



Clay Bullard | Chief Executive Officer

J. Kevin Stitt | Governor

OHCA-2026-02

January 7, 2026

RE: Important Update to Provider Contracting and Credentialing

Dear Provider,

OHCA has recently announced that providers may now submit contract applications to OHCA and contract and credentialing requests to SoonerSelect contracted entities (CEs) simultaneously. This change is intended to streamline the credentialing process and help shorten the timeline for providers to become credentialed with the CEs. View the guides below to see each of the CE's workflows for the contracting and credentialing process:

- Aetna Better Health: [Credentialing Resource Guide](#)
- Humana Healthy Horizons: [Credentialing Resource Guide](#)
- Oklahoma Complete Health: [Credentialing Resource Guide](#)

Please note that although these processes may now occur concurrently, the effective dates of your contracts with OHCA and the CEs may differ. CEs are required to comply with National Committee for Quality Assurance (NCQA) standards, which means you cannot be active in their SoonerSelect networks until you've completed credentialing (if required). Likewise, credentialing cannot be completed until OHCA issues a valid provider ID. CEs cannot backdate credentialing.

Once the CE receives all required provider information, the steps for contracting, credentialing and preparing for submission of claims will occur within 45 days. Some provider types are excluded from credentialing requirements; please access the resource guides above or contact the CE directly for a list of excluded provider types.

In the period after which OHCA completes its contracting process and until the CEs finalize their own credentialing, claims will be processed and reimbursed by the CEs at the non-participating provider rate of 90%. Once OHCA assigns a valid provider ID and the CE's



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credentialing is complete, claims may then be reimbursed at the participating provider rate of 100%.

A referral for in-state behavioral health services, regardless of whether the provider is participating or non-participating, is not required; however, a referral may be required for other non-participating specialists rendering services to a member during this time. Please refer to the member's assigned plan for referral requirements.

If you have questions regarding the credentialing verification process with a CE, please contact the CE provider relations teams directly:

- Aetna Better Health: ABHOKProviderEngagement@aetna.com
- Humana Healthy Horizons: OKMedicaidProviderRelations@humana.com
- Oklahoma Complete Health: Oklahomacompletehealthpr@Oklahomacompletehealth.com

Thank you for your continued service to Oklahoma's SoonerCare and SoonerSelect members.

Sincerely,

A handwritten signature in black ink, appearing to read 'S White', with a stylized, flowing script.

Sherri White
Chief Operating Officer