

Important information from Oklahoma Health Care Authority

RE: newborns

Dear Plan Partners,

This communication serves as a notification to the communication posted by The Oklahoma Health Care Authority (OHCA) regarding newborn eligibility.

OHCA has identified that their system is not backdating the effective dates of health and dental plans to the dates of birth of deemed newborns. A newborn is considered deemed only when the mother was on SoonerSelect at the time of the baby's birth.

The system work to correct this is anticipated to take up to 10 months or more. In the meantime, OHCA's eligibility team will be manually backdating the plan effective dates to the date of birth of the deemed newborn when possible.

OHCA is currently working through a list of newborns born between April 1 and May 17, 2024, and the anticipated completion date for this was June 20, 2024. Starting from May 27, OHCA has been working through a weekly list of newborns who have dates of birth from the week prior. Please allow at least two weeks for the necessary updates to be made to the newborns' plans.

You may still add newborns via the eNB1 process as those babies will show on OHCA's report to correct their plan effective date. You may also add newborns via the NB-1 process by using the NB-1 form and emailing it to NODOS-NB1@okhca.org.

Please use the provider portal to check the status of a newborn's plan enrollment. If you have questions regarding a newborn's plan effective date, please email NODOS-NB1@okhca.org.

A quick reminder:

Have you registered for Availity?

Availity Portal Registration

Has your office relocated or changed a fax or phone number lately?

Do you offer telehealth services?

Would you prefer to receive these notices via email rather than via fax?

Be sure to contact the Provider Experience team today to make sure that your account is updated.

For a full comprehensive of OHCA's communication, you can review the link at: [Global Messages \(Oklahoma.gov\)](#) and refer to the NB-1 Processing.

If there are any questions regarding this communication, please reach out to our Provider Engagement team at ABHOKProviderEngagement@aetna.com.

Be well,

Aetna Better Health® of Oklahoma

**This provider update
has been sent to:**

Provider type(s):
IPA/Medical groups

Primary care providers

Specialist providers

Hospitals

Ancillary

SNF

DME

Home health

ECM/CS

Other

Line of business:

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