Oklahoma Health Care Authority
Quality Advisory Committee

November 18th, 2025
1:00 – 3:00 PM
Charles Ed McFall Board Room

AGENDA

Please access via zoom:
https://www.zoomgov.com/webinar/register/WN_9r-hv-g1R4yN9j38_XjiwA
Telephone: 1-669-254-5252 **Webinar ID: 161 515 2962**

I. **Welcome and rollcall** – Kimbery Butler, Delegate (5 mins)

II. **Approval of September 9th, 2025, Minutes**- Kimbery Butler, Delegate (5 mins)

III. **Introduction of new QAC Member, Dr. Tim Kinnard** – Folake Adedeji, Chief Quality Officer (5 mins)

IV. **Managed Care Update** – Stephanie Mavredes, Chief Managed Care Officer (20 mins)

IV. **QAC Subcommittee on Data & CE Operational Metrics Update/Discussion –** Todd Clapp, Sub Committee Chair, Data (20 mins)

V. **QAC Subcommittee on Performance Improvement Projects Update/Discussion** – Kimberly Butler, Sub Committee Co-Chair, PIPs (20 mins)

VI. **QAC Subcommittee on Primary Care Spend Update/Discussion** - Mark Woodring, Sub Committee Chair, Primary Care Spend (20 mins)

VII. **New Business** – Kimbery Butler, Delegate (3 mins)

VIII. **Next Meeting**: Kimbery Butler, Delegate (2 mins)

January 13, 2026

IX. **Adjourn**- Kimbery Butler, Delegate (5 mins)

Oklahoma Health Care Authority
Quality Advisory Committee
MINUTES of the September 9, 2025, Meeting
4345 N. Lincoln Blvd., Oklahoma City, OK 73105

I. **Welcome, and roll call:** Ms. Teresa Huggins called the meeting to order at 1:03 PM as quorum was met.

Delegates present were: Ms. Sandra Gilliland, Ms. Teresa Huggins, Mr. Lance Walker, Ms. J'Dene Rogers, Ms. Sarah Van Alstine, Ms. Robyn Sunday-Allen, Ms. Barbara O'Brien, Ms. Corie Kaiser, Ms. Shellie Keast, Mr. Todd Clapp, Mr. Saqib Sheikh, Mr. James (Tony) Willis, and Ms. Kimberly Butler, providing a quorum.

Alternates present were:

***Delegates absent without an alternate were*:** Mr. Josh Cantwell, Mr. Jason Lepak, Ms. Melissa Abbott, Ms. Kristi Sager, Mr. Mark Woodring, and Mr. Rich Rasmussen.

II. **Approval of the July 8, 2025, Minutes:**
Quality Advisory Committee

The motion to approve the minutes was made by Ms. Sandra Gilliland and seconded by Mr. Saqib Sheikh and passed unanimously.

III. **Introduction, Review of Schedule for presentations:**
Denise Easter, SoonerSelect Quality Director

Ms. Easter began by letting the group know that each CE representative would be presenting their QAPI plans in a ten-minute presentation and have a five-minute Q&A session at the end of each.

IV. **Aetna Better Health of Oklahoma - QAPI:**
Terri Dorn, LD Director of Quality

Ms. Dorn began sharing that the purpose of Aetna's QAPI plan is to provide structures and processes to identify areas for clinical quality improvement, maximize safety in clinical practices, and enhance satisfaction among both members and providers. Ms. Dorn stated that Aetna's QAPI plan is based on a structured and collaborative approach, which aligns with SoonerSelect, NCQA standards, other internal programs, and external partners and affiliates, and all areas in Aetna are responsible for ensuring the QAPI plan is being followed. Ms. Dorn stated, Aetna focuses on their Vision and Core functions of Continuous Quality Improvement (QI) by implementing continuous monitoring, ongoing training for the QI staff, quality evaluations and assessments, Performance Improvement Projects (PIPs), and utilizing multiple quality and oversight committees. Aetna's QAPI plan is inclusive of their entire member populations and providers, and has included the community in ensuring accountability for their leaders and teams. Aetna has many key quality initiatives and goals they strive to achieve within their QAPI plan, and they utilize the analysis and feedback from KFMC, the External Quality Review Organization (EQRO) and OHCA to make improvements. In conclusion, Aetna strives to close care gaps, ensure quality of care for their members, and improve overall outcomes with their QAPI plan strategies, goals, and initiatives.

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V. Oklahoma Complete Health – Children's Specialty Program – QAPI:
Holly Conk, VP of Quality

Ms. Conk began by telling the group that OCH uses an evidence-based and data-driven, culturally sensitive approach as their guiding principles for their QAPI plan. Ms. Conk shared some information of the oversight, tools utilized, strategic goals, and challenges OCH faces with the CSP population. Ms. Conk stated OCH keeps the CSP and medical data separate. She shared some of the targeted initiatives, trainings, outreach campaign information and percentages, and provider incentives OCH has in place. She stated that OCH has 40% success rate in their outreach, compared to their counterparts that have 20-22%.

