

Searching for the right care is just a click (or two) away



When you need care, it's important to find the right care and to know how much it'll cost. That's why we make it easy to search for whatever you need (doctors, meds, etc.). Let's walk through searching for care together, so you know exactly what to do when you need support.

First things first, visit cignabyoscaraz.com to access and log in to your account.



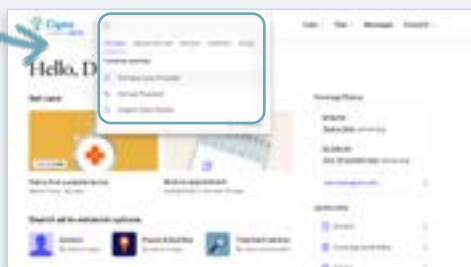
If you don't have an account already, don't worry. Just click 'Create an account' and verify your email address.

You can also use the **Oscar app** to log in.



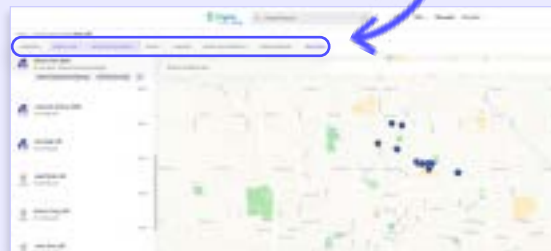
Now it's time to search for care

Once you're signed into your account, use the search bar at the top of your browser to start searching. You can look for providers, specialists, hospitals/facilities, meds, procedure, condition or even symptoms. Follow along as we search for each of these things.



Here's how to search for a provider or specialist

1. Enter the kind of provider you're looking for right into the search bar.
2. We've got filters so you can search by gender, language, distance, and more. (Yay!)
3. Then, just click on a provider profile and check them out. (If a provider doesn't show up in your search, it means they don't take Cigna Administered by Oscar.)
4. Find a provider you like and book an appointment!



Insured by Cigna Health and Life Insurance Company.

Insurance benefits administered by Oscar Management, a third party administrator. Cigna insurance coverage contains exclusions and limitations. For complete details on product availability coverage, please refer to your plan documents or member ID card.

Want more info on a provider? Here's everything you'll find in a provider profile:

THE ABOUT SECTION

is where you'll find the provider's specialties, availability after hours, hospital affiliation, and background.

THE SEARCH BAR

is the place to look for providers, specialists, hospitals/facilities, and meds. You can even search by symptoms you may have.

THE QUICK INFO SECTION

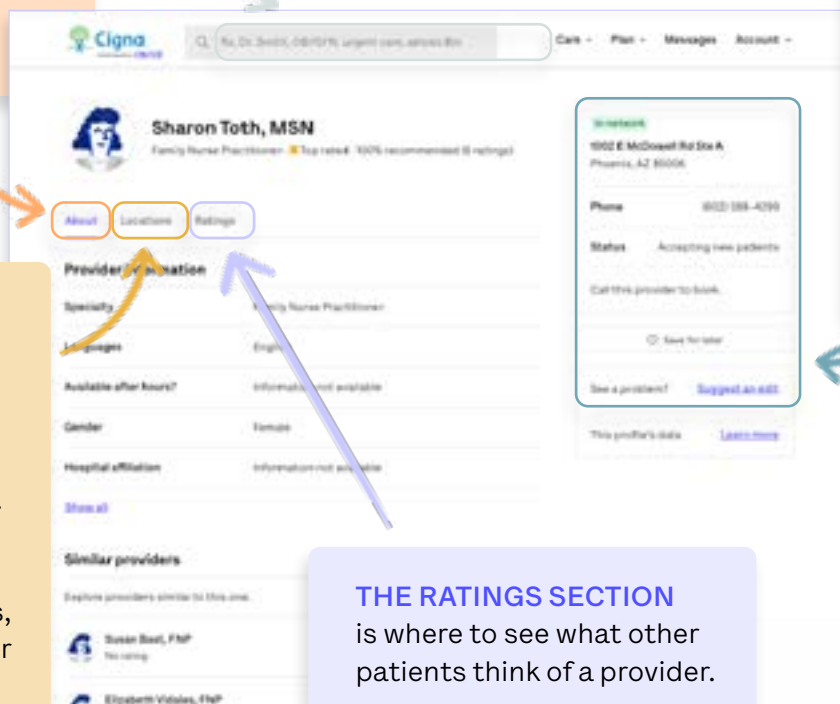
is where you'll find some helpful info about the provider. Like if they're taking new patients and their address and phone number.

