

---

# Portal Key Features

---

The Provider Portal is a tool that enables you to verify member eligibility, review authorization requirements, set up electronic payments, and more. Before you can access these features, you must set up an account on the portal and go through a verification process to ensure member privacy. See our how to guide on how to create a portal account, if you need assistance getting started.

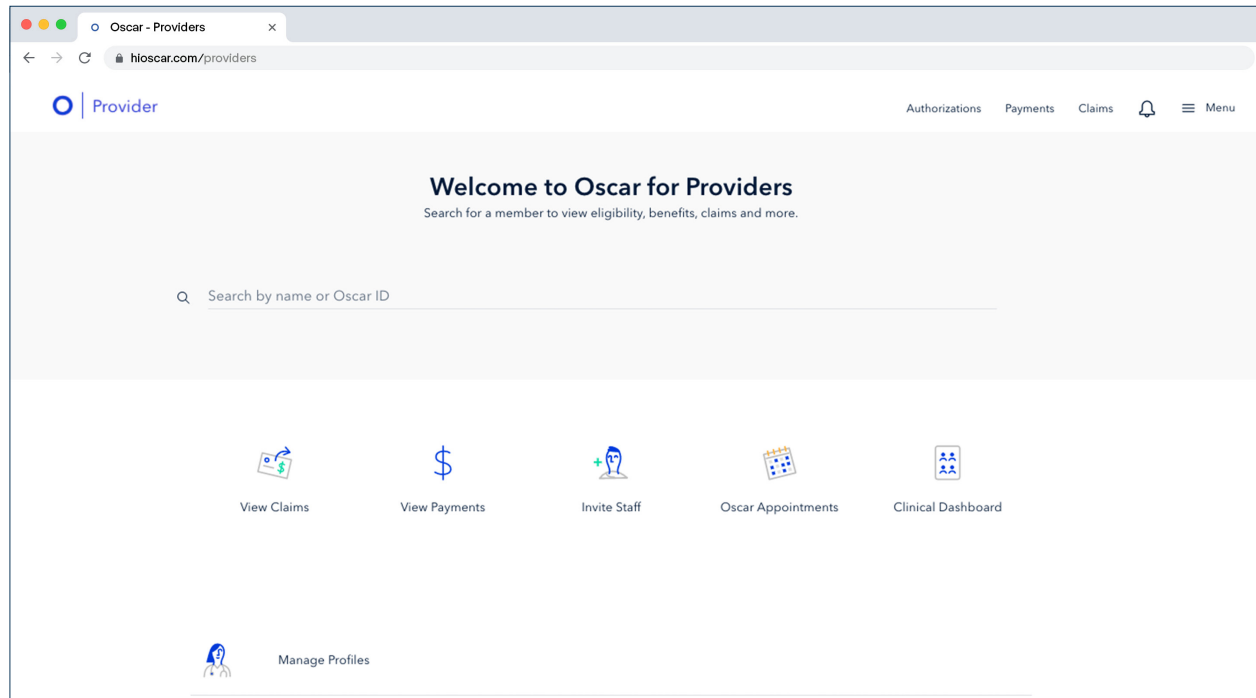
---

## Table of Contents

- 01 Your portal account
  - 02 Member profiles
  - 03 Claims
  - 04 Payments
  - 05 Clinical Dashboard
  - 06 Prior Authorizations
  - 07 Directory
-

## 01. Your portal account

Here is what you will see when you log into your portal account:

