Community Care of Oklahoma
Frequently Asked Questions

QUESTIONS	ANSWERS
How do members access care prior to receiving ID cards?	They can log onto the member portal at www.ccok.com
When will ID cards be mailed and who are they mailed to?	7-10 days after group is in the system and they are mailed to the group.
What if the information on the IDcard is wrong?	Members can notify the employer or broker and both can make changes in the portal
How can I get a temporary ID card?	Log onto the member portal at www.ccok.com
Urgent care/emergency before enrollee has their ID card	Members may be expected to make a good-faith payment before they are loaded into the system. Please keep your receipt(s) to submit for reimbursement with the claim form.
Can enrollee get medication before they receive their IDcard?	Yes, member will pay out of pocket CCOK will reimburse.
Where should the group send future employee applications and terminations?	Employers can send the changes on their employer portal maintenance tab, then may also perform the changes on their portal or send to the broker for processing
When will the client receive their first bill?	7-10 days after the group is in the system
Payment options	Check, Wire Transfer, ACH, Auto Bill Pay
CONTACT INFORMATION	
Member services	Phone: 1-877-862-1356
Billing and enrollment	Billing: 1-877-269-0036 communitycareenrollment@ccok.com
Pharmacy customer service	Phone: 1-877-293-8628
ONLINE RESOURCES	
Employers	www.ccok.com
Members	www.ccok.com
Provider check	www.ccok.com/directory

Information is believed to be current as of the last update and is subject to change. The accuracy of this information is not guaranteed. Last updated on 8/5/2024.