VI. DentaQuest – QAPI:
Brian Mayer, Quality Oversight Director

Mr. Mayer began by sharing that DentaQuest uses a "Quality Beyond the Contract" approach within their QAPI plan. He shared some information regarding the Performance Improvement Projects, the goals set for that, and some information regarding the details therein. As a Performance Improvement Project, (PIP), DentaQuest provides education for providers, AI/AN adult and pediatric members, and non-members about the correlation of diabetes and oral health, and will have a member incentive program. DentaQuest utilizes several initiatives within their QAPI plan, which include focusing on measures, weekly internal workgroups, streamlining care delivery processes, and weekly provider profiling. DentaQuest's process for Prior Authorizations (PAs) differs from the other plans, as it is only required for orthodontic care. Mr. Mayer shared some dashboards, provider profiling statistics, and the key goals his organization uses. In conclusion, DentaQuest thrives to implement dental provider and member representation, improve long-term oral health outcomes, enhance member and provider satisfaction, increase dental services by two (2) percentage points each year, and enhance provider communication and education.

VII. Humana Healthy Horizons of Oklahoma – QAPI:
Xhileta Xhaja, QI Director

Ms. Xhaja began her presentation by sharing her organization's mission and vision, their three main QAPI goals, and some strategies and tools used. Humana offers care coordination, many educational resources in many different languages for their members that address health disparities, and many other educational resources for their members and providers. Humana utilizes many Quality Initiatives within their QAPI plan, which include Performance Improvement Plans, ER Diversion Program, Maternal-Child Health Initiatives, and CAHPS action plan. One member affiliated with the Oklahoma Perinatal Quality Improvement Collaborative, stated she would love to work with Humana on their Maternal-Child Health Initiatives. Ms. Xhaja shared some of the challenges her organization is facing, such as financial restraint, transportation access, and Social Determinants of Health (SDoH). Humana has several initiatives regarding the follow-up after hospitalization for mental illness requirements, which include, internal and external collaboration, outreach, additional healthcare screenings and 7 and 30 day follow-ups. Humana also utilizes HIE technology for medical record storage and management.

VIII. Liberty Dental - QAPI:
Candace Erisman, Medicaid Quality Program Administrator

Ms. Erisman began by sharing Liberty's Mission and Vision statements. Liberty uses a structured and comprehensive framework for evaluating the quality and appropriateness of care delivered by their

providers. Ms. Erisman stated Liberty assesses dental patient care services and systems for all of their members. Liberty will use S.M.A.R.T goals, Quality Improvement Projects (QIPs), and Performance Improvement Projects (PIPs) in their QAPI plan. They will also utilize and improvement planning process including strategy, execution, evaluation, and improvement phases. Liberty received and incorporated the feedback they received from the EQRO, which includes format, effectiveness, goals, training, monitoring, and SDoH. Ms. Erisman will check on the baselines Liberty uses, and let the group know.

IX. Oklahoma Complete Health – Medical – QAPI:

Holly Conk, VP of Quality

Ms. Conk began by letting the group know the Medical plan is very similar to the Children Specialty Program (CSP) she presented earlier, and she shared that this population includes adults and children. Ms. Conk shared statistics regarding the outreach campaign OCH performed this year, Electronic Health Records (EHR), and data feeds utilized by OCH. OCH strategically plans their outreach campaigns according to age groups to close care gaps. They also utilize committees and subcommittees, scorecards, and provider profiling for accountability, transparency, and comparisons. Ms. Conk stated that OCH has regular internal and external meetings, member and provider surveys, and stakeholder engagement to get feedback, and in turn, make improvements on outcomes. All departments and areas in OCH are responsible for ensuring the QAPI plan is followed, and quality standards are upheld. Therefore, they received feedback from the EQRO and incorporated that into their QAPI plan through their member selection, goals, measures, initiatives, staff training, and evaluations. Ms. Conk stated a challenge OCH faces is with the auto-assigned process and getting members to see their PCP in lieu of presenting to the ER. She also shared some information regarding the outreach programs and staffing techniques used to fill gaps, screenings, referrals, follow-ups, and some of the programs OCH has.

X. New Business:

Teresa Huggins, Chairperson

XI. Upcoming Meetings:

Approval of 2026 Meeting dates:

January 13, 2026
March 10, 2026
May 12, 2026
July 14, 2026
September 8, 2026
November 10, 2026

The group agreed on the above 2026 meeting dates.

XII. Adjourn:

Teresa Huggins, Chairperson
Meeting adjourned at 2:46

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SoonerSelect Updates Executive Summary

There are two data sets presented within this SoonerSelect Metrics packet. The first set of data is derived from the Medicaid Management Information System (MMIS) and reflects **paid month** data. The second set of data is derived from Contracted Entities (CEs) submitted reports and reflects **rendered month** data.

