Humana
Healthy Horizons®
in Oklahoma

SoonerSelect

Credentialing resource guide



Humana Healthy Horizons in Oklahoma is a Medicaid product of Humana Wisconsin Health Organization Insurance Corporation.

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Workflow for providers

Provider process



Start here

Provider navigates to the Humana Healthy Horizons in Oklahoma website.

Email is sent to Humana Healthy Horizons® in Oklahoma to begin the contracting process.

Email is received by Humana Healthy Horizons and instructions for contracting are sent to the provider requesting a completed roster and Form W-9.

Upon receipt of Form W-9 and a completed roster, the contract is sent to the provider via Adobe Sign.

Is the provider already participating with another line of business?

Yes

Credentialing letter is received.

Welcome kit is received (30 days from the credentialing date).

Process complete

No

Start work file is submitted to Availity Essentials℠ to begin the credentialing process.

Provider is outreached to complete application on the Availity Essentials portal.

Application is completed with Humana Healthy Horizons selected.

Completed application received and sent to credentialing.

Primary source verification is completed.

Credentialing letter is received.

New provider orientation offered within first 30 days of network participation.

Process complete

Note: This workflow is **not** applicable to providers that do not require credentialing. Providers in this category simply need to submit a roster. For a complete list of excluded providers, refer to slide 13.

Resources for providers

Enroll with Oklahoma Health Care Authority (OHCA)



Visit the OHCA enrollment webpage

OKLAHOMA Health Care Authority

Search

About | Members/Applicants | SoonerSelect | Providers | Insure Oklahoma | OKSHINE | More

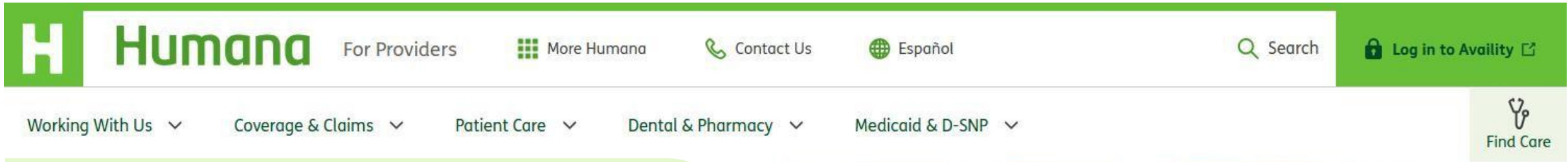
Oklahoma Health Care Authority > Providers > **Provider Enrollment**

Enrollment

Provider Contracts	ATTENTION:
If you have questions: • Call toll free (800) 522-0114, option 5 for Provider Contracts (Hours: 8 a.m. – 5 p.m. Mon., Tues., Thurs., Fri., and 1 – 5 p.m. Wed.)	Please remember that all SoonerCare-contracted providers are responsible for keeping their provider file current.
• Email us	Please make sure your email address(es), phone number(s) and location are up to date, so you can receive all pertinent OHCA communications. Thank you.

Resources for providers

Submitting a Humana Healthy Horizons contracting request



Visit: Welcome New Providers!

A contract manager will reach out with the necessary documents to complete an agreement.



Resources for providers

Submitting a credentialing application

Already credentialed

If the provider is credentialed with Humana Healthy Horizons under another line of business (Medicare), the provider will need to have a current Council for Affordable Quality Healthcare® (CAQH®) or Availity Essentials application for Humana Healthy Horizons to complete the Medicaid credentialing process.

Not yet credentialed

Providers may submit contract applications to OHCA and contract and credentialing requests to contracted entities (CEs) at the same time. While these processes may run concurrently, contract effective dates with OHCA and the CE may differ. CEs must comply with NCQA standards, meaning you cannot be active in the network until credentialing (if applicable) is complete. Credentialing **cannot be completed** until OHCA issues a valid Provider ID, and CEs cannot backdate credentialing. Please follow the "Workflow for Providers" to begin the contracting and credentialing process.

Outreach

Availity Essentials will make up to 3 attempts via email to obtain missing information. Once a clean credentialing submission is received, the information is sent to the credentialing team for primary source verification.

Decision

After credentialing is completed and approved, an approval letter will be emailed to the contact on file.



Provider Credentialing Application Checklist
Avoid Common Mistakes—Submit a Complete Application the First Time!

