PASRR



July 2023

DISCLAIMER

SoonerCare policy is subject to change. The information included in this presentation is current as of July 2023. The most current information can be found on the OHCA public website at www.oklahoma.gov/ohca.

PURPOSE

To assure that residents living in nursing facilities with mental illness, an intellectual disability or related condition are in the appropriate level of care and receiving the services to meet their needs.

PASRR PROCESS

- Does the client have or suspected to have a major mental illness, ID (Intellectually Disability) or related condition?
- Do they need NF level of care?
- Do they require specialized services?



SPECIALIZED SERVICES DEFINED ID/RC CLIENTS

Specialized services are those services that emphasize a collaborative effort between DDS and nursing facilities to provide an individual treatment plan designed to enhance an individual's independence, quality of life and/or decrease regression.

SPECIALIZED SERVICES MI CLIENTS

- Inpatient psychiatric stay
- Less than specialized services are services such as outpatient counseling



SPECIALIZED SERVICES ID (INTELLECTUALLY DISABLED) CLIENTS

Specialized services are personalized, individual oriented, and person centered and may include but are not limited to:

Therapies such as occupational, physical and vocational services



LEVEL I SCREENING

- The LTC-300R form must be submitted electronically by nursing facilities for all NF applicants.
- Please see full details of Level 1 Screening at OHCA policy 317:35-19-2
- It must be completed on all NF applicants regardless of pay source or level of care; skilled or long-term care.