MMIS Data

Enrollment: Total overall enrollment for all SoonerSelect Programs was an average of 622,333 enrollees per each month in Q1. Children's Specialty Program enrollment averaged 18,305 enrollees per month in Q1.

The distribution of members between all plans remained consistent month-to-month throughout Q1 (July-September) of state fiscal year (SFY) 2026:

- **Dental**: Liberty Dental 56%; DentaQuest 44%
- **Medical**: Aetna 33%; Humana 33%; Oklahoma Complete Health 34%
- **Children's Specialty Program (CSP)**: Oklahoma Complete Health 100%

Utilization: Overall, the percentage of members utilizing SoonerSelect slightly decreased across July 25-September 25.

- Medical was at 52% in July, 50% in August, & increased back to 52% in September.
- Children's Specialty Program was at 73% in July, dropped to 58% in August, and increased to 62% in September.
- Dental decreased from 8% in July and August to 7% in September.

Additionally, the percentage of SoonerSelect members utilizing the emergency department increased from 4% in July to 5% in August & September.

Contracted Entity (CE) Submitted Reports

The findings reflected below are attributed to the data set derived from the CE submitted reports for July – September 2025:

Claims Activity: The following observations were made regarding claims payment activity:

- **Dental**: DentaQuest's total claims paid count for Q1 was 71,381; the average amount paid per month was $5,686,793.21. Liberty Dental's total claims paid count for Q1 was 96,012 with an average paid amount of $7,858,467.40 per month.
- **Medical**: Aetna's total claims paid count for Q1 was 804,083 with an average paid amount of $57,969,699.14 per month. Humana's total claims paid count between Q1 was slightly lower at 775,013 with an average paid amount of $55,843,613.99 per month. Oklahoma Complete Health also had a slightly lower paid count of 761,846 for Q1 with an average paid amount of $54,906,718.80 per month.
- **CSP**: Oklahoma Complete Health's total paid claims count for Q1 was 124,687 with an average paid claims amount of $12,466,620.10 per month.

Claims Timeliness: CEs are statutory and contractually required to ensure that ninety percent (90%) of clean claims received from all providers are paid within fourteen (14) days of receipt. Furthermore, CEs are also required to ensure ninety-nine (99%) of clean claims received from all providers are paid within ninety (90) days.

- **Dental**: The submitted data shows the 2 CEs are paying on average between 94 - 100% of clean claims within 14 days, which is above the required metric for Q1. For Q1 DentaQuest's average paid time in days was 3 days and Liberty Dental's average paid time in days was 7 days.
- **Medical**: The submitted data shows the 3 CEs are paying on average 99.2% of clean claims within 14 days for Q1. For Q1 Aetna's average paid time in days was 5 days, Humana's average paid time in days was 5.3 days, and Oklahoma Complete Health's data average paid time in days was 11.3 days. Oklahoma Complete Health's data showed an increase in the average time paid for the month of September 2025, which contributed to an overall increase for the reporting quarter.
- **CSP**: The submitted data shows the CE is paying on average 96.3% of clean claims within 14

days for Q1. For Q1, Oklahoma Complete Health's average paid time was 13 days. Oklahoma Complete Health's data showed an increase in the average paid time for the month of September 2025, which contributed to an overall increase for the reporting quarter.

Prior Authorizations: Between the years of 2019-2023, OHCA's prior authorization (PA) approval rate for dental services ranged between 62%-78% while the PA denial rate for the same date range and set of services ranged between 8- 18%. It is noteworthy that OHCA is working to ensure consistency and accuracy in CE reports. This work includes, but is not limited to, standardizing definitions for approved, denied, canceled, etc. These changes will be seen in reports that will be received in December and will provide additional clarity and more comparable metrics.

- **Dental**: DentaQuest received a total of 23,097 standard PA requests for Q1, with an average approval rate of 45.07%. While Liberty Dental received a total of 33,382 standard PA requests for Q1, with an average approval rate of 70.12%. It should be noted that DentaQuest utilizes prepayment review in lieu of prior authorization for many services, which may explain why they reported a fewer number of approved PAs and a greater number of suspended/canceled PAs. DentaQuest reported an average suspended (canceled) rate of 25% while Liberty Dental reported 0% for the same quarter.

Between the years of 2019-2023, the OHCA's prior authorization (PA) approval rate for DME, medical, and therapy services ranged between 67% -69% while the PA denial rate for the same date range and set of services ranged between 6% -12%. The CE PAs below represent ALL PAs (medical, DME, Therapy, Pharmacy, and BH). It is noteworthy that OHCA is working to ensure consistency and accuracy in CE reports. This work includes, but is not limited to, standardizing definitions for approved, denied, canceled, etc. These changes will be seen in reports that will be received in December and will provide additional clarity and more comparable metrics.

- **Medical**: Aetna had 32,384 total PA requests for Q1 with an average of 70% of PAs approved and 23% denied per month. Humana had 39,177 total PA requests for Q1 with an average of 78% of PAs approved and 20% denied per month. Oklahoma Complete Health had 43,019 total PA requests for Q1 with an average of 57% of PAs approved and 27% of PAs denied per month.
- **CSP**: Oklahoma Complete Health had 6,038 total PA requests for Q1 with an average of 74% of PAs approved and 12% of PAs denied per month.

