

SoonerSelect

SoonerSelect Dental Program Member Quick Reference Guide

WHO ARE THE SOONERSELECT DENTAL PLANS?

SoonerSelect dental plans include DentaQuest and Liberty Dental Plan. Members may contact the Oklahoma Health Care Authority (OHCA) or the dental plans for more information.

- **OHCA:** 800-987-7767 | [SoonerSelect Dental Plans](#)
- **DentaQuest:** 833-479-0687 | [DentaQuest.com](#)
- **Liberty Dental Plan:** 888-700-1093 | [LibertyDentalPlan.com](#)

WHAT MEMBERS ARE ELIGIBLE FOR SOONERSELECT DENTAL?

SoonerSelect dental plans cover SoonerSelect members in all of Oklahoma's 77 counties. Starting on Feb. 1, 2024, the following SoonerCare groups automatically began receiving services through SoonerSelect dental:

- ✓ Children, including foster children
- ✓ Low-income adults
- ✓ Pregnant women
- ✓ Non-disabled adults ages 19-64
- ✓ Juvenile justice-involved children

Eligible American Indian/Alaskan Native (AI/AN) members can choose to enroll in SoonerSelect dental. If AI/AN members do not choose to enroll in a SoonerSelect dental plan, they will remain in their current SoonerCare program and continue receiving services in the same way. Enrollment in SoonerSelect dental **does not** automatically enroll a member into SoonerSelect health or the Children's Specialty Program (CSP). AI/AN members can choose which SoonerSelect plan they wish to enroll in.

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HOW DO MEMBERS ENROLL OR CHANGE THEIR DENTAL PLAN?

All members have an opportunity to pick or change a dental plan during SoonerSelect open enrollment. If a new SoonerSelect member does not make an active choice, OHCA will assign them a dental plan. Members may pick or change their dental plan between May 1-June 13, 2025. Any changes made during that time period will become effective on July 1, 2025. Providers cannot pick or change a SoonerSelect plan for a member. To change dental plans or for questions about enrollment, members can contact OHCA.

- **OHCA Member Portal:** MySoonerCare.org
- **OHCA Member Choice Counseling:** 800-987-7767, option 5

Eligible American Indian/Alaskan Native (AI/AN) members can choose to enroll in SoonerSelect. If AI/AN members do not choose to enroll in SoonerSelect, they will remain in their current SoonerCare program and continue receiving services in the same way. If an AI/AN member opts in to SoonerSelect but does not pick a plan, OHCA will assign a SoonerSelect plan to the member.

Eligible AI/AN members who want to opt in to SoonerSelect dental should log in to MySoonerCare.org and select “change plan/provider.” Or they can call the choice counseling line at 800-987-7767.

HOW DO MEMBERS FIND THEIR DENTAL PLAN INFORMATION?

Dental plans will mail SoonerSelect dental plan identification (ID) cards to each member. Dental plan ID cards will show member dental plan assignment. Examples of SoonerSelect dental member ID cards are below.



If a member does not receive their ID card within 30 days of enrollment, they can log onto the MySoonerCare.org member portal to see their plan information. Members may also contact their dental plan to for an electronic version of their ID card or to request a new card be mailed to them.

A member can still receive dental care even if they do not have their SoonerSelect dental member ID card. Dental providers should be able to verify member SoonerSelect eligibility and dental plan assignment by calling the **OHCA Provider Helpline** at 800-522-0114, option 1.



- **DentaQuest:** 833-479-0687 | DentaQuest.com
- **Liberty Dental Plan:** 888-700-1093 | LibertyDentalPlan.com

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DentaQuest Example Member ID Card

 	
Member Name:	Plan Name:
Member ID:	Effective Date:
DentaQuest Member Services: 1-833-479-0687, TTY 1-800-466-7566	
What to Do in Case of an Emergency In case of an emergency, call 911 or go to the nearest emergency room. Please refer to your Member Handbook for specific emergency care coverage or call your Primary Care Dentist. For help with a mental health crisis call 988 or visit: https://988oklahoma.com	
Qué hacer en caso de emergencia En caso de emergencia, llame al 911 o vaya a la sala de emergencias más cercana. Consulte su Manual de miembro para obtener información específica sobre la cobertura de la atención de emergencia o comuníquese con su dentista de atención primaria. Si necesita ayuda con una crisis de salud mental, llame al 988 o visite: https://988oklahoma.com	
DentaQuest Member Services: 1-833-479-1007	
Provider Services: Monday - Friday 8 a.m. to 5 p.m. CST	
Send claims to: DentaQuest PO Box 2906 Milwaukee, WI 53201-2906	
www.DentaQuest.com Payer ID: CX014	