THE LOCATION SECTION

is where to look for information about where the provider is located. It also includes other things like their email address, website, wheelchair accessibility, fax number, and more!

THE RATINGS SECTION

is where to see what other patients think of a provider.



Quick Tip

If you need care quickly (*and it's not an emergency*), you can always use Virtual Urgent Care* for \$0. It's available 24/7 and you can connect with a provider in as little as 15 minutes. Just request a call or messaging consult through your online account or the Oscar app. It's best for things like sore throats, rashes, UTI's, and prescription refills.



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*If you're away from home, Virtual Urgent Care is not available internationally.

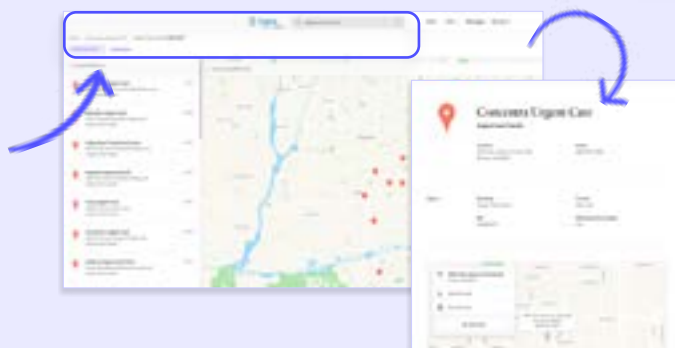
Virtual Urgent Care has a cost-share for members on HSA plans before they reach their deductible, after which the copay is \$0. Members can only access Virtual Urgent Care via phone. This applies to new groups effective 1/1/2022 and upon a group's renewal in 2022.

Here's how to search for:



An in-network facility, urgent care, or hospital

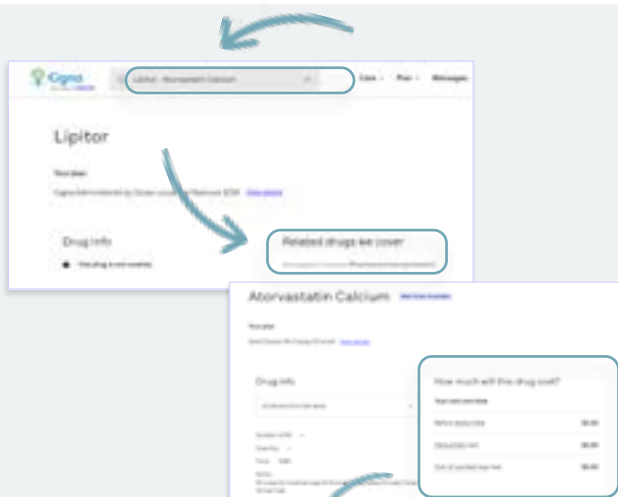
1. Enter the kind of facility you're looking for into the search bar.
2. Narrow your search by distance.
3. Then, just click on a facility that interests you and check out all the details about the facility to find one that's right for you.



Good to know — if you search for a specific place and it doesn't show up in your search, it's not in-network!

Meds covered by your plan

1. Enter the med right into the search bar.
2. See if it's covered!
3. If it's covered, use the drop down menu to select the dosage.
4. Then, you'll be able to see the supply and cost.
5. If the Rx isn't covered, it's likely that we cover a generic version (and we'll show you options in your search results).



Not knowing what your meds will cost is never fun, neither is getting a surprise bill. That's why we make it easy for you to find out the cost of meds before you start taking a prescription.

Care by symptoms or health concern

1. Type your symptom or health concern right into the search bar.
2. Then, choose how you'd like to get the care you need.
3. That's all.