Call Center Performance: CEs are required to meet multiple call center metrics for both their enrollee and provider services call centers, including, but not limited to, the average wait time not exceeding thirty (30) seconds. The following observations were made regarding call center activity:

- **Dental**: DentaQuest's enrollee call center received a total of 7,701 calls for Q1, while their provider call center received a total of 1,062 calls for the same period. DentaQuest's average wait time in seconds for Q1 for the enrollee services call center was 11 seconds, and 9 seconds respectively for their provider services call center. Liberty Dental's enrollee call center received a total of 7,434 calls for Q1, while their provider call center received a total of 236 calls for the same period. Liberty Dental's average wait time in seconds for Q1 for the enrollee services call center was 17 seconds, and 20 seconds respectively for their provider services call center.
- **Medical**: Aetna's enrollee call center received a total of 53,088 calls for Q1, while their provider call center received a total of 21,927 calls for the same period. Aetna's average wait time in seconds for Q1 for the enrollee services call center was 9 seconds, and 5 seconds respectively for their provider services call center. Humana's enrollee services call center received a total of 46,851 calls for Q1, while their provider services call center received a total of 16,517 calls for the same period. Humana's average wait time in seconds for Q1 for the enrollee services call center was 6 seconds, and 10 seconds respectively for their provider services call center. Lastly, OCH's enrollee services call center received a total of 28,456 calls for Q1, while their provider services call center received a total of 21,861 calls for the same period. OCH's average wait time in seconds for Q1 for the enrollee services call center was 10 seconds, and 12 seconds respectively for their provider services call center.
- **CSP**: OCH's CSP enrollee services call center received a total of 1,966 calls for Q1, while their provider call center received a total of 1,692 calls for the same period. OCH's average wait time in seconds for Q1 for the enrollee

services call center was 9 seconds, and 11 seconds respectively for their provider services call center.

Network Adequacy: The CEs are required to submit on a quarterly basis to ensure robust network planning, ongoing provider recruitment, and geographic coverage analysis. Metrics used to determine network adequacy include but are not limited to ninety percent (90%) or more of members meet the time/distance access standards for provider types designated by the contract. When CEs are not meeting a metric of 90% or greater then on a bi-annual basis CEs may submit a network adequacy exception request. The exception process allows OHCA to assess plans networks against each other, as well as to our fee for service network to determine availability of that provider type in the requested as well as to show CEs have made adequate and ongoing attempts to expand their networks when a provider is available.

The following data is submitted by the Contracted Entities

(CEs) to OHCA's SoonerSelect Operations Department

Claims Activity and Timeliness Metrics

SoonerSelect Medical and Children's Specialty Program – Claims Activity

Claims Activity Reporting	Aetna Better Health			Humana Healthy Horizons		
	Jul-25	Aug-25	Sep-25	Jul-25	Aug-25	Sep-25
Total Paid Claims Count	260,781	255,488	287,814	247,722	273,755	253,536
Total Paid Claims Amount	$56,425,521.11	$55,774,711.06	$61,708,865.24	$57,150,188.03	$56,099,191.98	$54,281,461.95
Total 837P	229,499	224,317	252,159	216,883	242,667	221,859
Total 837I	31,282	31,171	35,655	30,839	31,088	31,677
Total Denied Claims Count	63,507	55,146	57,479	35,393	32,071	30,140
# of Clean Claims Denied	62,259	53,967	56,497	35,284	31,970	30,049
# of Unclean Claims Denied	1,248	1,179	982	109	101	91
Adjustments Count	59,718	51,262	39,101	24,893	15,957	15,471
Adjustment Amount	$22,919,685.50	$22,919,685.00	$19,143,315.00	$6,587,400.10	$5,341,045.89	$4,887,382.85
Total Claims Adjudicated	324,288	310,634	345,293	269,401	287,014	266,804
Total Claims Not Adjudicated	115,481	105,715	66,936	33,773	22,679	25,376
Total Claims Adjudicated Amt.	$56,537,935.02	$56,271,934.74	$61,997,967.97	$63,727,895.69	$61,437,914.57	$59,168,844.80