To ensure your credentialing application is processed quickly and without delays, please review this checklist before submitting:

- ✓ **Update Your CAQH Profile (If applicable)**
  - Confirm all information in your CAQH profile is current and complete.
- ✓ **Complete the Availity Application**
  - Make sure your Availity application is fully filled out and submitted.
- ✓ **Attach Proof of Professional Liability Insurance**
  - Include a current copy of your professional liability insurance documentation.
- ✓ **Include a Provider Roster**
  - Ensure that the latest roster has been provided via Contact Us
  - NOTE: Only additions, terminations or changes need to be on the roster.
- ✓ **Double-Check All Attachments**
  - Verify that all required documents are attached and uploaded correctly.

Helpful Tips:

•The application system is designed to prevent incomplete submissions, but incorrect or missing attachments can still cause delays.

Resources for providers

Provider orientation



Do you have questions? Are you interested in attending a live provider orientation?

Find your assigned provider relations representative by emailing OKMedicaidProviderRelations@humana.com.

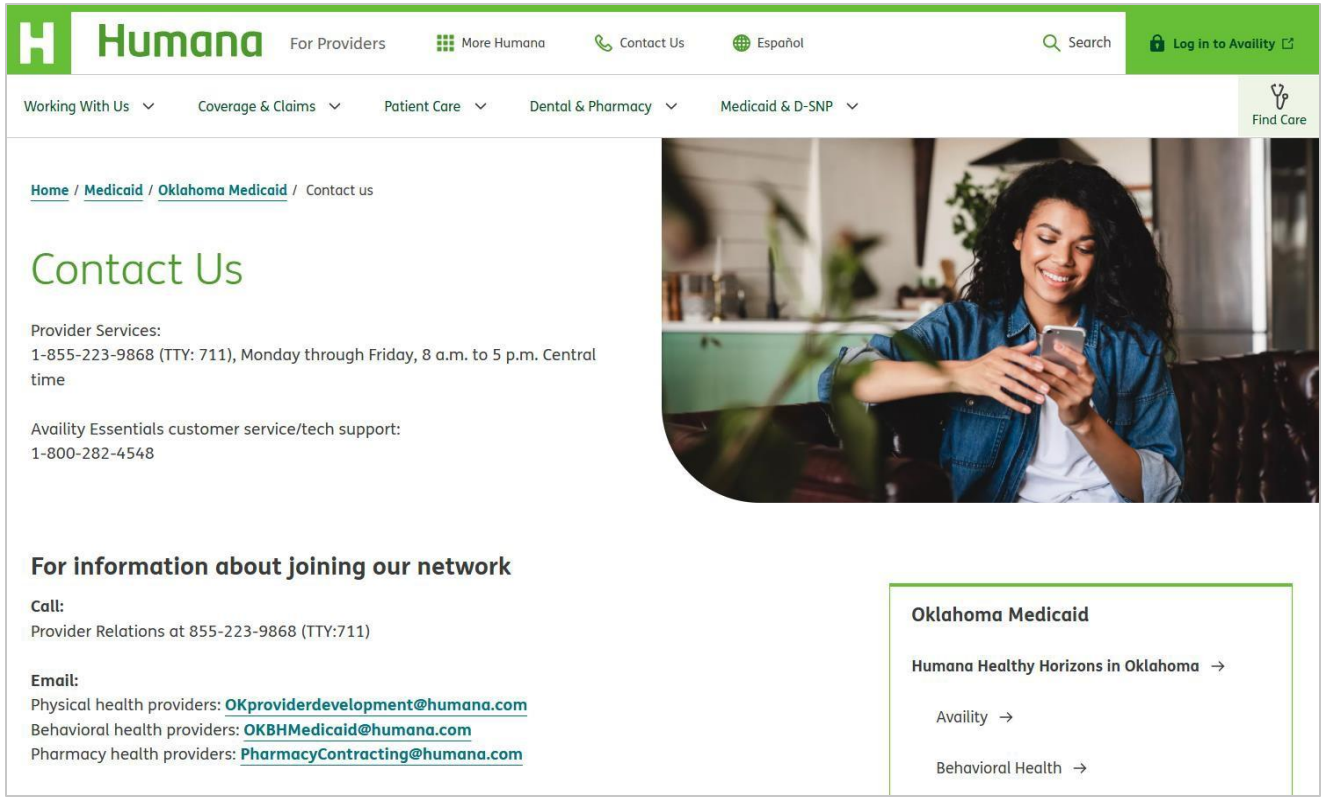


Are you interested in a self-paced provider orientation?

Provider orientation slide decks are available in Availity.

