providers not already credentialed with another Oklahoma Complete Health line of business through the Availity portal.



Step 4

Receive credentialing approval.

Respond to any outreach from Availity. Once approved, you will receive a letter confirming the credentialing effective date.



Step 5

Scheduling new provider orientation.

Within 30 days of the agreement effective date, a provider engagement network manager will offer to schedule an orientation and provide the executed agreement.



Contracting and credentialing overview.

Adding Providers to Existing Contracts

Step 1

Enroll with OHCA.

All providers in the group must be contracted with OHCA (with an active Medicaid ID) to serve SoonerSelect members.

Step 2

Submit updated Oklahoma Complete Health roster.

Submit an updated Oklahoma Complete Health roster for the group.

Step 3

Submit credentialing application.

Complete credentialing applications for providers not already credentialed for another line of business through the Availity portal.

Step 4

Receive credentialing approval.

Respond to any outreach from Availity. Once approved, you will receive a letter confirming the credentialing effective date.

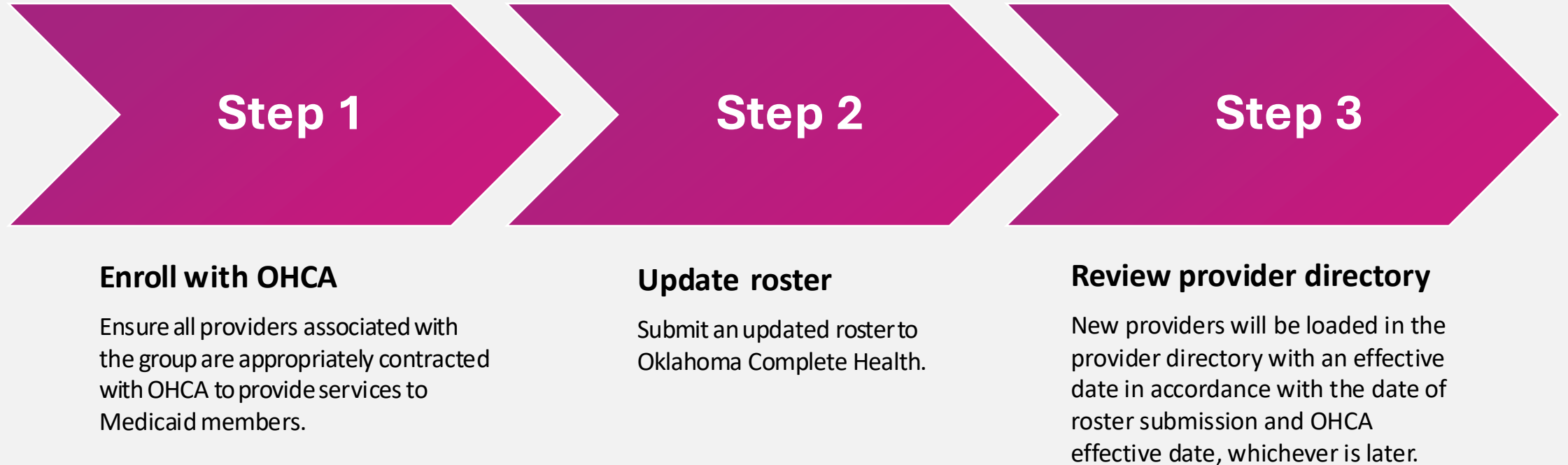


Note:

If a Provider is already credentialed with another Oklahoma Complete Health line of business:

- You **do not** need to complete a new application through Availity. A credentialing letter will be issued confirming the last approval date.
- Providers must re-credential within their existing credentialing cycle.

Adding Providers to Group



When Adding a Provider to an Existing Group:

- Ensure you are using the Oklahoma Complete Health [roster template](#) for submissions.
- All updates should reflect in the state file before submitting to Oklahoma Complete Health. Examples include, but are not limited to:
 - Servicing locations.
 - Specialty updates.
 - Name changes, etc.
 - Include only the providers on the roster submissions that require addition or updates.
- Note: Only submit new groups that have not been previously provided. Do not resubmit full rosters that have already been sent, *except for **net new groups***.

Uploading Your Roster

Upload your roster during the application process in Availity.

The screenshot displays the Availity Provider Credentialing interface. On the left, a sidebar lists various sections: Personal Information, Service Locations, Services & Practice Limitations, Licenses & Identifiers, Medical Education, Hospital Affiliations & Privileges, Work History, Disclosures, Attachments (highlighted with a green checkmark), and Attestation (marked with a '10'). The main content area is titled 'Attachments' and is divided into 'Required Attachments' and 'Optional Attachments'. Under 'Required Attachments', there are two sections: 'Attach a Current Professional Liability Insurance Face Sheet' (with a green checkmark and 'Hpsolinsurance1.jpg applied') and 'Attach a License Certificate - Psychiatric Mental Health Nurse - 6271841' (with a green checkmark and 'Sample OK License Cert.jpg applied'). Both sections include 'Add File' options with 'Attach a New File' (with a 'Browse' button) and 'Select From Existing Files' buttons. Under 'Optional Attachments', there is a section for 'Attach a DEA Registration Certificate' (with a red error message 'File not applied') and similar 'Add File' options.

Provider Directory

- Search our Provider Directory



Find a Provider

Search for a doctor, facility, pharmacy and much more using the form below.

Where are you searching?

Enter an address or zip code to search for a provider nearby.

 [Use my current location](#)

Required *

Address, City, County or Zip Code *

Select your plan

Thank You.