Claims Activity Reporting	Oklahoma Complete Health (Med)			Oklahoma Complete Health (CSP)		
	Jul-25	Aug-25	Sep-25	Jul-25	Aug-25	Sep-25
Total Paid Claims Count	249,675	222,407	289,761	38,091	33,194	53,402
Total Paid Claims Amount	$56,193,892.62	$49,754,354.51	$58,771,909.27	$10,139,193.74	$7,665,500.54	$19,594,266.03
Total 837P	217,575	191,428	254,272	35,351	30,543	50,175
Total 837I	32,100	30,979	35,489	2,740	2,651	3,227
Total Denied Claims Count	46,910	44,984	42,333	16,992	5,432	4,470
# of Clean Claims Denied	42,716	41,640	37,687	16,284	4,996	3,863
# of Unclean Claims Denied	4,194	3,344	4,646	708	436	607
Adjustments Count	53,826	45,333	106,465	30,038	5,397	14,768
Adjustment Amount	$1,446,438.08	-$100,609.72	$76,646.02	$7,881,564.83	$43,649.26	$744,697.26
Total Claims Adjudicated	296,585	267,391	332,094	55,083	38,626	57,872
Total Claims Not Adjudicated	15,804	62,504	51,975	1,890	10,126	7,653
Total Claims Adjudicated Amt.	$56,193,892.62	$49,754,354.51	$58,771,909.27	$10,139,193.74	$7,665,500.54	$19,594,266.03

SoonerSelect Medical and Children's Specialty Program – Claims Timeliness

Claims Timeliness Reporting	Aetna Better Health						Humana Healthy Horizons					
	Jul-25		Aug-25		Sep-25		Jul-25		Aug-25		Sep-25	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
# Adjudicated w/n 0-14 Days	323,588	99.78%	310,321	99.90%	344,776	99.85%	280,664	99.74%	303,727	99.77%	280,213	99.56%
# Adjudicated w/n 15-30 Days	574	0.18%	217	0.07%	509	0.15%	1,753	0.26%	1,433	0.23%	2,744	0.44%
# Adjudicated w/n 31-60 Days	59	0.02%	59	0.02%	8	0.00%	22	0.01%	34	0.01%	86	0.01%
# Adjudicated w/n 61-90 Days	24	0.01%	31	0.01%	0	0.00%	1	0.00%	7	0.00%	24	0.00%
# Adjudicated w/n 91-365 Days	39	0.01%	6	0.00%	0	0.00%	3	0.00%	8	0.00%	78	0.00%
# Adjudicated over 365 Days	4	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Average Paid Time (Days)	5		5		5		5		6		5	

Claims Timeliness Reporting	Oklahoma Complete Health (Med)						Oklahoma Complete Health (CSP)					
	Jul-25		Aug-25		Sep-25		Jul-25		Aug-25		Sep-25	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
# Adjudicated w/n 0-14 Days	281,258	99.34%	250,548	98.72%	292,757	96.51%	52,826	99.27%	36,703	99.10%	48,125	90.45%
# Adjudicated w/n 15-30 Days	694	0.25%	2,638	1.04%	1,716	0.57%	142	0.27%	263	0.71%	4,253	7.99%
# Adjudicated w/n 31-60 Days	615	0.22%	539	0.21%	5,702	1.88%	53	0.10%	44	0.12%	529	0.99%
# Adjudicated w/n 61-90 Days	115	0.04%	27	0.01%	3,149	1.04%	15	0.03%	2	0.01%	299	0.56%
# Adjudicated w/n 91-365 Days	433	0.15%	56	0.02%	32	0.01%	177	0.33%	22	0.06%	0	0.00%
# Adjudicated over 365 Days	2	0.00%	1	0.00%	1	0.00%	1	0.00%	1	0.00%	0	0.00%
Average Paid Time (Days)	7		7		20		8		7		24	

SoonerSelect Dental – Claims Activity

Claims Activity Reporting	DentaQuest			Liberty Dental Plan		
	Jul-25	Aug-25	Sep-25	Jul-25	Aug-25	Sep-25
Total Paid Claims Count	23,503	24,211	23,667	33,564	34,358	28,090
Total Paid Claims Amount	$5,537,764.14	$5,731,890.40	$5,790,725.08	$8,208,622.35	$8,463,505.36	$6,903,274.49
Total Denied Claims Count	2,748	4,180	3,310	3,416	3,382	3,190
# of Clean Claims Denied	2,699	4,117	3,169	1,934	2,061	2,082
# of Unclean Claims Denied	49	63	141	1,482	1,321	1,108
Adjustments Count	98	39	53	460	415	300
Adjustment Amount	$10,987.02	$11,023.56	$11,895.17	$84,887.41	$68,457.77	$56,387.53
Total Claims Adjudicated	26,251	28,391	26,977	37,440	38,155	31,580
Total Claims Not Adjudicated	14,037	9,512	9,855	14,167	9,123	16,814
Total Claims Adjudicated Amt.	$5,537,764.14	$5,731,890.40	$5,790,725.08	$8,293,509.76	$8,531,963.13	$6,959,662.02