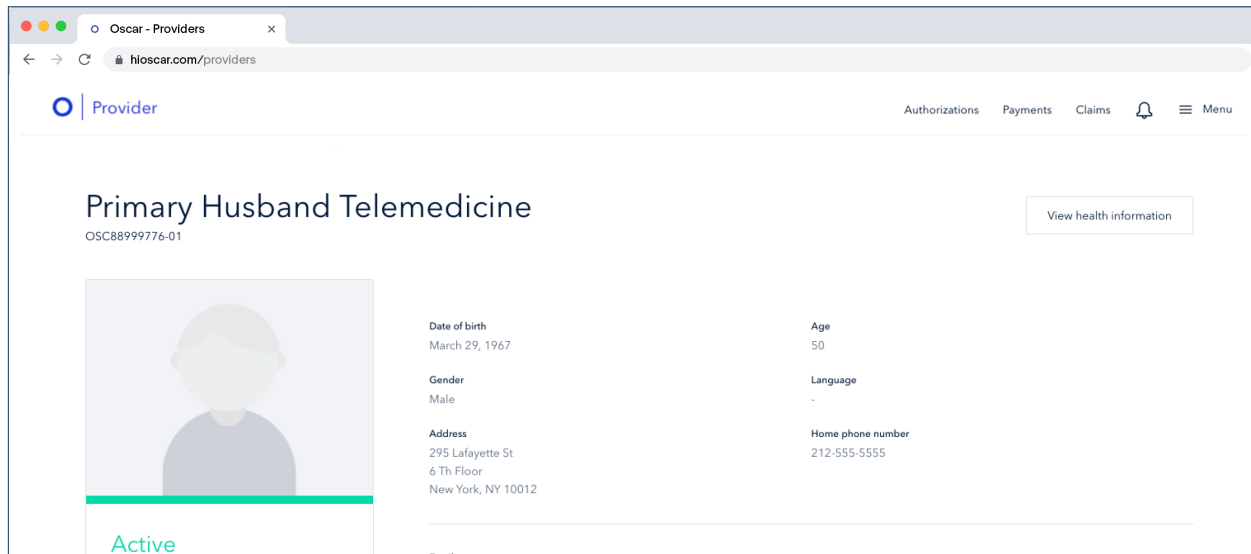


From this page, you can view claims and payments, electronically submit prior authorizations, manage your organization and users portal access, search for members and more! \*

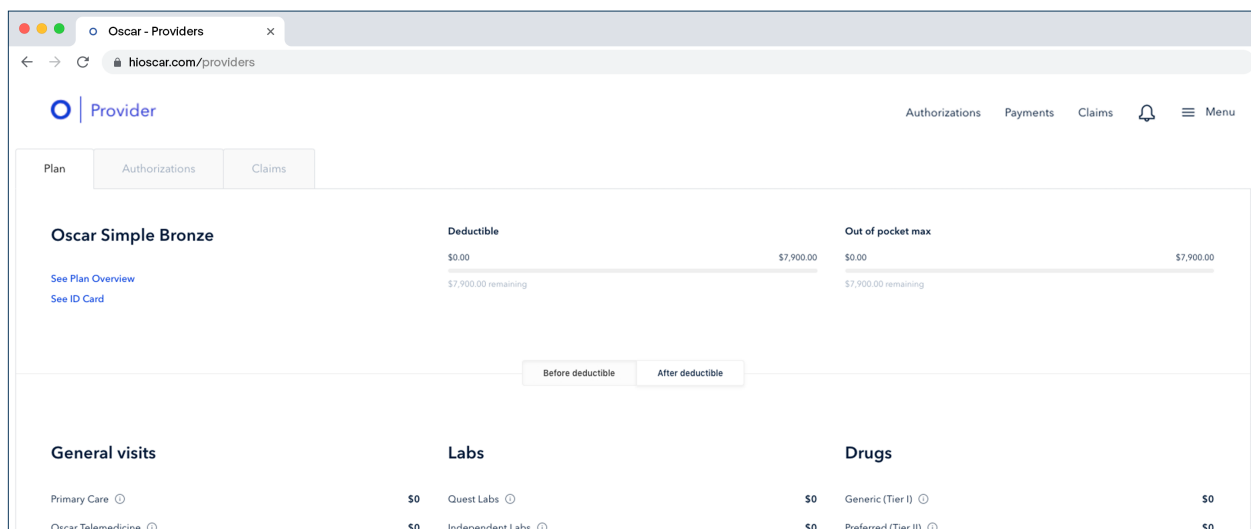
\* Please note that the views depicted in this document may vary somewhat depending on the member's plan. For example, the information displayed for Medicare Advantage members may be different than information displayed for other members.

