Welcome to our Cleveland 2021 Network.

We’re excited to have you in our Cleveland network for 2021.

For more information on working with Oscar please go to hioscar.com/providers or call us at 855-672-2755 with any questions. We look forward to working with you again.

From,
The Oscar Provider Team

In your packet:

1. At-a-glance cheat sheet
   Full of helpful facts and FAQs, so keep it somewhere handy!

2. 2021 Provider Fine Print
   An in-depth explanation of our network, authorizations, claims and more.

3. Sticker
   Put this up in your office so Oscar members know you’re in-network!

4. Network overview
   For your market with key partners for each of our plans.
2021 Provider Fine Print

Visit hioscar.com/providers or call 855-672-2755 | 2
Our plan

We are an HMO (Health Maintenance Organization) plan, which means our members generally need to use network providers to get care.

We offer the following products in your market:

- Individual and Family Plans (purchased on or off the Marketplace Exchange)

Our network

Our network is available to all Oscar plans in the following counties:

<table>
<thead>
<tr>
<th>Cuyahoga</th>
<th>Lake</th>
<th>Stark</th>
</tr>
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<tbody>
<tr>
<td>Summit</td>
<td>Geauga</td>
<td>Wayne</td>
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<tr>
<td>Lorain</td>
<td>Portage</td>
<td>Tuscarawas</td>
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<tr>
<td>Medina</td>
<td>Ashtabula</td>
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</tbody>
</table>

Search for in-network providers, labs, pharmacies, and hospitals* on hioscar.com/search.

*See Hospital and large physician group lists at the end of this packet for more details
Connect with us by phone
Call 855-672-2755, Mon-Fri: 8am-6pm EST.

Connect with us electronically
You can use Oscar’s Provider Resources site and Provider Portal to find everything you need to work with Oscar. We built these sites to simplify your team’s workflows so that you can focus on delivering great care to members.

Go to hioscar.com/providers to:
- Request to join the network.
- Review the provider manual for reimbursement policies, member rights and responsibilities, and more.
- Browse resources such as:
  - Provider Manuals for all markets.
  - Policies (Clinical Guidelines, Reimbursement Policies, etc.) and forms.
  - Tutorials and How-To-Guides on using the provider portal.
  - Search our provider directory for in-network specialists, lab facilities and more.
- Search our drug formulary to find out what medications Oscar covers.
- Learn about Oscar’s most up-to-date policies regarding COVID-19.

Create a Provider Portal account to complete the following tasks online:
- Check member eligibility.
- Check status of claims.
- Submit prior Authorizations electronically.
- Sign up for electronic payments.
- Review members’ clinical information.
- Connect your staff to your organization (practice) account and grant permission to complete tasks in the Portal.

Note: If your office is unable to access the online resources and you would like a printed copy of any of the materials (provider manual, etc) faxed to you, please contact the Oscar Provider Team. 855-672-2755.
Navigate our Members’ ID Cards

Here’s a sample of our 2021 member ID cards:

[Image of ID card with various details]

**Haskell Doe**
Oscar Silver Saver 2

**Your plan information**
Member ID: OSC012345678-01
Coverage start date: 01/01/2021

**In-network cost before / after deductible**
- Oscar Care virtual visits: $0 / $0
- Primary care: $40 / $40
- Specialist: $40 / $40
- Urgent care: $75 / $75
- Emergency room: 100% / 50%

**Mental health**
Call Optum at 855-409-7102

**Your Care Team**
Message us by logging in to the Oscar app or hiオスca.com or call 855-672-2755

**For your doctors & pharmacy**
- RxBIN: 004336
- Payer ID: OSCAR
- RxPCN: ADV
- Dental ID: CIX083
- RxGRP: 0639
- Plan type: HMO

**Provider & pharmacist services**
- Providers call: 855-672-2755
- Pharmacists call: 800-364-6331

**Pediatric vision & dental**
Provided by Davis Vision & Liberty Dental.

**Claims**
Send mental health claims to Optum, pharmacy claims to CVS Caremark, and pediatric vision & dental claims to partners.
Oscar, PO Box 52148, Phoenix, AZ 85072
Our partners

Our network of medical providers is available through our hospital system and provider group partnerships. Our vendors for Behavioral Health and Substance Abuse, Pediatric Dental, Pediatric Vision, Pharmacy and Laboratory services are listed below. Providers must be in-network with these vendors for Oscar to cover these services.

<table>
<thead>
<tr>
<th>Service</th>
<th>Vendor</th>
<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral Health</td>
<td>Optum</td>
<td>877-614-0484</td>
</tr>
<tr>
<td>Pediatric Dental</td>
<td>LIBERTY Dental</td>
<td>888-703-6999</td>
</tr>
<tr>
<td>Pediatric Vision</td>
<td>Davis Vision</td>
<td>800-773-2847</td>
</tr>
<tr>
<td>Laboratory*</td>
<td>Quest Diagnostics (exclusive lab services partner)</td>
<td>866-697-8378</td>
</tr>
</tbody>
</table>

*Laboratory: Providers must send lab work to an in-network lab facility. Search our online directory for in-network labs and confirm member lab benefits at hioscar.com/providers/resources. Quest Diagnostics is our exclusive in-network laboratory partner.