SoonerSelect Dental – Claims Timeliness

Claims Timeliness Reporting	DentaQuest						Liberty Dental Plan					
	Jul-25		Aug-25		Sep-25		Jul-25		Aug-25		Sep-25	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent
# Adjudicated w/n 0-14 Days	31,039	99.73%	28,403	98.61%	27,500	98.81%	33,257	94.00%	36,083	100.00%	29,614	99.00%
# Adjudicated w/n 15-30 Days	84	0.27%	399	1.39%	332	1.19%	1,966	6.00%	37	0.00%	311	1.00%
# Adjudicated w/n 31-60 Days	0	0.00%	0	0.00%	0	0.00%	1	0.00%	0	0.00%	0	0.00%
# Adjudicated w/n 61-90 Days	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
# Adjudicated w/n 91-365 Days	0	0.00%	0	0.00%	0	0.00%	3	0.00%	0	0.00%	0	0.00%
# Adjudicated over 365 Days	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Average Paid Time (Days)	4				5		7		6		7	

Prior Authorization Metrics

SoonerSelect Medical and Children's Specialty Program – Prior Authorizations

Expedited & Standard PAs	Aetna Better Health			Humana Healthy Horizons		
	Jul-25	Aug-25	Sep-25	Jul-25	Aug-25	Sep-25
Overall PA Count	11,126	10,634	10,624	14,017	12,998	12,162
% Approved	70%	69%	71%	79%	77%	78%
% Denied	23%	23%	22%	19%	21%	21%
% Pending	1%	1%	0%	0%	0%	0%
% Completed Within Contractually Allotted Base Time	93%	92%	92%	89%	90%	90%
% Completed Between the Contractually Allotted Base Time	5%	6%	7%	10%	9%	10%
% Completed After Contractually Allotted Extension Period	1%	1%	1%	0%	0%	0%

Expedited & Standard PAs	Oklahoma Complete Health (Med)			Oklahoma Complete Health (CSP)		
	Jul-25	Aug-25	Sep-25	Jul-25	Aug-25	Sep-25
Overall PA Count	15,240	14,379	13,400	2,130	2,096	1,812
% Approved	58%	56%	56%	76%	72%	73%
% Denied	25%	27%	28%	11%	13%	13%
% Pending	0%	0%	0%	0%	0%	0%
% Completed Within Contractually Allotted Base Time	96%	96%	95%	96%	95%	95%
% Completed Between the Contractually Allotted Base Time	3%	3%	4%	2%	4%	3%
% Completed After Contractually Allotted Extension Period	1%	1%	1%	1%	1%	2%

SoonerSelect Dental – Expedited Prior Authorizations

Expedited PAs	DentaQuest			Liberty Dental Plan		
	Jul-25	Aug-25	Sep-25	Jul-25	Aug-25	Sep-25
Overall PA Count	177	176	152	1	0	0
% Approved	29.94%	41.48%	45.39%	100.00%	0.00%	0.00%
% Denied	28.81%	21.02%	31.58%	0.00%	0.00%	0.00%
% Suspended (Canceled)	35.59%	37.50%	23.03%	0.00%	0.00%	0.00%
% Carried Over	5.65%	0.00%	0.00%	0.00%	0.00%	0.00%
Total # Processed Within 24 hrs	177	173	152	1	0	0
% Processed Within 24 hrs	100.00%	98.36%	100.00%	100.00%	0.00%	0.00%
Total # Processed 24+ hrs with extension	0	0	0	0	0	0
% Processed 24+ hrs with extension	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Total # Processed 24+ hrs no extension	0	3	0	0	0	0
% Processed 24+ hrs no extension	0.00%	1.64%	0.00%	0.00%	0.00%	0.00%

SoonerSelect Dental – Standard Prior Authorizations

Standard PAs	DentaQuest			Liberty Dental Plan		
	Jul-25	Aug-25	Sep-25	Jul-25	Aug-25	Sep-25
Overall PA Count	8,116	7,546	7,435	12,454	10,504	10,424
% Approved	42.63%	46.37%	46.21%	66.18%	72.86%	71.32%
% Denied	29.81%	29.31%	27.91%	28.18%	26.28%	25.48%
% Suspended (Canceled)	25.86%	23.96%	25.82%	0.00%	0.00%	0.00%
% Carried Over	1.70%	0.36%	0.05%	5.64%	0.87%	3.20%
% Processed Within 24 hrs	94.00%	99.30%	98.66%	40.00%	95.73%	96.79%
% Processed 72+ hrs with extension	0.00%	0.04%	0.34%	4.00%	3.76%	3.09%
% Processed 72+ hrs no extension	0.00%	0.51%	0.75%	0.00%	0.51%	0.12%

Call Center Metrics

SoonerSelect Medical and Children's Specialty Program – Enrollee Call Center

Enrollee Call Center	Aetna Better Health			Humana Healthy Horizons		
	Jul-25	Aug-25	Sep-25	Jul-25	Aug-25	Sep-25
Total Call Volume	21,705	16,814	14,569	16,064	15,293	15,494
Average Wait Time (Seconds)	11	6	11	4	6	8
Abandonment Rate	1.86%	0.90%	0.98%	0.20%	0.20%	0.54%
Blocked Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Service Level Report	92.00%	92.00%	93.00%	98.00%	97.00%	96.00%

