

OHCA Minute: Doctor's email

Health Care Authority has new email address for providers to communicate with agency doctors

The Medical Professional Services unit of the Oklahoma Health Care Authority (OHCA) has an email address by which providers can communicate with an OHCA physician about prior authorization (PA) approval or denial.

MD-DDS.Inquiries@okhca.org is designed for MDs, DOs, dentists, APRNs and PAs, who need to discuss decisions with one of the several doctors on staff. This email is monitored in real time from 8 a.m. to 5 p.m. weekdays. As emails arrive, each is referred to the appropriate doctor for response. The goal is to respond to all inquiries by next business day.

This email is not available to anyone other than the medical professionals listed above. Emails should not be written by office or nursing staff, and content should be limited to topics related to PA decisions.

A wide variety of expertise and experience is available among OHCA's full-time medical directors and part-time consultants (see www.okhca.org/mps). Staff include doctors in family practice, occupational medicine, otolaryngology, anesthesiology, optometry, audiology, obstetrics and gynecology, genetics, dentistry (including orthodontics), pediatrics, allergy, emergency medicine and geriatrics.

The OHCA wishes to thank all providers who provide medical care to our members.