



# Aetna Better Health of Oklahoma SoonerSelect Program Overview- External Partners

**Aetna Better Health of Oklahoma launches its SoonerSelect program on April 1, 2024.**

**This training is designed to provide important information to ensure Aetna's community and provider partners feel confident and competent to serve Aetna's Oklahoma members.**

- ☰ Aetna Better Health of Oklahoma: Plan Highlights
- ☰ Aetna Better Health of Oklahoma: Eligibility & Enrollment
- ☰ Aetna Better Health of Oklahoma: Benefits
- ☰ Aetna Better Health of Oklahoma: Delegated Care Management
- ☰ Conclusion

# Aetna Better Health of Oklahoma: Plan Highlights

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## Welcome to Aetna Better Health of Oklahoma!

Aetna Better Health of Oklahoma launches its SoonerSelect program on April 1, 2024.

This training is designed to give you important information to help you feel confident and competent to serve our Oklahoma members.

## Contract Information

Aetna has a contract with the Oklahoma Health Care Authority – or OHCA – to provide Medicaid managed care to eligible Oklahoma residents in all counties (statewide).

Our contract is our guiding force; It tells Aetna and our partners what our responsibilities are to members, providers and to OHCA.



**OKLAHOMA**  
Health Care Authority

## A New Era

Effective in 2024, the managed care model for Medicaid is brand-new to the state of Oklahoma. Up to this point, Medicaid in Oklahoma has been managed by the state through SoonerCare.

**SoonerCare** is simply the brand name given to Oklahoma's Medicaid Program. Click [here](#) to learn more about SoonerCare and other OHCA programs.

Because Aetna is in contract with OHCA, we are called a "Contract Entity" or CE, for short.

Aside from Aetna, there are two other CE's in Oklahoma:

- [Oklahoma Complete Health](#)
- [Humana Healthy Horizons](#)

# Aetna Better Health of Oklahoma: Eligibility & Enrollment

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## Joining the SoonerSelect Program

While Aetna Better Health of Oklahoma is a Contract Entity (CE) that provides health care benefits for SoonerSelect members, it is the Oklahoma Health Care Authority (OHCA) that determines and approves eligibility for Oklahoma Medicaid (SoonerCare) and the SoonerSelect program.

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**Aetna Better Health is proud to partner with the Oklahoma Health Care Authority (OHCA) to transition to a new healthcare model through the SoonerSelect program.**

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MANDATORY POPULATIONS	VOLUNTARY POPULATIONS	EXCLUDED POPULATIONS
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Some Oklahoma residents are considered mandatory populations, meaning they must elect a plan and enroll into SoonerSelect.

Examples of mandatory populations include:

- Certain adults ages 19-64 (Medicaid expansion population)
- Children and newborns
- Parent and caretaker relatives

- Pregnant women



MANDATORY POPULATIONS

VOLUNTARY POPULATIONS

EXCLUDED POPULATIONS

Certain Oklahoma residents are considered voluntary populations and have the choice to join a SoonerSelect plan or stay in their current SoonerCare program.  
[American Indian/Alaska Natives \(AI/AN\)](#) are a voluntary population.



MANDATORY POPULATIONS

VOLUNTARY POPULATIONS

EXCLUDED POPULATIONS

There are also Oklahoma residents who are considered excluded populations, meaning they are **ineligible** to join any SoonerSelect program because they have alternate, required coverage.

Examples of excluded populations are:

- Individuals who meet Medicare and Medicaid eligibility (“dual-eligible”)
- Individuals enrolled in a 1915c waiver
- Individuals who meet Aged, Blind, Disabled (ABD) eligibility
- Individuals who require long-term care services in a facility or institution
- Individuals covered under Soon-To-Be-Sooners



Some Oklahoma residents are eligible for SoonerSelect through the Children's Specialty Program.

The only Contract Entity (CE) that currently administers the Children's Specialty Program is **Oklahoma Complete Health** (not Actna).

Examples of populations covered under the SoonerSelect Children's Specialty Program include:

- Former Foster Care Children (FFCC)
- Children in Foster Care
- Children involved in Juvenile Justice
- Children receiving adoption assistance



## Joining Aetna Better Health of Oklahoma

In preparation for selecting a plan, OHCA sends eligible individuals a letter with information about choosing a health plan that best fits their needs.

Aetna Better Health shares information about its SoonerSelect program freely with the public on its website: [Aetna Better Health of Oklahoma](#). This website contains valuable information about our plan and its coverage, which includes physical health, mental health, behavioral health, pharmacy, transportation and much more.

To get more information about our plan, prospective members can call the **Member Services department 24/7** at 1-844-365-4385.

