



Aetna Better Health[®]
of Oklahoma

Aetna Better Health[®] of Oklahoma
777 NE 63rd Street, Suite 100
Oklahoma City, OK 73116

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Member auto-assignment logic for primary care providers in Oklahoma

Overview

When a member is newly enrolled in SoonerSelect, Aetna Better Health maintains an existing provider relationship if OHCA lists the primary care provider (PCP) on either the 834 or supplemental file. If a member requires PCP assignment, the system evaluates potential PCPs using a fixed, sequential order of operations. The system applies this logic step by step until it identifies a valid PCP. Once a valid PCP is identified, the process stops.

Standardized order of operations

1. Member-selected PCP
2. Existing PCP assignment history
3. Claims-based attribution
4. Eligible provider pool

Claims-based panel realignment

As claims volume has matured under SoonerSelect, health plans may realign provider panels to reflect actual utilization. Aetna Better Health conducts monthly claims-based attribution reviews using the most recent 12 months of claims data.

Based on this review:

- If a member has only seen their currently assigned PCP (or no PCP), no change is made.
- If a member has seen multiple PCPs, attribution is updated to the most frequently utilized PCP. If PCP utilization is equal, the most recently seen PCP is used.

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- If a member has seen only a non-assigned PCP, the member may be reassigned to that provider’s panel and notified of the change.

This process ensures PCP assignment aligns with demonstrated utilization patterns.

NOTE: SoonerSelect members may change PCPs at any time. This request overrules all other assignment considerations.

Provider eligibility and validation standards

To be eligible for member assignment:

• Provider is designated as a PCP	• Patient load thresholds are not exceeded
• Provider is participating and in-network	• Geographic access standards are met
• Age and gender limitations are met	• Language considerations are met where applicable
• Panel status is open and valid	• Service location is valid and active

Questions?

Contact the Provider Engagement team at **1-844-365-4385** or by email at ABHOKProviderEngagement@Aetna.com

Better health highlights

Open enrollment is May 1–June 12, 2026

Open enrollment is coming soon. This is a key time for members to choose the coverage that fits their needs. If you have questions, reach out — we’re here to support.

New universal roster now available for credentialing

Our updated roster template is ready to use. It makes credentialing easier across health plans and helps keep provider information current and accurate. Using this roster helps reduce delays and supports faster updates for your practice.

Access the roster [here](#).

AI/AN members can choose to opt in

Members who are American Indian or Alaskan Native can opt in to SoonerSelect and choose a health plan. If you serve AI/AN members, we can help answer questions and connect them to services that support their health and well-being.