Enrollee Call Center	Oklahoma Complete Health (Med)			Oklahoma Complete Health (CSP)		
	Jul-25	Aug-25	Sep-25	Jul-25	Aug-25	Sep-25
Total Call Volume	9,698	9,423	9,335	693	595	678
Average Wait Time (Seconds)	9	9	11	12	6	10
Abandonment Rate	0.51%	0.00%	0.00%	0.05%	0.00%	0.14%
Blocked Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Service Level Report	97.00%	98.13%	99.00%	95.00%	98.62%	98.23%

SoonerSelect Medical and Children's Specialty Program – Provider Call Center

Provider Call Center	Aetna Better Health			Humana Healthy Horizons		
	Jul-25	Aug-25	Sep-25	Jul-25	Aug-25	Sep-25
Total Call Volume	7,905	6,984	7,038	5,890	5,414	5,213
Average Wait Time (Seconds)	6	4	4	5	11	13
Abandonment Rate	0.78%	0.50%	0.17%	0.70%	1.08%	1.11%
Blocked Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Service Level Report	95.00%	98.00%	97.00%	93.00%	91.00%	95.00%

Provider Call Center	Oklahoma Complete Health (Med)			Oklahoma Complete Health (CSP)		
	Jul-25	Aug-25	Sep-25	Jul-25	Aug-25	Sep-25
Total Call Volume	7,792	7,107	6,962	479	608	605
Average Wait Time (Seconds)	14	12	11	11	12	10
Abandonment Rate	0.63%	0.01%	0.81%	0.42%	0.01%	0.01%
Blocked Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Service Level Report	94.00%	94.14%	94.28%	95.00%	95.64%	94.21%

SoonerSelect Dental – Enrollee Call Center

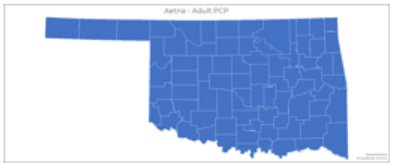
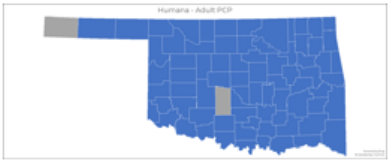
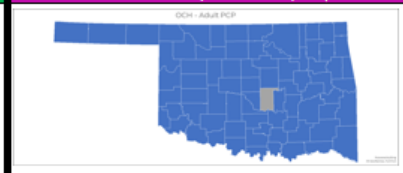
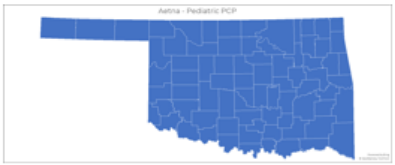
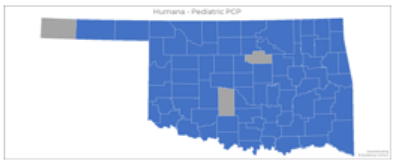
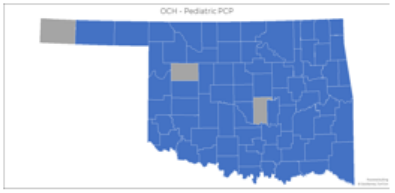
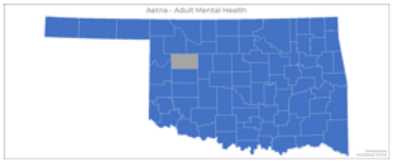
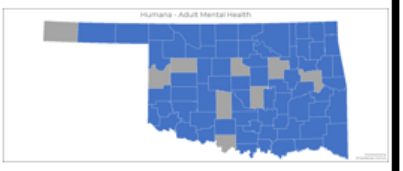
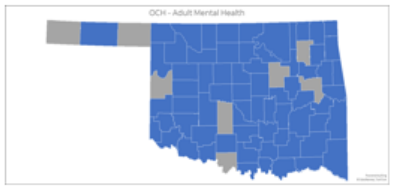
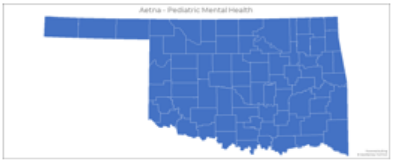
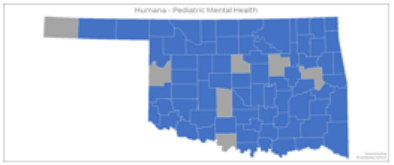
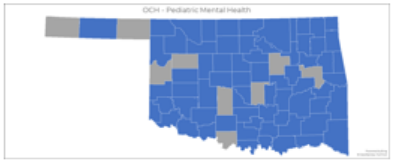
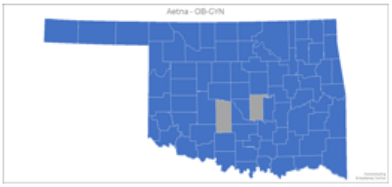
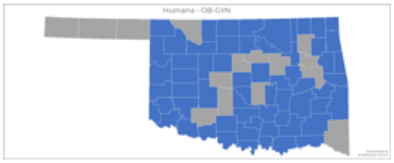
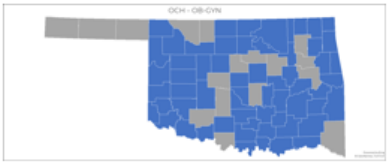
Enrollee Call Center	DentaQuest			Liberty Dental Plan		
	Jul-25	Aug-25	Sep-25	Jul-25	Aug-25	Sep-25
Total Call Volume	3,083	2,724	1,894	2,776	2,311	2,347
Average Wait Time (Seconds)	8	12	14	14	17	19
Abandonment Rate	0.26%	0.00%	0.00%	0.61%	0.01%	0.02%
Blocked Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Service Level Report	98.00%	96.29%	94.40%	95.00%	95.00%	91.60%
Overflow Call Center % of Calls					1.95%	1.00%