Resources for providers

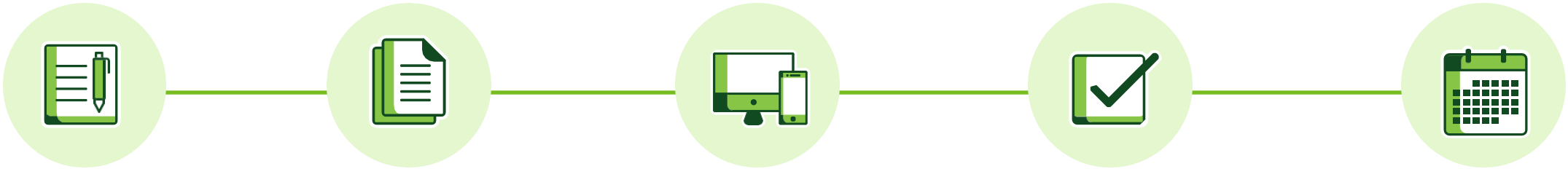
Contacting us online



- Visit our Humana Healthy Horizons in Oklahoma and select "**Contact Us**" on the right of the page.
- **To join our network:**
  - Please visit the following to join our network**:** Welcome New Providers!
- To find out who your representative is, please email us at OKMedicaidProviderRelations@humana.com.

New provider groups

Contracting and credentialing overview



Step 1

Enroll with OHCA

All providers in the group must be contracted with OHCA (with an active Medicaid ID) to serve SoonerSelect members.

Step 2

Submit contracting request

Submit a Humana Healthy Horizons contracting request via email. A contracting representative will contact you with required documents.

Step 3

Submit credentialing application

Complete a credentialing application for providers not already credentialed with another Humana line of business through the Availity Essentials portal.

Step 4

Receive credentialing approval

Respond to any outreach from Availity Essentials. Once approved, you will receive a letter confirming the credentialing effective date.

Step 5

Schedule new provider orientation

Within 30 days of the agreement effective date, a provider engagement network manager will offer to schedule an orientation and provide the executed agreement.

Adding providers to existing contracts

Step 1

Enroll with the OHCA

All providers in the group must be contracted with OHCA (with an active Medicaid ID) to serve SoonerSelect members.

Step 2

Submit updated Humana Healthy Horizons roster

Use the Request to Join online form located on the join our network provider webpage to join the Humana Healthy Horizons network and make updates or submit change requests.

Step 3

Submit credentialing application

Complete credentialing applications for providers not already credentialed for another line of business through the Availity Essentials portal. Availity Essentials will follow-up if additional information is needed.

Step 4

Receive credentialing approval

Respond to any outreach from Availity Essentials. Once approved, you will receive a letter confirming the credentialing effective date.



Note:

For providers that have previously credentialed with the Humana Medicare line of business:

- Providers credentialed under another Humana line of business need to have a current CAQH or Availity Essentials application to complete the Medicaid credentialing review.
- A credentialing letter will be issued confirming the last approval date.
- Providers must re-credential within their existing credentialing cycle.

Adding providers to delegated groups

Step 1

Enroll with OHCA

Ensure all providers associated with the group are appropriately contracted with OHCA to provide services to Medicaid members.

Step 2

Update roster

Submit an updated Humana Healthy Horizons roster for the group through the Humana Healthy Horizons website.

Step 3

Review provider directory

New providers will be loaded in the provider directory with an effective date in accordance with the date of roster submission and OHCA effective date, whichever is later.

Provider roster clarifications

When adding a provider to an existing group:

- Ensure you are using the Humana Healthy Horizons provided roster template for submissions. Please submit a fully completed roster.
- All updates should reflect in the state file before submitting to Humana Healthy Horizons. Examples include:
  - Servicing locations
  - Specialty updates
  - Name changes, etc.
- Include only the providers on the roster submissions that require addition or updates.
  - Only submit new groups that have not been previously provided to Humana Healthy Horizons; do not resubmit full rosters that have already been sent, except for **net new groups**.



Provider roster clarifications

Excluded providers do not require credentialing

Some providers don’t need to go through credentialing. Check out our list by specialty to see who’s excluded.