STATE OF OKI AHOMA

					DKLAHOMA		ALTH CA	RE AUTHOR	YTIS								
ADMISSION DATE								F CARE ASS		INT					D	SCHARGE	DECEASED Date
A. IDENTIFYING I	NFORMA	TION													-	OH	CA USE ONLY
Client Name (Last,	First, MI)			Social Secu	rity Number	Da	te of Birth	RACE	Hisp		Gend			verage			Required:
			I 1						Y	N	M	F	-			Yes	No
Facility Name			Addr	- 95			C	ty		<u> </u>	Sb	te	ZI	•		Level II	Completed Date
-																	
FACILITY PROVIDER N	NUMBER	DHS Ca	se Number	RID NUN	ABER		New Adr	it/inter-facility	Transfer/	Nan	ne of 1	Transf	eming	Facility		Reviewe	Initials/Date
						I											
COUNTY			ANGEMENT:	Own Home Hospital	Mental Ho SNF Other) letiqer	(MD)			11	agree		I disag	ree with	NF as	sessment (See attached).
		Living	Res Care	NF (ICF)	Group H	ome		Nurse Signatu	I PE:								
B. CLIENT ASSES	DLa		Independent	Needs Help	Total Assista							No Inc.	pairme	-	Impaire	and a	Total Loss
1 DRESSING/GRO			independent.	Here and a here p	Total Addition		21	SPEECH				140 111					TOTAL CORE
2 BATHING						I	22	HEARING							_		
3 EATING						I	23	VISION									
4 TRANSFERRING	2					I			-				No		Moder	ate	Excessive
5 MOBILITY 8 BOWEL/BLADDE						I		HEART DISEASI HYPERTENSION		-							
	IN FUNCT		Independent	Needs Help	Total Assista			ENPHYSEMAC									
7 ANSWERS/CALL		EPHONE	and a second second					DIABETES									
8 SHOPPING/ERR						- 1		ARTHRITIC CON	DITIONS								
9 ARRANGES TRA		TION				- 1		TERMINAL ILLN									
10 PREPARES MEA	LS					I											Substantial
11 LAUNDRY 12 HOUSEKEEPING						I	30	MENTAL MEMORY/RECA	LSTATUS	5		No P	roblen	1 8	ome Pr	oblem	Problem
12 HOUSEREEPING 13 MANAGES MON		NESS				I		IRRATIONAL BE									
14 MANAGES MEDI						I		CONFUSED	- HANNON								
NUTRI		Regular	Modified	Therapeutic	Formula Or	nty		IMPULSIVE									
15 DIET							34	HALLUCINATIVE	E								
					Doesn't			DELUSIONAL									
			Inderstandable	Non-Verbal	Communica	ate		TX COMPLIANC	Æ								
16 COMMU	NICATION	•		Some				AGITATED FEARFUL									
			No	Problems	Substanti Problems		39	WITHDRAWN									
17 HEALTH OR	SAFETY IS	SUES						AGGRESSIVE									
18 CONSUMER S	SUPPORT					I	41	REFUSES ACTIV	VITIES								
19 SOCIAL RESO	DURCES					I		SUICIDAL									
			Low Risk	Mod.Risk	High Risk	•		HOMICIDAL									
20 HEALTH ASSES	SMENT					I	44	SEIZURES									
C. SERVICES PRO	WIDED																
C. SERVICES PRO		FREC	2		FREQ			FRE	0					FREQ	—		FREQ
Ventilator/Respirato	r .		Vital Sign:	s Eval.		Sterl	le Dressin	9	Os	tormy	Care				inje	ctions	
Decubitus/Lesion C			Rehab, P				ke & Outp				Care					ation	
Medication Regulation			Speech T				wior Obse				eedin	g				luids	
Retrain Bowel/Blade No Services Nee			Active Tre	atment		Cath	eter Care		Su	ction	ing				Oxy	gen	
Primary Diagnos				Code:				condary Diagr	nosis:							Code:	
. Thinking chargerion								contracting contage									
D. COMMENTS																	
LEVEL I PAS			Hospital Aut				S Officia										
NF Authorize	d Officia				RED YES, O	CONT	ACTLO	CEU FOR CO	ONSUL	TAT	ION:						
	d Officia FOLLOV			-			ces in orie	ntation or moo	d (demer	ntia e	or othe	er onna					or ideal a
NF Authorize	d Officia FOLLOV Does	the indivi	dual have any		possible dist						-				orders :	are not co	
NF Authorize IF ANY OF THE 1. Yes No	d Officia FOLLOV Does Evide seriou	the indivi- nce of series s mental II	dual have any ous mental line ness)?	ess including	-												
NF Authorize IF ANY OF THE 1. Yes No	d Officia FOLLOV Does Evide seriou Diagn	the indivi- nce of series s mental III osis of a se	dual have any ous mental lline ness)? erious mental ll	ess including liness (such a	as a schizoph	venic,		panic, mood o				lety or	depre				
NF Authorize IF ANY OF THE 1. Yes No 2. Yes No	d Officia FOLLOV Does Evide seriou Diagn	the indivi- nce of series s mental III osis of a se naity disord	dual have any ous mental line ness)? erious mental li der, or other ps	ess including liness (such a sychotic disor	as a schizoph der, or anoth	venic, er mer	ntal disord	ler that may lea	d to a ch	roni	c disa	lety or bility)?	depre	ssive dis	order, :	somatofor	m disorder,
NF Authorize IF ANY OF THE I 1. Yes No 2. Yes No 3. Yes No	d Officia FOLLOV Does Evide seriou Diagn persor Recer neurol	the indivi- nce of series s mental ill osis of a se nality disore it history of	dual have any ous mental line ness)? erious mental li der, or other ps	ess including liness (such a sychotic disor s or been pres	as a schizoph der, or anoth scribed a psy	venic, er mer	ntal disord		d to a ch	roni	c disa	lety or bility)?	depre	ssive dis	order, :	somatofor	m disorder,