SoonerSelect Dental – Provider Call Center

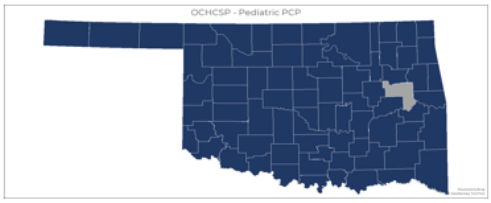
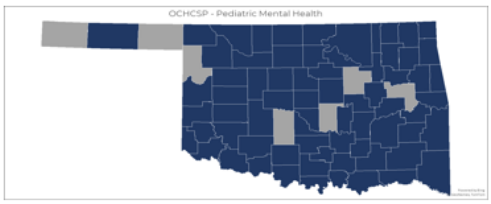
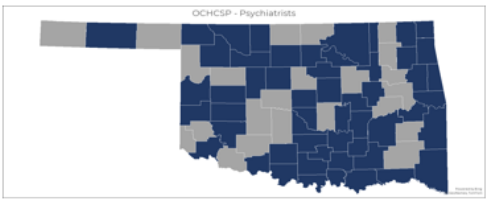
Provider Call Center	DentaQuest			Liberty Dental Plan		
	Jul-25	Aug-25	Sep-25	Jul-25	Aug-25	Sep-25
Total Call Volume	398	432	232	90	58	88
Average Wait Time (Seconds)	6	14	8	19	21	20
Abandonment Rate	0.00%	0.00%	0.00%	2.22%	0.02%	0.02%
Blocked Calls	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Service Level Report	98.00%	96.30%	98.70%	93.00%	92.00%	91.76%
Overflow Call Center % of Calls					12.07%	3.40%

Network Adequacy

SoonerSelect Medical

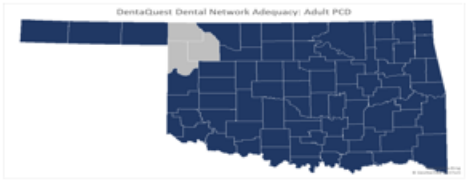
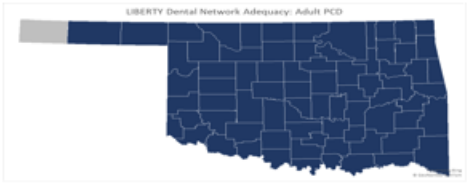
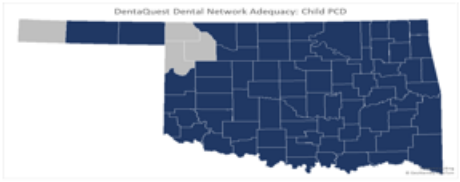
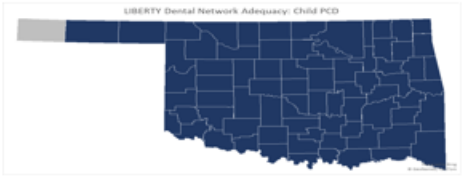
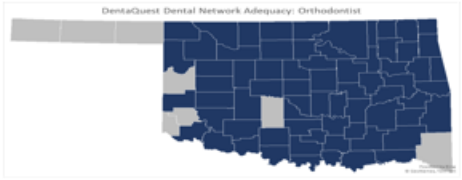
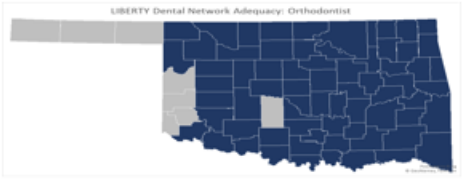
Category (90% threshold)	Aetna Better Health	Humana Healthy Horizons	Oklahoma Complete Health (Med)
Adult PCP			
Child PCP			
Adult Mental Health			
Child Mental Health			
OBGYN			

SoonerSelect Children's Specialty Program

Category (90% threshold)	Oklahoma Complete Health (CSP)
Child PCP	
Child Mental Health	
Psychiatrists	

SoonerSelect Dental

(90% threshold)

	DentaQuest	Liberty Dental Plan
Adult PCD		
Child PCD		
Ortho		
Oral Surgeon