Liberty Dental Plan Example Member ID Card

 www.libertydentalplan.com/Oklahoma/LIBERTY-Dental-Plan-of-Oklahoma.aspx	 (888) 700-1093
NAME John Q. Sample	
ID# 9999999999-01	EFFEC 02/01/2024
GRP# [STTNFADMASW] TTANFNCTCTR Adult Male All Ages TPL STW	
PLAN OK SoonerSelect- Adult (AIAN)	
PRV# [123456] ABC Dental Office 123 Main Street Oklahoma City, OK 73105 (999) 999-9999	
NOTICE TO MEMBER In case of an emergency, call 911 or go to your nearest emergency room. Please refer to your Member Handbook for specific emergency care coverage or call your Primary Care Dentist for an immediate appointment. En caso de una emergencia, llame al 911 o diríjase a la sala de emergencias más cercana. Consulte su Manual para Miembros para obtener información sobre la cobertura de atención de emergencia específica o llame a su dentista de atención primaria para programar una cita inmediata. Behavioral Health Services toll-free 24-hour hotline: 988 EDI Payer ID: CX083 Member Service/Grievance & Appeals: (888) 700-1093 TTY: (877) 855-8039 Provider toll-free line: (888) 902-0342 Business Hours: Monday – Friday 6:00 a.m. – 6:00 p.m. Central Time To report suspected Fraud, Waste or Abuse: (888) 704-9833 THIS CARD DOES NOT GUARANTEE ELIGIBILITY	

HOW DO MEMBERS LEARN MORE ABOUT THEIR BENEFITS AND COVERAGE?

DentaQuest and Liberty Dental Plan cover all services that SoonerCare fee-for-service covers. Some members may continue to be responsible for copays for certain benefits. There is no extra cost for enrolling in a SoonerSelect dental plan.

Members should review [DentaQuest's and Liberty Dental Plan's](#) benefits and [extra benefits](#) for details on benefits and coverage. Members should contact their dental plan directly with any additional questions about their benefits, including covered services, limitations, cost-sharing, prior authorizations (PA) or care management.

- **DentaQuest:** 833-479-0687 | DentaQuest.com
- **Liberty Dental Plan:** 888-700-1093 | LibertyDentalPlan.com

WHAT IF A MEMBER'S PROVIDER THAT THEY ALREADY SEE IS NOT IN-NETWORK WITH A DENTAL PLAN?

Members may continue to receive services that have a PA under SoonerCare until May 1, 2024, even if the provider is not in their dental plan's network. After May 1, 2024, a member may receive care from an out-of-network provider if an in-network provider cannot provide the service or the dental plan determines an out-of-network

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provider is required. If a member's provider is not in-network, the member should contact their dental plan to learn more about available in-network providers.

- **DentaQuest:** [Provider Directory](#) | 833-479-0687 | [DentaQuest.com](#)
- **Liberty Dental Plan:** [Provider Directory](#) | 888-700-1093 | [LibertyDentalPlan.com](#)

HOW DO MEMBERS VIEW OR CHANGE THEIR PRIMARY CARE DENTIST (PCD)?

To view, assign or change PCDs, members should contact their dental plan.

- **DentaQuest:** 833-479-0687 | [DentaQuest.com](#)
- **Liberty Dental Plan:** 888-700-1093 | [LibertyDentalPlan.com](#)

HOW DO MEMBERS UPDATE THEIR ADDRESS AND INFORMATION WITH OHCA?

Members should make sure their contact information, such as address, phone number and email, are up to date with OHCA. **Incorrect information may result in missing important information about SoonerSelect dental.** Members can update their information directly with OHCA.

- **OHCA Member Portal:** [MySoonerCare.org](#)
- **OHCA Member Helpline:** 800-987-7767

MORE QUESTIONS?

For more questions about the SoonerSelect dental program that have not been answered on this Quick Reference Guide, please reach out to the **OHCA Member Helpline** at 800-987-7767. You may also find more information on the [OHCA SoonerSelect website](#).

For more questions about member benefits, PAs, claims, in-network providers or other questions specific to a dental plan, please contact DentaQuest and Liberty Dental Plan directly or review their Member Handbooks.

- **DentaQuest:** 833-479-0687 | [DentaQuest.com](#) | [Member Handbook](#)
- **Liberty Dental Plan:** 888-700-1093 | [LibertyDentalPlan.com](#) | [Member Handbook](#)