

## SFY2012 Year in Review

### SOONERCARE ONLINE ENROLLMENT

In September 2010, OHCA launched online enrollment. This implementation included transferring responsibility to qualify and enroll more than 500,000 members of the state's SoonerCare population. Oklahoma's system has been lauded nationally for its innovative approach, which made the state the first in the nation to offer real-time enrollment and reduced application processing time from weeks to minutes.

Online enrollment provides many options for SoonerCare applicants. An online application can be accessed from any computer that has Internet access, and an agency application can be accessed by partner agencies. Partners include the Oklahoma Department of Human Services (OKDHS), the Oklahoma State Department of Health (OSDH), Indian Health Services, several tribes, and two FQHC clinic groups.

The paper application still exists, but it is now received at OHCA, where it is scanned, data-entered, and processed for enrollment within just a few days after mailing.

The system uses a rules engine to determine qualification for the SoonerCare and SoonerPlan programs. This process ensures policy is applied uniformly and utilizes data exchange with other agencies to verify information.

When applicants qualify to receive benefits, they receive real-time SoonerCare enrollment and are aligned with a medical home.

OHCA processes between 30,000 and 40,000 applications a month. The online application is consistently the most utilized, with approximately 50 percent choosing that method to apply. Another 18 percent come from OKDHS, and 10 percent from OSDH. Only 8 percent choose to apply by paper application, and the remainder apply through OHCA staff or other agency partners.

This innovative system received a Governor's Commendation and the "Motivating the Masses" award at the 2011 Team Day awards. Online Enrollment and SoonerEnroll were jointly honored by the Centers for Medicare & Medicaid Services (CMS) in November 2011, by being one of ten awards given nationwide for Excellence in Children's Health Outreach and Enrollment (ECHOE).



**77%**

*More than 77 percent of Oklahomans accessed the Internet from any location in 2010.*