NF Authorize IF ANY OF THE I 1. Yes No 2. Yes No 3. Yes No 4. Yes No	d Officia FOLLOV Does Evide seriou Diagn Receineuroi Diagn	the indivi- nce of series s mental III osis of a series thistory of ogical disc osis of me	dual have any ous mental line ness)? erious mental line ser, or other ps f mental liness rder (within the ntal retardation	ess including liness (such a sychotic disor or been pres last two yea or a related	as a schizoph der, or anoth scribed a psy rs)? condition?	venic, er mer	ntal disord	ler that may lea	d to a ch	roni	c disa	lety or bility)?	depre	ssive dis	order, :	somatofor	m disorder,
NF Authorize IF ANY OF THE I 1. Yes No 2. Yes No 3. Yes No 4. Yes No 5. Yes No	d Officia FOLLOV Does Evide seriou Diagn persor Recer neuro Diagn Histor	the indivi- nce of series s mental III osis of a series thistory of ogical diso ogical diso ogical diso ogical diso	dual have any ous mental line ness)? erious mental li der, or other ps f mental liness rder (within the ntal retardation or i retardation or	ess including liness (such a sychotic disor s or been pre- last two yea i or a related a related cor	as a schizoph der, or anoth scribed a psy rs)? condition? ndition?	vrenic, er mer chotro	ntal disord pic medic	ier that may lea alion for a poss	ad to a ch sibly und	roni	c disa	lety or bility)?	depre	ssive dis	order, :	somatofor	m disorder,
NF Authorize IF ANY OF THE I 1. Yes No 2. Yes No 3. Yes No 5. Yes No 6. Yes No	d Officia FOLLOV Does Evide seriou persor Rece neurol Diagn O lagn Histor	the indivi- nce of series smental ill osis of a si- nality disord it history of ogical diso osis of menta nce of posi-	dual have any ous mental line ness)? erious mental li der, or other ps f mental liness rder (within the ntal retardation or i retardation or	ess including iness (such a sychotic disor or been pres last two yea or a related a related con bardation or m	as a schizoph der, or anoth scribed a psy rs)? condition? ndition? elated condition?	vrenic, er mer chotro	ntal disord pic medic	ler that may lea	ad to a ch sibly und	roni	c disa	lety or bility)?	depre	ssive dis	order, :	somatofor	m disorder,
NF Authorize IF ANY OF THE I 1. Yes No 2. Yes No 3. Yes No 5. Yes No 6. Yes No 6. Yes No 7. THE CLIENT Exempted Hosp	d Officia FOLLOV Does Seriou Diagn Persor Recei neuroi Diagn Diagn Evide IS ISI	the indivi- nce of seri- s mental III osis of a si- nality disord ogical diso osis of men- y of menta- nce of posi- NOT A DA arge: (See	dual have any ous mental line ness)? erious mental li der, or other ps f mental liness rder (within the ntal retardation or sible mental ret WGER TO SEI instructions fo	ess including iness (such a sychotic disor is or been pre- is at two yea or a related ra related con tardation or n LF OR OTHE r definition)	as a schizoph der, or anoth scribed a psy rs)? condition? elated condition? elated condition? FR8. Yes	vrenic, er mer chotro ion (co	ntal disord spic medic ognitive or No	ier that may lea ation for a poss behavior functi	ad to a ch sibly und ions)?	lagn	c disa osed r	iety or bility)? mentai	depre I lines	ssive dis	order, :	somatofor	m disorder,
NF Authorize IF ANY OF THE I 1. Yes No 2. Yes No 3. Yes No 5. Yes No 6. Yes No THE CLIENT	d Officia FOLLOV Does Evide seriou Diagn persoi Diagn Diagn Histor Evide IS IS i Ital Disch category	the indivi- nce of series ality disore it history of ogical diso osis of me y of menta nce of pos: NOT A DA arge: (See Delri	dual have any ous mental line ness)? erious mental li der, or other ps f mental liness rder (within the ntal retardation or sible mental ret WGER TO SEI instructions fo	ess including iness (such a sychotic disor or been pre- i ast two yea or a related cor a related cor bandation or n LF OR OTHE r definition) gency Rei	as a schizoph der, or anoth scribed a psy rs)? condition? elated condition? elated condition? FR8. Yes	vrenic, er mer chotro ion (co	ntal disord pic medic ognitive or No ructions fo	ier that may lea alion for a poss	ad to a ch sibiy und ions)? ation.)	No	osed r	lety or bility)? mental	depre	ssive dis	order, :	somatofor	m disorder,