Once a member is enrolled, they have the same Member Services department available to answer their questions and assist in a variety of ways.



SoonerSelect dental coverage is handled through its own Dental plan that is separate from, but partnered with, the SoonerSelect medical plan. Dental coverage is fulfilled through DentaQuest or Liberty Dental. Members must choose coverage through one of these plans; if no selection is made, the member will be auto-assigned.

## Welcoming our New Members

Once a prospective member chooses Aetna Better Health of Oklahoma SoonerSelect as their Medicaid health plan, an Aetna Better Health ID card will be mailed within 7 days.



## Aetna Better Health<sup>®</sup> of Oklahoma

Name / Nombre

Medicaid ID / Identificación de Medicaid

Date of birth / Fecha de nacimiento

PCP name / nombre

PCP phone / teléfono

Pharmacy coverage

RxBIN: 610591 | RxPCN: MCAIDADV | RxGRP:881G



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

MEDOK1

### Back

Member Services and Nurse Line **1-844-365-4385 (TTY: 711) 24/7**

Departamento de Servicios para Miembros y Línea de enfermería, las 24 horas del día, los 7 días de la semana: **1-844-365-4385 (TTY: 711)**

24/7 Behavioral Health Crisis line **988**

Línea de crisis de salud conductual, las 24 horas del día, los 7 días de la semana: **988**

Hearing impaired 711

Personas con problemas auditivos: **711**

In case of emergency, call **911** or go to the closest emergency room. After treatment, call your PCP within 24 hours or as soon as possible.

En caso de emergencia, llame al **911** o acuda a la sala de emergencias más cercana. Después del tratamiento, llame a su PCP en un plazo de 24 horas o lo antes posible.

PROVIDERS: Pharmacy, Eligibility, Authorization **1-844-365-4385**

Submit claims to

Aetna Better Health of Oklahoma

PO Box 983110

El Paso, TX 79998-3110

Payer ID: 128OK

MEDOK2

[Click to enlarge](#)

This ID card will have the member's PCP information as well as other important information for their care.

A sample ID card is shown here.

# Aetna Better Health of Oklahoma: Benefits

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## ALL MEMBERS

## AI/AN MEMBERS

Aetna Better Health of Oklahoma offers **routine and specialty health services** such as:

- Doctor office visits
- Lab tests
- Inpatient and outpatient hospital care
- Emergency services
- Mental health services
- Maternity services
- Behavioral health services, including treatment of substance use issues
- Extra “bonus” benefits, called “value-add benefits” or VABs.



ALL MEMBERS

AI/AN MEMBERS

**American Indian and Alaskan Native (AI/AN) members have additional services and benefits.**

Examples of these additional services and benefits include:

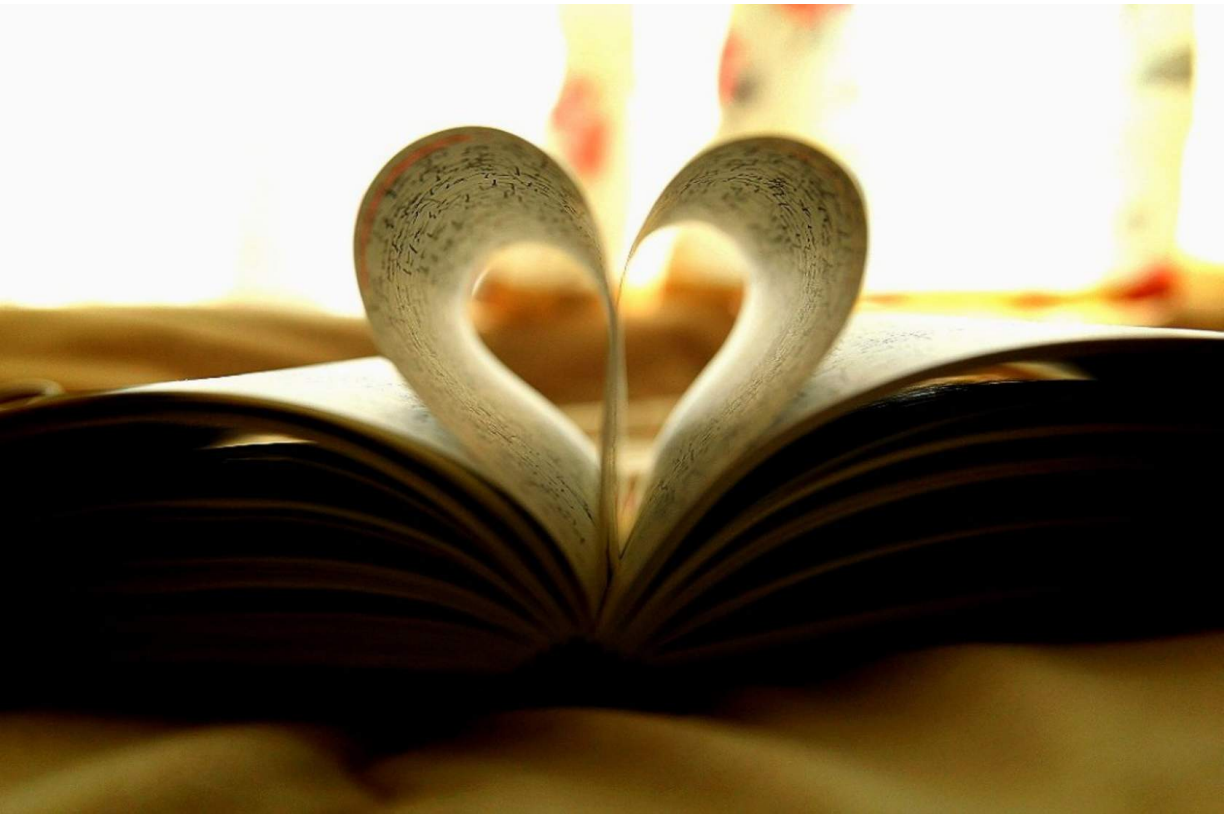
- AI/AN members may have an Indian Health Coverage Program (IHCP) Primary Care Physician (PCP)
- AI/AN members may obtain covered services from out-of-network IHCPs
- AI/AN members may receive non-traditional medicines
- AI/AN are exempt from cost-sharing.



