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[More online enrollment and employer resources now available](#)

Insure Oklahoma is working to provide members, employers and agents with information and resources to assist them during this reapplication period.

Please see new enrollment and employer tips below, in addition to these two new resources:

[Insure Oklahoma Online Enrollment & Employer Portal: Frequently Asked Questions](#)

Note: additional questions have been submitted and will be added in an upcoming, revised version.

[Recording: Insure Oklahoma Online Enrollment & Employer Portal Webinar](#)

[Who to call](#)

Applicants, employers and insurance agents with questions about the application process and eligibility can call the Insure Oklahoma Helpline at 888-365-3742.

Applicants who have trouble creating accounts due to PIN messages can call the OHCA Online Enrollment Helpdesk at 800-987-7767. They should tell the representatives, "I need my PIN/log-in information for my Oklahoma Health Care Authority account."

Please note that only the applicants and their personal, authorized representatives can reset PINs over the telephone.

The Insure Oklahoma Helpline is receiving a high volume of calls and wait times may be longer than usual. Thank you for your patience.

[Updated income guidelines](#)

Insure Oklahoma has updated its income guidelines to reflect annual cost of living adjustments. The new guidelines are effective April 1.

- [Employer-Sponsored Insurance Income Guidelines](#)
- [Individual Plan Income Guidelines](#)

[Employee Enrollment & Employer Portal Tips](#)

Tips in this email:

- [Accounts that require PINs](#)
- [Proof of identity and citizenship documents](#)

- [Adding tax dependents](#)
- [Employer email addresses](#)
- [Viewing the staff listing](#)
- [Assigning Qualified Benefit Plans to spouses](#)

Please remember that Insure Oklahoma has provided an enrollment guide to help applicants who are unfamiliar with the new online application. You can [download a digital version](#) of the guide. A [printer-friendly version](#) is also available.

[Enrollment Tip: Accounts that require PINs](#)

If an applicant who is trying to create a new account is asked to enter a PIN, this means the applicant applied for SoonerCare in the past and already has a profile in our system. To reset the PIN, the applicant should call the Online Enrollment Helpdesk at 800-987-7767. Only the applicants and their personal, authorized representatives may call to reset PINs. [back to top](#)

[Enrollment Tip: Proof of identity and citizenship documents](#)

Insure Oklahoma's new online enrollment system cross-references applicants' Social Security numbers with a variety of state and federal databases to confirm identity and citizenship. This means that although applicants must meet Insure Oklahoma residency guidelines, they are no longer required to automatically submit this documentation when they apply. If the system is unable to verify this information, an alert will appear in the member portal to upload the documents. [back to top](#)

[Enrollment Tip: Adding tax dependents](#)

If an applicant has tax dependents who do not live in the household, they can be added in Step 3, Tax Household, by clicking the "Add a tax dependent not in the household" link. This can be done in cases where an applicant's children live with the other parent in a different household, but the applicant claims the children as tax dependents. [back to top](#)

[Employer Portal Tip: Email addresses](#)

Enter only one email address in your business contact information. Entering more than one email address may cause you to not receive any emails from Insure Oklahoma. [back to top](#)

[Employer Portal Tip: Viewing the staff listing](#)

Prevent duplicate employees in your staff listing by reviewing the list before adding employees. Here's how: Hover over "Employees" on the navigation bar, and click the "Employees" button in the drop-down menu. Click the "Search" button to see a complete staff list. If your employee is listed here, they do not need to be added. [back to top](#)

[Employer Portal Tip: Assigning Qualified Benefit Plans to spouses](#)

If you are unable to find an employee's spouse by searching by last name, it could be because the spouse is using a different last name than the employee. Leave the name field blank and click the "Search" button on the Assign Qualified Benefit Plan (QBP) page to see a complete list of employees and spouses who need to be assigned to a QBP. [back to top](#)

**Do you know someone else who wants to receive Insure Oklahoma news?
They can sign up to receive e-blasts [here](#).**

Questions? Call the Insure Oklahoma Helpline at 888-365-3742.

Note: The Helpline is experiencing high call volume and wait times may be longer than average. Thank you for your patience.



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