I certify that, to the best of my knowledge, the foregoing information is true, accurate and complete. I understand that this information may be relied upon in the payment of claims from Federal and State Funds, and that any willful faisification, or concealment of a material fact, may be proceeded under Federal and State Law.

Telephone No.

LEVEL 1 SCREENING

- To be eligible for NF services the individual must require the following:
 - require a treatment plan involving the planning and administration of services which require skills of licensed technical or professional personnel that are provided directly or under the supervision of such personnel and are prescribed by the physician;
 - have a physical impairment or combination of physical and mental impairments
 - require professional nursing supervision (medication, hygiene and dietary assistance)
 - lack the ability to care for self or communicate needs to others
 - require medical care and treatment in a nursing facility to minimize physical health regression and deterioration. A physician's order and results from a standardized assessment which evaluates type and degree of disability and need for treatment must support the individual's need for NF level of care. Only standardized assessments approved by the OHCA and administered in accordance with Medicaid approved procedures shall be used to make the NF level of care determination.

FORMS

- LTC-300R also known as the Level I screening form must be received by OHCA within 10 days of admission.
- The form must be completed electronically via the OHCA secure provider portal (faxed or emailed LTC-300R will not be accepted unless arrangements have been made with OHCA due to technical difficulties).
- For questions regarding submitting the LTC-300R please refer to the "PASRR Level 1 (LTC-300R) Training PowerPoint located at <u>https://oklahoma.gov/ohca/providers/providertraining.html</u>

LEVEL II EVALUATION

- Evaluation must be completed by either the MI or ID (Intellectually Disabled) Authority.
- A level II could be a Pre-Admission or Resident Review.

LEVEL 1 PASRR SCREEN

Level 1 PASRR Screen (from OHCA LTC-300R)

IF ANY OF THE FOLLOWING QUESTIONS ARE ANSWERED YES, CONTACT LEVEL OF CARE EVALUATION UNIT FOR CONSULTATION:

 Yes No Does the individual have any evidence of serious mental illness including possible disturbances in orientation or mood (dementia or other organic mental disorders are not considered a serious mental illness)?

2. Yes No Does the individual have any diagnosis of a serious mental illness (such as a schizophrenic, paranoid, panic, mood or other severe anxiety or depressive disorder, somatoform disorder, personality disorder, or other psychotic disorder, or another mental disorder that may lead to a chronic disability)?

3. O Yes No O Does the individual have any recent history of mental illness or been prescribed a psychotropic medication for a passibly undiagnosed mental illness in the absence of a justifiable neurological disorder (within the last two years)?

4. O Yes No Does the individual have any diagnosis of mental retardation or a related condition?

 Yes No Does the individual have any history of mental retardation or a related condition?

 Yes No Does the individual have any evidence of possible mental retardation or related condition (cognitive or behavior functions)?

THE CLIENT 15 15 15 NOT A DANGER TO SELF OR OTHERS. Exempted Hospital Discharge: (See instructions for definition) Yes No Short term stay category: Delirium or Emergency or Respite (Refer to instructions for further information.) or Not Applicable

WHO FILLS OUT FORMS?

- NF Administrator or their designee which may include:
- a licensed nurse, social service director or social worker, admissions or MDS
- It is the responsibility of the NF to ensure a Level II is completed on a member that meets the previous criteria.

PRIOR TO ADMISSION

A "yes" answer to any of the six questions in Section E of the LTC-300R form regarding MI or ID (Intellectually Disabled)or a Related Condition requires a "Screening for Level II PASRR" to be faxed to a LOCEU Analyst at 405-708-7181.



Screening for PASRR Level II

Provider Name:		Provider ID w/ Service Loc:						
Person Ordering PASRR		Phone Number:						
		Email Address:						
Member Name:		Member ID: Member's DOB:						
Social Security #								
Legal Guardian:		Legal Guardian Name:						
Race:	Ethnicity:		Gender:					
	1							
Payor Source		Marital Status						
if the individual is discharg contact person, and memi			name, address, phone number of					

SCREENING FOR PASRR LEVEL II

- This form is typable and should not be handwritten.
- Please complete every field on the form.
- The Member ID is the members Medicaid (Sooner Care) number if applicable.
- The Provider ID/Service LOC- provider number given once a facility or provider becomes contracted with OHCA.

AFTER SUBMISSION OF SCREENING FOR LEVEL II PASRR

- After submission of a "Screening for Level II PASRR", a OHCA LOC analyst will ask the NF/provider to submit medical records to OUCON either via fax at 405-271-2626 or email at <u>CON-PASRR@OUHSC.EDU</u> with the subject line "PASRR medical records."
- Please note that Level II evaluations completed by OUCON will be completed via videoconferencing as outlined in the global message sent out on 5/9/2023, please see <u>https://oklahoma.gov/ohca/providers/updates/global-messages/global-messages.html</u>
- Please do not send medical records to OUCON prior to completion of the Screening for Level II PASRR completed by OHCA LOC analyst

INSTRUCTIONS FOR COMPLETING "SCREENING FOR PASRRIEVEL II" FORMS 1. GO TO THE OHCA WEBSITE: OKHCA.ORG 2. CLICK ON "PROVIDERS" 3. CLICK ON "BEHAVIORAL HEALTH" 4. CLICK ON "TEMPLATES/FORMS 5. SCROLL TO "SCREENING FOR LEVEL II PASRR" 6. FILL OUT FORM 7. FAX TO 405-708-7181 NOTF. SCREENINGS WILL BE WORKED IN THE ORDER IN WHICH RECEIVED. A LOC ANALYST WILL CONTACT YOU ONCE THE SCREENING IS RECEIVED.

