

Guide: Getting Started with Oscar

Made just for providers.



Health insurance made easy

Welcome to our Network

Thank you for joining the Oscar Network. We look forward to working with your office and coming together to support members. Oscar is the first health insurance company built to make health care easy. We provide tools and resources to help our members and providers navigate the complex health care system.

Currently, we offer Individual, Small Group and Medicare Advantage plans. You can learn about our plans, benefits and perks at hioscar.com.

Here is why our current in-network providers enjoy working with us:

- **Working with Oscar is easy:** Our tech-enabled systems are built to remove traditional payer/provider frictions. We have an online portal providers can use to easily view claims, check member eligibility, upload forms 6x faster than traditional methods, and request prior authorization.
- **Faster payments and fewer claims disputes:** We've also built an in-house claims system that enables Oscar to pay claims in an average of 6 days as opposed to the industry average of two weeks, with 98% of claims paid accurately and on time.
- **Our members love us:** We have some of the highest member engagement rates in health care, and our customer satisfaction rate is 3 times the current industry average.
- **No Referrals:** As we offer EPO plans, we do not require referrals for specialists. Members can search for a provider on our public directory and immediately book an appointment.

For more resources and information, visit hioscar.com/providers, where you can find links to our provider manual, clinical guidelines, provider portal login and more.

Get started: New provider checklist

We want to make sure you have everything you need to work with us. Follow these three easy steps to get started:

- ✓ Create a Provider Portal account as your one-stop-shop for working with Oscar!
 - [How-To Guides](#): Find all the information you need to set up a Provider portal account, sign up for electronic payments and more using our How-To Guides.
- ✓ Notify your team of your new partnership with Oscar
 - Write your own memo, feature us in your newsletter, etc.
 - Print out an Oscar Cheat Sheet or About Oscar intro for your front desk (both provided below)
- ✓ Make sure Oscar is listed as an accepted payer on any external and internal tools or patient sites (i.e. office public websites, booking tools, practice intranet, Zocdoc)

Learn more: Provider resources

Share these resources below with your team to learn more about us and our tools. Links can be found below, or on hioscar.com/providers.

[Print it](#): About Oscar

New to our network? Learn more about us, and print out this one pager to share with your office staff.

[Pin it](#): The Oscar Cheat Sheet

Print this and pin it up somewhere in your office!

[Intro to Oscar](#): Provider Welcome Packets

Learn more about our network, plans, partners, ID cards and more in your markets Provider Welcome Packet.

[In-depth Info](#): Provider Manual

Visit your market's Provider Manual for everything you need to know for working with Oscar.

[More Provider Resources](#): How-To Guides

Visit our our provider resources page to view guides on setting up your Provider Portal Account, signing up for electronic payments and more.

Health insurance made easy.

Hi, we're Oscar.

Oscar is the first health insurance company built to make health care easy. We provide tools and resources to help our members and providers navigate the complex health care system. That's why our member satisfaction rating is **2x above the industry average**. If you don't already have an account, sign up for the Provider portal today at provider.hioscar.com. Questions? Contact us at 855-672-2755.

New patient?

Check member eligibility and plan benefits in the Provider portal. It's 6x faster than calling in!



Want to get paid faster?

Sign up for ACH and ERA payments to get paid quickly. Find the forms you'll need in the Provider portal and at ChangeHealthcare.com. Make sure to complete both.



Checking on payments?

Head to the Provider portal to quickly check the status of your claims. You can easily submit additional documentation such as medical records and itemized bills to ensure your claim is reviewed and approved.



Questions about authorizations?

First, check to see if a service requires prior authorization, and then confirm steps to process the authorization through the Provider portal, or by phone.



Looking for a specialist?

Head to hioscar.com/search to check out our preferred providers.



TRUST

90%

of members recommend the provider they found through Oscar.

ENGAGEMENT

77%

of members have received help from their personal Concierge team.

FINDING CARE

\$129

average saved by members each time they use Doctor on Call.

74%

of members trust Oscar to give advice on how and where to get care.

5x

more virtual visits with doctors than the industry average.

10%

lower costs and better reviews when members use Oscar to find providers.

By the numbers

400,000+

covered by our individual, small group and Medicare Advantage health insurance plans.

\$1.2 billion

raised from leading investors, including \$375 million from Alphabet, Google's parent company.

15 states

offering health plans in communities across Arizona, California, Colorado, Florida, Georgia, Kansas, Michigan, Missouri, New Jersey, New York, Ohio, Pennsylvania, Tennessee, Texas, Virginia.

1,000+

employees working on improving health care with offices in New York, Tempe, Los Angeles, Dallas, Miami, and Nashville.

The Oscar Cheat Sheet

At Oscar, we believe that working with a payer shouldn't be so difficult. That's why we created the Provider portal to make your job easier. If you don't already have an account, sign up today at provider.hioscar.com.

5 tips for working with Oscar

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