## 02. Member profiles

Search for a member on the homepage using their Member ID or name and DOB.



Here you can learn about the member's status, contact information, view their start and end date, and view claims specific to that member.



As you scroll down, you can learn about the member's plan, their authorizations, and claims specific to that member. Authorizations and claims can both be filtered by status. You can also submit a new authorization in this view.

## 03. Claims

See a list of claims submitted for payment. You can click on each to learn more about its status. You can sort by service date, billed amount, and claims ID. When you click on a specific claim, you will see more details.

If a claim needs action (denied or requires medical records), it will be presented in RED and you will be able to directly upload medical records.

For any claims disputes that arise, you can submit additional documentation in the single claim view.

The screenshot shows a web browser window with the URL `hioscar.com/providers`. The page title is "Provider" and the main heading is "Overview". The claim status is "Fully covered" (updated Sep. 21, 2019). The patient is Oscar New York (OSC0000000-00) and the provider is Joy Lee (NPI: 0000000000). The date of service is from Sep. 19, 2019 to Sep. 19, 2019, with a received date of Sep. 20, 2019. The billed amount is \$275.00, the discount is \$38.17, and the member owes \$0.00. The total amount Oscar pays is \$236.83. A link to "Dispute this claim" is visible at the bottom right.

|                       |                         |                   |                 |
|-----------------------|-------------------------|-------------------|-----------------|
| Updated Sep. 21, 2019 |                         | Oscar pays        |                 |
| <b>Fully covered</b>  |                         | <b>\$236.83</b>   |                 |
| <b>Patient</b>        | <b>Date of service</b>  | Billed amount     | \$275.00        |
| Oscar New York        | Start: Sep. 19, 2019    | Discount          | - \$38.17       |
| OSC0000000-00         | End: Sep. 19, 2019      | Member owes       | - \$0.00        |
|                       | Received: Sep. 20, 2019 |                   |                 |
| <b>Provider</b>       | <b>TIN</b>              | <b>Oscar pays</b> | <b>\$236.83</b> |
| Joy Lee               | 00-0000000              |                   |                 |
| NPI: 0000000000       |                         |                   |                 |

See a problem? [Dispute this claim.](#)

## 04. Payments

Under the payments tab, you can see all of the payments from us to your organization. Here, you can filter by payment status, view a check number, and click into each payment to learn more. You can also download a PDF version of EOPs here.

## 05. Clinical Dashboard

The clinical dashboard gives providers a holistic view of their members health journey and flags clinically relevant information. Using the bar at the top, you can navigate a member's chronic conditions, medical encounters, lab results, prescriptions, allergies, health survey results, and more.

The screenshot shows the 'Oscar - Providers' interface in a web browser. The URL is [hioscar.com/providers](https://hioscar.com/providers). The page has a top navigation bar with 'Provider' selected, and links for 'Authorizations', 'Payments', 'Claims', a notification bell, and a 'Menu' icon. Below this is a secondary navigation bar with tabs: 'Conditions', 'Encounters', 'Labs', 'Drugs', 'Allergies', 'Patient Information', 'Health Survey', and 'Plan'. The 'Conditions' tab is active.

On the left side, there is a member profile for 'Oscar Newyork', a female, 39 years old. Her details include: Date of Birth (01/01/1980), Annual Physical (—), Phone (2024227164), Concierge Team (XX01), and Oscar ID (OSC90493693-01). A link for 'See Keyboard Shortcuts' is also present.