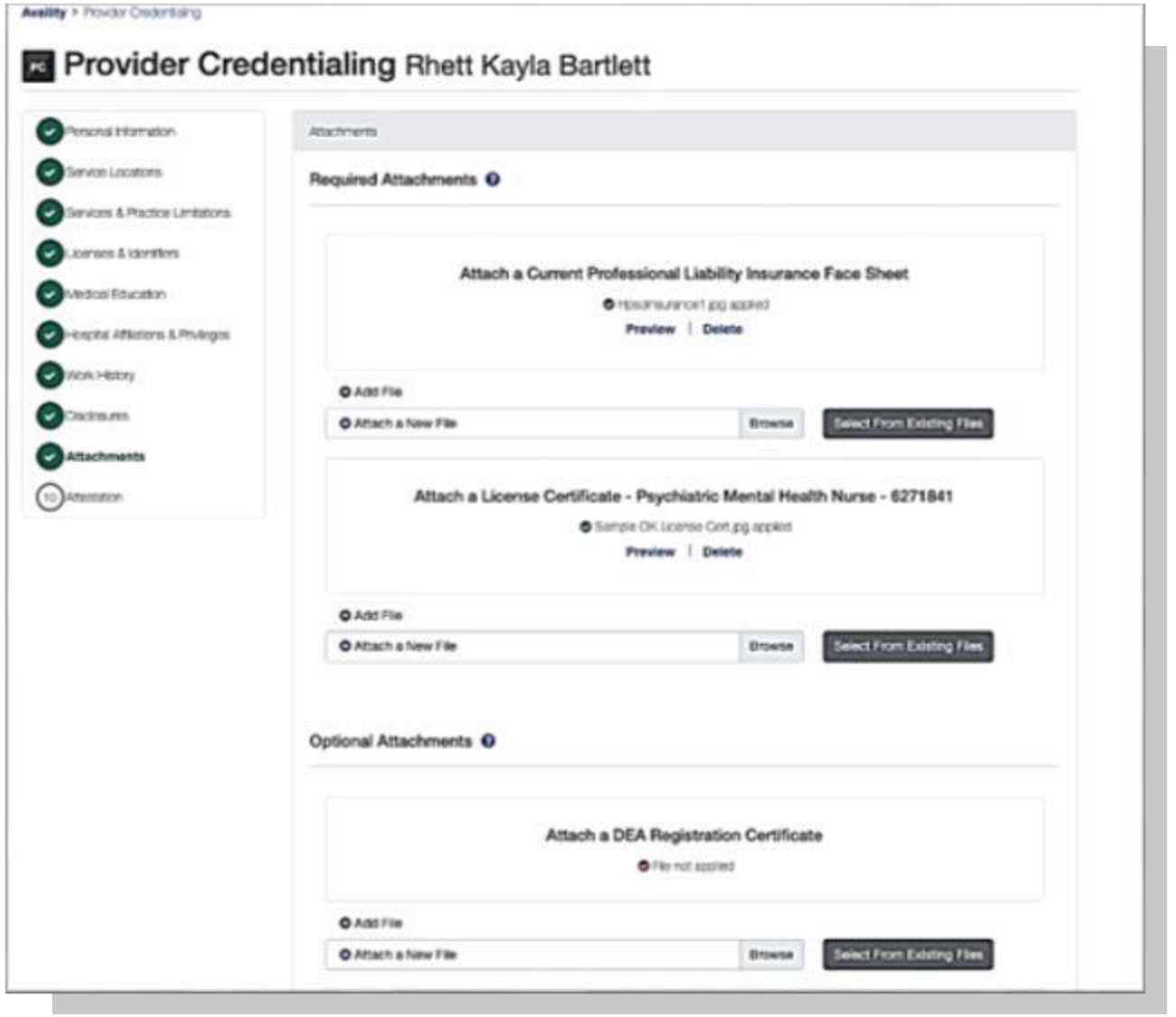
Visit Oklahoma SoonerSelect: Provider Resources

