

Important information



Aetna Better Health®
of Oklahoma

RE: Provider contract renewals

Greetings provider partner,

OHCA has extended the expiration date of physicians from Dec. 31, 2024, to Jan. 31, 2025. This will allow provider enrollment time to process incoming renewals without interruption of services to members. There are currently more than 12,000 physicians who have yet to renew their SoonerCare contract. To avoid any delay in reimbursement, physicians are encouraged to submit renewals as soon as possible. You can log into the [provider portal](#) to complete your renewal. If you need assistance logging into the provider portal, please contact the OHCA internet helpdesk at **800-522-0114**, option 2, option 1. Or email SoonerCareInternetHelpdesk@gainwelltechnologies.com.

For the following provider types, 75-day renewals started Oct. 17, and contracts expire Jan. 31, 2025.

- Occupational therapy assistant
- Physical therapy assistant
- Speech pathology assistant
- Speech pathology clinical fellow

For the following provider types, 75-day renewals started Jan. 15, and contracts expire March 31, 2025.

- Hospital
- ITU contracts
- Optician
- Optometrist

Please be sure the contact information, including email address, is current for all individual and facility/group provider files so you can quickly receive important contract information.

For more information regarding this communication, please feel free to visit the following link:

<https://content.govdelivery.com/accounts/OKHCA/bulletins/3c7cf80>.

Be well,
Aetna Better Health® of Oklahoma

Connect with us

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

Do you offer telehealth services?

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

For questions call the provider services team at:

Toll Free: **1-844-365-4385**
ABHOKProviderEngagement@aetna.com

This provider update has been sent to:

Provider type(s) -

- ☒ IPA/Medical groups
- ☒ Primary care providers
- ☒ Specialist providers
- ☒ Hospitals
- ☒ Ancillary
- ☒ SNF
- ☒ DME
- ☒ Home health
- ☐ Other

Line of business:

- ☒ SoonerSelect Program