PROVISIONAL ADMISSIONS DEFINED

- Special circumstances by which an individual may be temporarily waived from having a Level II Evaluation prior to admission to a Soonercare (Medicaid) certified nursing facility
- If a resident has Soonercare, payment for nursing facility services will not be made after the provisional admission ending date

PROVISIONAL ADMISSIONS

- All provisional admissions require prior approval from LOCEU Analyst if MI, ID (Intellectually Disabled) or RC is present or suspected
- Emergency-APS initiated
- Respite-Must have medical needs; usually 15 days at a time with an allowance for up to 30 days/calendar year
- Delirium-Call when it clears

APS EMERGENCY REQUEST LETTER

- WHO-client name, SS#, DHS case #
- WHAT-request 7day emergency
- WHEN- state inclusive dates
- WHERE- intended NF
- WHY-reason for the emergency
- No harm statement

DELIRIUM DEFINED

Any person with mental illness, an intellectual disability or related condition that is not a danger to self or others may be admitted if the individual is experiencing a condition that precludes screening such as effects of anesthesia, medication, unfamiliar environment, severity of illness or electrolyte imbalance.



EXEMPTED HOSPITAL DISCHARGE

- Individual must be admitted to the NF directly from a medical hospital stay and;
- Individual must require NF services for the condition for which he/she was receiving in the hospital and;
- The attending physician must certify in writing that the individual is likely to require less than 30 days of NF services.

RESIDENT REVIEW

- Resident Reviews are completed annually on members in a NF that are NAY not NC1.
- If a RR is denied the NF is responsible for making arrangements for inpatient psychiatric treatment or finding community placement if the member no longer meets NF criteria.

TRANSFERS

The Level I Screening form must be completed for transfer clients just as it is for new admissions. This includes transfers from "sister facilities."



WATCH FOR MI RED FLAGS

- Any diagnosis of mental illness
- Client coming from a inpatient psychiatric facility
- Client coming from a residential care facility
- Client is on psychotropic medication



MI RED FLAGS CONTINUED

- Coming from a state hospital
- Family report
- Coming from another nursing facility and no diagnosis information provided
- When in doubt, fill out "Screening for Level II PASRR" and fax to 405-708-7181



LEVEL II PASRR

INTELLECTUAL DISABILITY/RELATED CONDITION (ID/RC)

ID/RC

- If Level 1 information indicates history or diagnosis of intellectual disability or related condition, then a Level 2 PASRR must be done by the Oklahoma Human Services, Developmental Disabilities Division.
- An individual is considered to have an ID diagnosis if he/she has-
 - A level of intellectual disability (mild, moderate, severe, or profound) described in the American Association on Intellectual Disability's manual or classification in Intellectual Disability (1983).
 - The American Association on Intellectual Disabilities states an individual IQ Score must be 70 with a +/- of 5 standard deviations.

RELATED CONDITIONS

- An individual is considered to have a related condition if he/she has a severe chronic disability (developmental disability) with the following-
 - it's attributable to a mental or physical impairment or combination of mental and physical impairment.
 - is manifested before the person is 22 years of age
 - is likely to continue indefinitely
 - results in substantial functional limitations in 3 or more major life activity areas prior to 22

MAJOR LIFE AREA ACTIVITIES

- Self-care
- Receptive and expressive language
- Learning
- Mobility
- Self-direction
- Capacity for independent living
- Economic self-sufficiency

RELATED CONDITIONS CONTINUED

- Types of related conditions include but are not limited to, cerebral palsy, epilepsy, paraplegia, quadriplegia, traumatic brain injuries (TBI), spinal bifida, autism, muscular dystrophy, etc.
- Any other condition except for mental illness that is found to be closely related to intellectual disability resulting in impairment of general intellectual functioning or adaptive behavior.
- Pay close attention to these things detailed in the records received or historical information provided by family members, caretakers, or legal representatives.