Submitting your roster

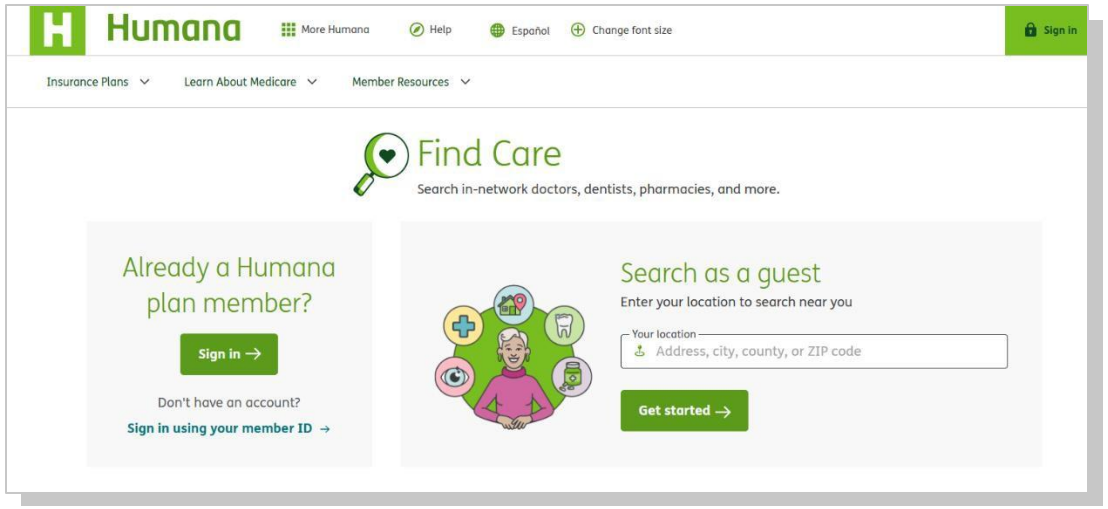
You will need to continue to submit your rosters to Humana Healthy Horizons via the Request to Join online form located on the join our network provider webpage.

For Pharmacy health providers, you will need to continue to submit your rosters via email at: PharmacyContracting@humana.com

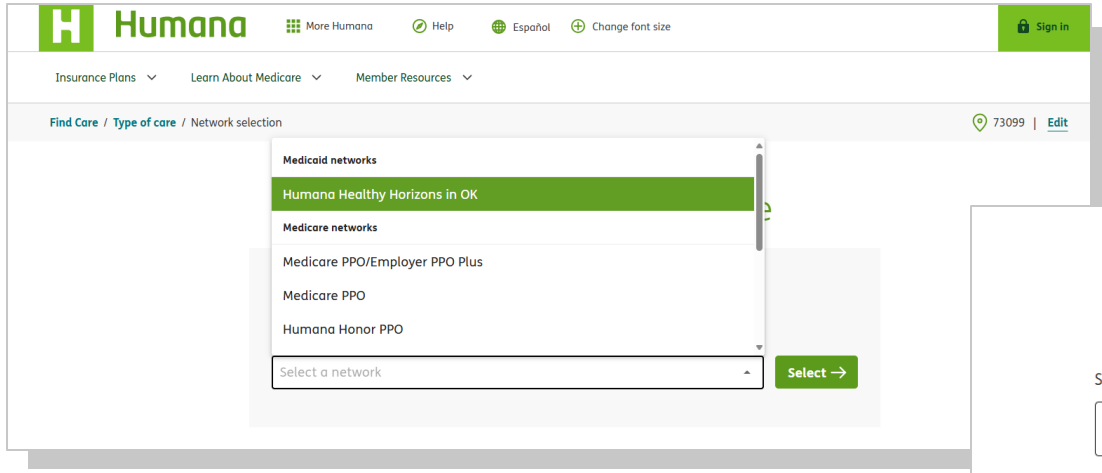
We are working with Availity Essentials and expect to have the ability to upload rosters into the portal soon.

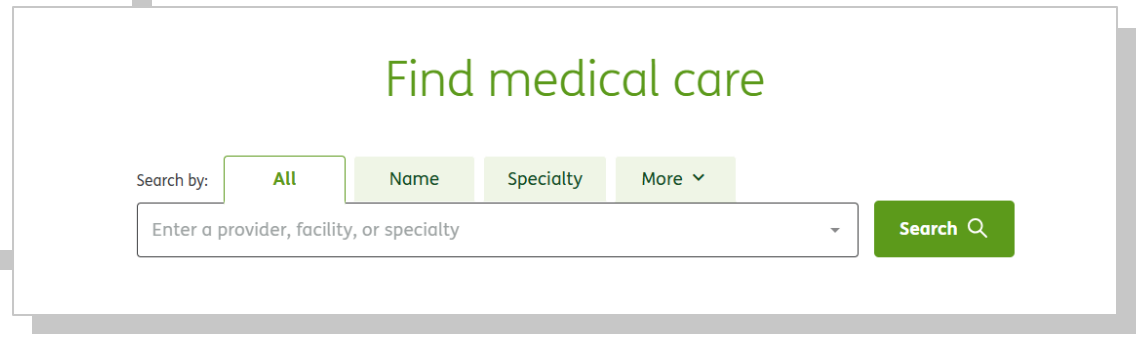


Provider directory



Visit our Find Care webpage to access the provider directory.






Q
A

Thank you

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