Oscar has created a list of $3 preferred drugs to help our members access affordable care. You can find this list at hioscar.com/3-dollar-prescriptions.

In 2021, Oscar’s primary retail pharmacy locations will be CVS, Target, and Walmart.

For a complete list of in-network retail pharmacies, please visit hioscar.com/search.
# Claims Submission

Our clearing house options are: Availity, Change Healthcare, and Eligible.

<table>
<thead>
<tr>
<th>Service</th>
<th>Network Partner</th>
<th>Electronic Payer ID</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Services</td>
<td>Oscar</td>
<td>Oscar</td>
<td>P.O. Box 52146</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phoenix, AZ 85072-2146</td>
</tr>
<tr>
<td>Behavioral Health and Substance Abuse Services</td>
<td>Optum</td>
<td>87726</td>
<td>Optum</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>P.O. Box 30757</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Salt Lake City, UT 84130-0757</td>
</tr>
<tr>
<td>Pediatric Dental Services</td>
<td>LIBERTY Dental</td>
<td>CX083</td>
<td>LIBERTY Dental Plan</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>P.O. Box 26110</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Santa Ana, CA 92799</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>CVS / Caremark</td>
<td></td>
<td>Please reference the Member ID card for pharmacy claim information</td>
</tr>
<tr>
<td>Transplant Related Claims</td>
<td>Cigna/LifeSOURCE</td>
<td></td>
<td>PO Box 3539</td>
</tr>
<tr>
<td></td>
<td>Optum</td>
<td>41194</td>
<td>Scranton, PA 18505</td>
</tr>
<tr>
<td>Pediatirc Vision Services</td>
<td>Davis Vision</td>
<td>40000000027</td>
<td>Vision Care Processing</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>P.O. Box 1525 Latham, NY 12110</td>
</tr>
</tbody>
</table>

Note: Oscar does not offer routine dental coverage for adults.

Note: Oscar does not offer routine vision coverage for adults.
Case Management

For comprehensive case management, including complex case management, refer patients to call 855-672-2755. Oscar’s case managers provide dedicated support to our members who request or need extra assistance. This includes assistance with discharge planning, DME, medication adherence, disease specific education, and any other case management concerns your patient has.

For Behavioral Health Case Management, refer patients to Optum.

Prior authorization at a glance

Certain services at Oscar require prior authorization. It is important to submit any elective or pre-service requests in advance to ensure everything is in place for your patients to get the right care. To confirm requirements for a specific code or service, request authorization, or check the status of an existing authorization, reference the Authorization Procedure Lookup tool within Oscar’s Provider Portal. To access or sign up for the provider portal, visit provider.hioscar.com or call 855-672-2755. Authorization requests may also be submitted by faxing the authorization request form found in the Provider Manual to 844-965-9053. Please note that authorization requirements may be updated throughout the year. To access Oscar’s Provider Manual for your state please visit: hioscar.com/providers/resources.

Some drugs may require Prior Authorization before being covered by Oscar. Drug Prior Authorizations may be submitted to Oscar electronically through the EMR/ePrescribing system; online, through www.coverymeds.com/epa/caremark; via fax, 844-814-2259 (Specialty drugs) or 844-814-2258 (Non-Specialty drugs); or by calling 855-672-2755.

Prior Authorization review for certain services is delegated to eviCore healthcare. To access eviCore’s clinical criteria and authorization request forms, please visit www.evicore.com/healthplan/Oscar. For any other services not indicated in these resources, you can call 855-672-2755.

Inclusion of a service in the Oscar Prior Authorization List is not a guarantee of benefit coverage.

Coverage of these benefits may vary by plan, and the Prior Authorization list is subject to change. To verify coverage or prior authorization requirements, please call 855-672-2755. If prior authorization is not obtained for a service that requires it, the service is subject to post-service (retrospective) review. Some services that may be part of an ongoing course of treatment may also be subject to concurrent review. Prior authorization requirements (including concurrent and/or retrospective review) for Behavioral Health and Substance Abuse are subject to the policies and procedures of Optum. Please reference the provider manual for Prior Authorization requirements for our vendors.
Getting care in Cleveland made easy.

We provide high-quality care in Cleveland, with partners like Cleveland Clinic.

The Cleveland Clinic + Oscar service area includes Ashtabula, Geauga, Portage, Cuyahoga, Stark, Summit, Tuscarawas, Lorain, Medina, Lake, and Wayne counties.

hioscar.com
Our 2021 Participating Hospital List

**Ashtabula**
Ashtabula County Medical Center

**Cuyahoga**
Cleveland Clinic Main Campus
Cleveland Clinic Rehabilitation Hospital - Beachwood
Cleveland Clinic Children’s Hospital for Rehabilitation
Euclid Hospital
Fairview Hospital
Hillcrest Hospital
Lakewood Hospital
Lutheran Hospital
Marymount Hospital
South Pointe Hospital

**Lorain**
Cleveland Clinic Avon Hospital

**Medina**
Cleveland Clinic Akron General Lodi Hospital
Cleveland Clinic Medina Hospital

**Summit**
Cleveland Clinic Akron General
Cleveland Clinic Rehabilitation Hospital Edwin Shaw

**Tuscarawas**
Cleveland Clinic Union Hospital

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