## Member Handbook

The Member Handbook is the best resource to use to find benefit information for all our members.



The member handbook is posted on the [Aetna Better Health of Oklahoma](#) website with other important member materials.



### Value-Add Benefits

These are benefits that are offered above and beyond traditional Medicaid benefits and are different by CE.

Please refer to the PDF below for a complete list of value-added benefits (VABs) across CE's.

	<p><b>SoonerSelectVABlist_012024.pdf</b> 329 KB</p>	
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### Cost-sharing

Cost-sharing is when health plan members are required to pay a portion of the cost of their care. For Oklahoma SoonerSelect, cost-sharing happens in the form of copayments for certain covered services.





The ONLY SoonerSelect members that will have a cost-share in the form of a copayment are Medicaid members 21 and older that belong to one of these categories:

- TANF Adult (Temporary Aid for Needy Families)
- ACA Expansion Adult (Affordable Care Act)

**All other SoonerSelect members are EXEMPT from cost-share. This includes the following:**

- Anyone under Age 21
- Pregnant Women
- Enrollees receiving hospice care
- American Indian and Alaska Native (AI/AN)
- Breast and Cervical Cancer enrollee
- Children for whom Child Welfare Services are made available based on being a child in Foster Care



Copays are determined and monitored by OHCA.



**Members** with specific cost share questions should be directed to call SoonerCare Helpline at **1-800-987-7767**.

**Providers** with specific cost share questions should be directed to call their dedicated hotline at **1-844-365-4385**.

Please refer to the PDF below for additional cost-sharing information for Aetna Better Health of Oklahoma SoonerSelect members.



copay\_quick\_facts\_jan2024.pdf

133.6 KB



# Aetna Better Health of Oklahoma: Delegated Care Management

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## Delegated Population Health Management Partnership & Member Attribution

As part of Aetna's contract with OHCA, we will delegate the care management of our Aetna Better Health of Oklahoma SoonerSelect members to a Health Access Network (HAN) based on existing Primary Care Provider (PCP) partnerships.

Specifically, this means that when one of Aetna's SoonerSelect members chooses (or is assigned) to a PCP that is partnered with a specific Health Access Network (HAN), Aetna will be delegating that member's care management services to that HAN.

