



SOONERSELECT DENTAL: GETTING STARTED AND PREPAREDNESS FOR DAY ONE

1. Where can I find SoonerSelect information?

SoonerSelect plan information, provider fact sheets, a dental provider guide and much more can be found on the [Oklahoma Health Care Authority website](https://www.ohca.ok.gov) by selecting the SoonerSelect tab.

2. Will you please explain the 90-day continuity of care period?

Contracted SoonerCare providers who are not contracted with DentaQuest or LIBERTY Dental or are only contracted with one of the plans may continue to see their current SoonerSelect members for 90 days. Providers must contact the plans directly and follow their billing procedures for filing out-of-network claims during the 90-day continuity of care period. Out-of-network services will be billed directly to the plans and reimbursed at the current SoonerCare fee schedule rates.

3. Will approved prior authorizations (PAs) be honored by both DentaQuest and LIBERTY Dental?

Both dental plans will honor OHCA-approved PAs during the 90-day continuity of care period. If those services are not completed during the 90-day continuity of care period, the provider must submit a new prior authorization request to the appropriate dental plan.

4. If I choose not to contract with one or both plans, can I continue to see my current SoonerCare members?

After the 90-day continuity of care period expires, you must be contracted with the dental plan to receive reimbursement.

5. How do I verify a member's dental history?

OHCA is providing the dental plans with two years of historical claims data. Dental plans will be loading this historical information into their system, and it will be searchable on their provider portals. Any history beyond the two years should be verified on the OHCA provider portal.



ADDRESS

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105



WEBSITES

oklahoma.gov/ohca
mysoonercares.org



PHONE

Admin: 405-522-7300
Helpline: 800-987-7767

6. Will frequencies, covered services and prior authorization requirements remain the same with both plans?

Dental plans are required to furnish medically necessary services in accordance with OHCA's policies and rules. A dental plan may be less restrictive on the requirements of a prior authorization than OHCA but may not impose greater restrictions.

7. Will the timely filing period remain the same for the new plans?

Yes, the claim must be filed within six months of the date of service.

8. Will there be specific fee schedules for both plans?

Until July 1, 2026, both dental plans must adopt the OHCA established fee schedule as the minimum rates of reimbursement.

9. Do I still submit claims to OHCA?

Services performed prior to Feb. 1, 2024, will be billed to OHCA, as well as services for members who are excluded from the SoonerSelect program. Visit the [SoonerSelect page](#) for more information on mandatory, optional and excluded SoonerSelect populations. All claims for SoonerSelect members will be billed to the dental plans beginning Feb. 1, 2024.

10. Will I still be paid weekly and on Wednesdays by the new plans?

Please contact DentaQuest and LIBERTY Dental directly for their payment schedules.

11. Will there still be a \$4 copay?

Both DentaQuest and LIBERTY Dental have been approved to waive copays as a [value-added benefit](#).

12. Will I still have access to the SoonerCare secure provider portal?

As a contracted SoonerCare provider, you will continue to have access to the OHCA secure provider portal.

13. What happens if a member goes to a provider that is not their PCD?

The provider must be a currently contracted SoonerCare provider to receive payment for services during the 90-day continuity of care period. After 90 days, the provider must also be contracted with the member's plan to receive payment.

14. If I was not contracted at the time the member chose their plan and/or provider, can they switch plans and/or providers?

The member may switch dental plans within the first 90 days of enrollment with the plan, after that they must wait until the next open enrollment period to switch plans.

Members may change their assigned provider at any time without cause to another in-network provider within the plan they are enrolled. Members should contact their dental plan to find out how to switch their provider.

15. How do I verify eligibility?

Ask the member for their ID card and contact that plan directly for eligibility verification. If the member does not have their ID card, you can log in to the OHCA secure [provider portal](#) and enter the member information into the eligibility screen. If the results return SoonerDental, then the member has coverage with either DentaQuest or LIBERTY Dental. You may also call the SoonerCare provider helpline at 800-522-0114, option 1, for assistance.

16. Will the plans require referrals or specific forms that are different from what we currently use with SoonerCare?

Contact the plans directly for specific information.

17. What will the process be with the new plans for a member that is currently in active orthodontic treatment?

For members who are currently in active treatment, payment will be reimbursed under the previous bulk payment system; however, claims will need to be billed to the member's dental plan. OHCA-approved prior authorizations will be honored during the 90-day continuity of care period; to continue to provide services after that time, you will need to submit a new PA to the member's plan.

18. Currently, I submit a DEN-7 to OHCA to update the dates on a PA. Will this process remain the same for the new plans?

Contact the plans directly for the forms and processes that they require.