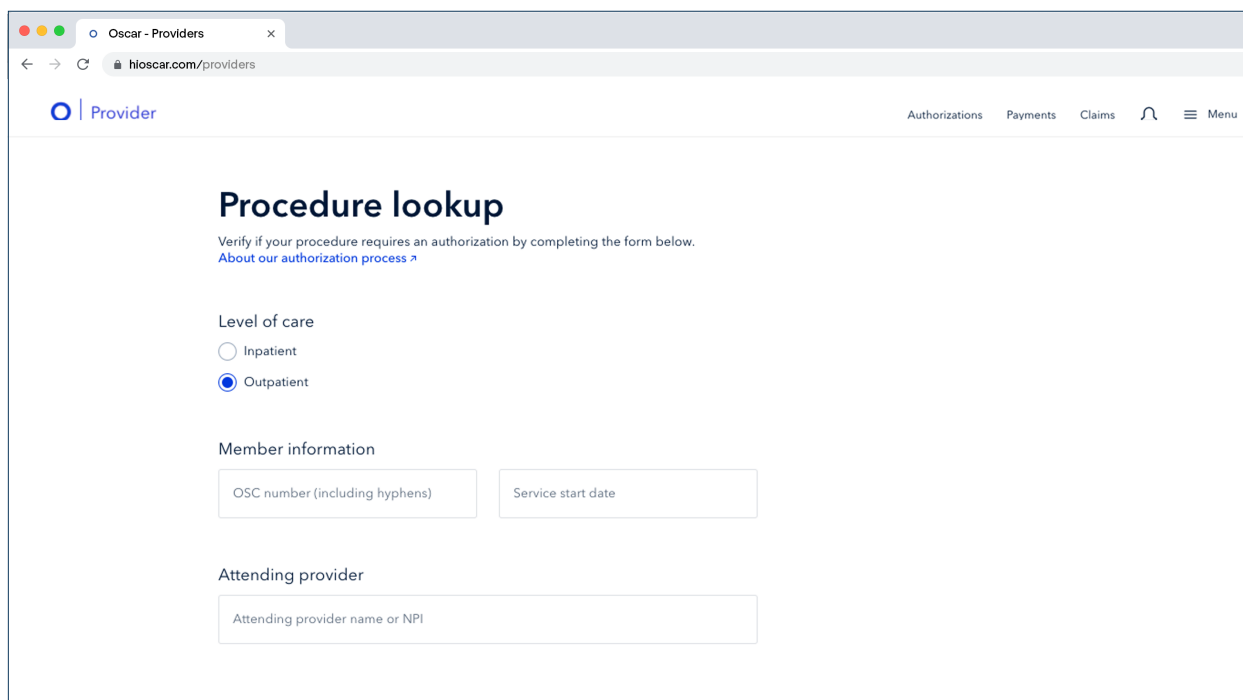
The main content area is divided into two sections:

- Conditions:** A table with columns 'Last Updated', 'Status', and 'Description'. It currently shows 'No items here' with a document icon.
- Encounters:** A table with columns 'Date of Visit', 'Facility', 'Provider', 'Specialty', and 'Type of Visit'. It contains two entries:
 

| Date of Visit | Facility     | Provider         | Specialty               | Type of Visit |
|---------------|--------------|------------------|-------------------------|---------------|
| 03/19/2019    | Oscar Center | Patricia Pechter | Family Medical Practice | Office visit  |
| 03/07/2018    | Teladoc PA   | —                | General Medicine        | Telemedicine  |

## 06. Prior Authorizations

Using CPT codes, you can submit a prior authorization request online for a member, or check to see if a treatment requires authorization. This is all done through a patient's profile.



The screenshot shows a web browser window with the address bar displaying 'hioscar.com/providers'. The page title is 'Oscar - Providers'. The main content area is titled 'Procedure lookup' and includes a sub-header: 'Verify if your procedure requires an authorization by completing the form below.' Below this is a link: 'About our authorization process'. The form contains three sections: 'Level of care' with radio buttons for 'Inpatient' and 'Outpatient' (selected); 'Member information' with two input fields for 'OSC number (including hyphens)' and 'Service start date'; and 'Attending provider' with one input field for 'Attending provider name or NPI'. The top navigation bar includes links for 'Authorizations', 'Payments', 'