



Insure Oklahoma Helpline: 1-888-365-3742

- Please press option "2" if you are an *agent* or *employer*
 - All informational questions regarding groups and subsidy payment needs to be directed to the Insure Oklahoma helpline.
 - If you do not have an "E" number just enter any number 9 times.

Insure Oklahoma fax number: 405-949-9563

**** all invoices need to be faxed to the number provided****

((Any invoices faxed over to Oklahoma Healthcare Authority could be delayed because we will send them to EDS- Processing Center and that can take another 1-2 business day))

Rates/ Invoices:

We have been receiving many rates that are not on the carrier letterhead with the plan summary. We will need the rates printed on the carrier letterhead that will provide us the effective date and summary. Please **circle, star, or mark** the plans the Employer are choosing and add their E #'s. When there are multiple rates, we can only pick one. We will pick the first rate. This not only slows down the application process but causes problems when the employer starts submitting invoices and do not get paid because we do not have the correct rates in the system. Also, for rate changes we need the new rate sheet with Employer Number and an employer change form.

End of the Month:

Please check the website or calendar if you find any issues when enrolling the employers/employees. When there are maintenance issues they will be posted on the calendar. For example at the end of the month you are trying to enroll the employees for the 1st of the month. We will not be able to backdate employees not enrolled before the first unless it was due to a system issue on our end.
<http://www.insureoklahoma.org/calendar.aspx>

Group of 2:

When a group applies that have 2 employees and they are the owner(s) and spouse, they need to automatically send in their taxes when turning in their application.

Application:

It takes 30 days to process the application for employees. If they are turned in at the end of the month, we will not be able to get them approved for the 1st of the month. They will get approved for the next following month and we will not backdate to the employers effective date for reimbursement.

Qualified Health Plan:

When signing up your employers for a QHP, the QHP must meet the requirements. There can not be any exclusion. For example, the QHP must cover maternity. On Select Plans, if there is PLAN A and PLAN A Select. We will choose PLAN A.

Change Form:

Please inform employers all the out change forms for new hires, change in employer contact information, qualified health plan or terminated employees. Please fill out the Small Business Change Form (O-EPIC-4) and fax it in to **405-949-9563**.

Carrier Renewals:

When an employer is renewing with a carrier and needs to change plans and/or carriers during their period of eligibility with Insure Oklahoma, they must send in a ***new 2 page application***. The reason for this is that the employer application indicates what plan the employer is offering to their employees. Those of you who have been working with this program from the beginning may recall that changing the health plan on a change form is something the system will not allow. We are working to change this in the future. Employees will also have to re-apply during this process.

PIN Letters

We want to remind the agents/employers that once the agents/employers receive their PIN Letters for the employees. The employees will need to go online as soon as possible to re-apply. *If their employees wait until after the start of the employer eligibility period, there will be a lapse in premium assistance payments and we will NOT back date.*

****NOTE** Remind your employers that when they receive their approval letter, there is a letter attachment stating Employees MUST re-apply.**

Employer Letters

- [PME - 9001 - D Attachment](#) (Employer Welcome Letter)
- [PMS - 9001 - D Attachment Combined](#)
- [PME - 9003 - D Attachment](#)
- [PMA - 9005 - M Attachment](#)
- [PMS - 9011 - D Attachment Combined](#)
- [PMS - 9013 - D Attachment Combined](#)
- [PMS - 9017 D Attachment](#)

ESI Payment Schedule

To receive an Insure Oklahoma/O-EPIC premium assistance payment, you must send the entire health plan invoice including the summary page (via mail or fax) to the Third Party Agent (TPA) each month. If the invoice is not received by the TPA, no Insure Oklahoma/O-EPIC premium assistance payment can be made. The TPA must receive the employer's health plan invoice by the date listed as the "Invoice Due Date". (If the invoice is received after the due date, the Insure Oklahoma/O-EPIC premium payment will be delayed.) When the TPA receives the invoice, they will proceed with payment processing. If the invoice is received by the "Invoice Due Date", payment will be issued on the "Payment Issue Date." Insure Oklahoma/O-EPIC premium assistance payments will be deposited into your bank account via Electronic Funds Transfer (EFT). You must always pay the total monthly health plan invoice to the health plan carrier.

Please view the link [2009 ESI Payment Schedule](#) to view Employer Invoice Due Date and Subsidy Payment Schedule

Brown Bags

I am currently working on scheduling the Brown Bags for June 2009. They will be scheduled for Tulsa and Oklahoma City. If you know any groups larger than 12 that are interested in having us in their area please contact me at cathy.nguyen@okhca.org.

Individual Plan Member Handbook:

The Insure Oklahoma member handbook for English and Spanish is currently available on line.

◇◇ Member Handbook - [English](#) | [Spanish](#)

Brochure/Poster Order Form

http://www.insureoklahoma.org/IO_order.aspx

Qualified Agent Form

http://www.insureoklahoma.org/qualified_agent.aspx