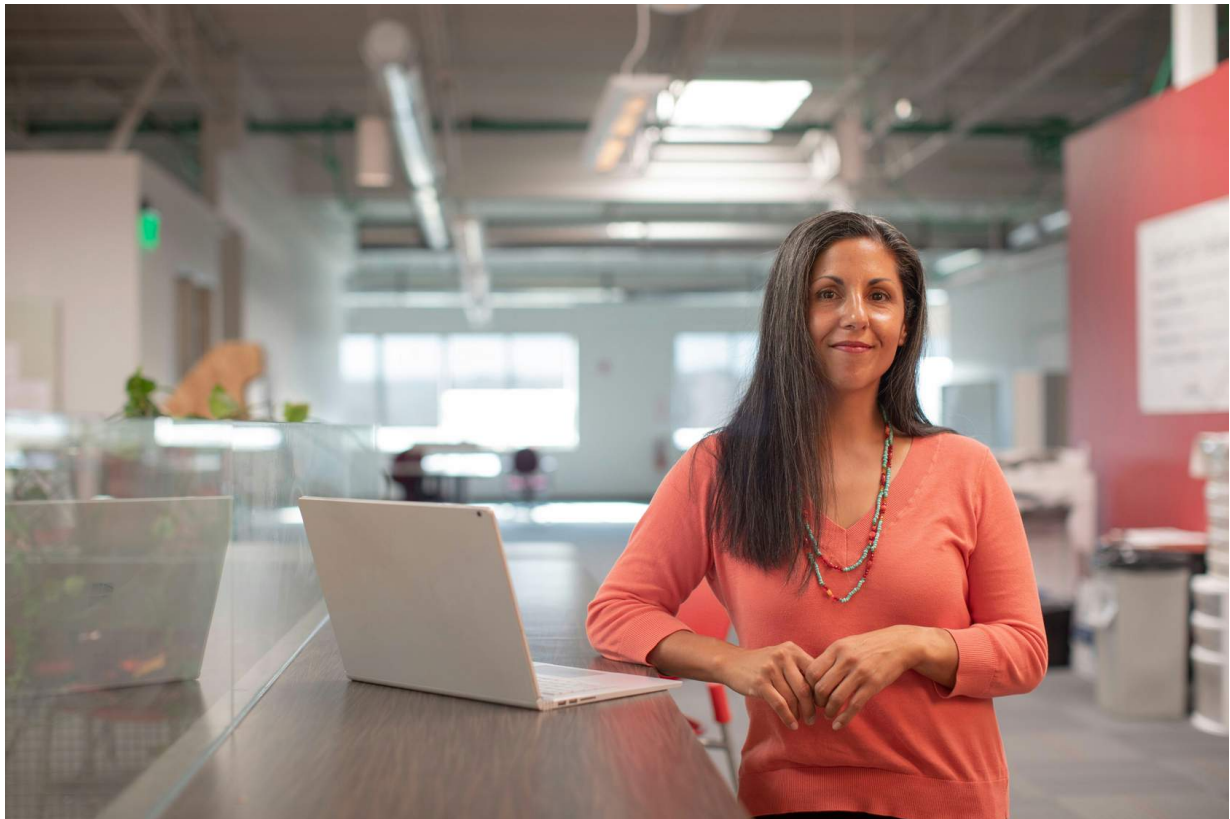
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A photograph showing two people shaking hands. The person on the left is wearing a light-colored sweater, and the person on the right is wearing a dark-colored sweater. The background is a plain, light-colored wall.

We have a dedicated team allocated to assist with our delegated population health model.



Each HAN that Aetna is in contract with will have an assigned Relationship Manager. This is the person the HAN staff can reach out to with any questions or issues they have serving Aetna Better Health of Oklahoma SoonerSelect members.



## **Working Together**

Providing care management services to our members is both a delicate and a crucial task to help ensure the quality and continuity of their complex care needs. With this in mind, we are honored to partner with the HANs and commit to educating as needed to ensure our members are served confidently and competently.

Let's review a few specific processes that are important for HAN staff to know:

1

When a member has questions about coverage, benefits, or other NON-care management related topics, please direct or warm transfer them to Aetna's SoonerSelect Member Services department at 1-844-365-4385.

2

When a member under HAN care management is in Aetna's Pharmacy Lock-in program, that program will continue to be managed by Aetna.

3

Aetna will be handling all Appeals and Grievances (A&G) for our members, including those delegated to a HAN for care management.

Should an instance arise where a HAN-delegated member needs to initiate the A&G process with us, please refer them to one or more of the following:

- Talk with their PCP (as appropriate)
- Call Member Services at 1-844-365- 4385 (TTY: 711)
- Write to us at Aetna Better Health of Oklahoma / 777 NW 63rd Street, Suite 100 / Oklahoma City, OK 73116

4

If any of the following situations occur, please send an email to [MemberServices-ABHOklahoma@aetna.com](mailto:MemberServices-ABHOklahoma@aetna.com)


- Member has a change of address
- Member has a change of contact information
- Member mail is returned/undeliverable
- Member passes away (deceased)

5

In the event of a security or privacy concern, HAN staff should immediately contact their assigned Relationship Manager.

## Conclusion

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A bouquet of various flowers, including white lilies, yellow and pink carnations, and yellow chrysanthemums, is shown against a dark grey background. A white tag with the word "thank" written in a cursive font is attached to the bouquet with a black clothespin.

Aetna Better Health of Oklahoma is honored to welcome you as our partners and offer a heartfelt THANK YOU for all you have done and will do to support our members.

**CONGRATULATIONS!**

You have completed the training.