INTELLECTUAL DISABILITY

- To be classified as ID the client must have the following
 - Have an IQ of less than 70 that manifest prior to the age of 18.
 - And must exhibit limitations in 2 or more of the applicable adaptive skills areas as follows:
 - Communication
 - Self-care
 - Home living
 - Social Skills
 - Use of community resources
 - Self-direction
 - Health and safety
 - Functional academics
 - Leisure
 - Work

THINGS TO LOOK FOR WITH ID

- Diagnosis of ID prior to age 18
- Special education classes
- Never went to school; kept at home
- Never worked, married or had kids
- Psychological evaluation indicating ID
- Previous resident of an ICF/IID

SIGNIFICANT CHANGE

SIGNIFICANT CHANGE DEFINED

- Any change in a client's physical or mental condition that may require a review of the client's level of care and services required to meet their needs.
- A significant change should also trigger a new Resident Review (Level II).
 - If a client has a significant change in symptoms that required a psychiatric inpatient stay, then a new Level II should be completed.

SIGNIFICANT CHANGE

- Will trigger an update to the Minimum Data Set (MDS)
- MI- New diagnosis of mental illness Contact OHCA
- ID (Intellectually Disabled)-No longer able to participate in active treatment – Contact OKDHS (see contact at the end of the Power Point)
- Improvement or decline in medical condition

OUT OF STATE

OUT OF STATE APPLICANTS

- Obtain copy of other states' PASRR
- Ask for a PASRR to be done in current state
- Get client within Oklahoma borders
- Consult LOCEU Analyst before admission



PASRR TIME PROCESS

PASRR EVALUATIONS

- Average of 7 TO 9 working days
- Verbal call
- Notice
- Requests for fair hearing
- Resident Review

ADDITIONAL INFORMATION

- APS
- Court Orders
- Doctor recommendations
- Holidays, weekends or after hours



MINIMUM DATA SET (MDS)

The MDS is a detailed resident assessment and care screening that is required to be submitted to the Oklahoma State Health Department for all nursing facility admissions.

MINIMUM DATA SET (MDS)

The nursing facility is responsible for making sure that if any information regarding MI, ID (Intellectually Disabled) or related conditions is identified when completing the MDS; a consultation with OHCA LOCEU Analyst is done.

RECOUPMENTS

- Inappropriate admissions- no consultation
- No LTC-300R form submitted to LOCEU by NF
- No Level II screening done prior to admission
- Client does not fall under a provisional admission
- Client had a Level II screening, but the results are not "current"

**Remember when in doubt reach out!

CONTACT INFO

- LOCEU OHCA PHONE NUMBERS-
 - Steve Wynn (405) 522-7133 Fax (405) 530-3414
 - Karen Navarro (405)522-7674 Fax (405) 530-3259
 - Nathan Pease (405) 522-7148 Fax (405) 522-3247

CONTACT INFO

- Eastern Oklahoma
 - Kathy Yates, MS, QIDP OBRA Specialist Program Field Representative Tulsa, OK 74135 405/421-3042 cell phone
- Western Oklahoma

CONTACT INFO

Eastern Oklahoma

- Kathy Yates, MS, QIDP
 - OBRA Specialist
 - Program Field Representative
 - Tulsa, OK 74135
 - 405-421-3042 cell phone
 - <u>Kathy.Yates@okdhs.org</u>



Western Oklahoma

- Dr. Elizabeth Teet, DM, MPA, ABDA, QIDP
 - OBRA Specialist
 - Program Field Representative
 - Oklahoma City, OK 73111
 - 405-421-4627 cell phone
 - <u>elizabeth.teet@okdhs.org</u>

REFERENCES

- Omnibus Budget Reconciliation Act of 197
- 42 CFR 483.100
- 42 CFR 483.102
- OAC 340:100
- OHCA Policy 317:30-5-123 & 317:35-19-8
- Public Law 100-203
- OKDHS OAC 340:100-15
- <u>https://oklahoma.gov/ohca/policies-and-</u> <u>rules/xpolicy/medical-assistance-for-adults-and-children-</u> <u>eligibility/nursing-facility-services.html</u>



GET IN TOUCH

4345 N. Lincoln Blvd. Oklahoma City, OK 73105 oklahoma.gov/ohca mysoonercare.org Agency: 405-522-7300 Helpline: 800-987-7767

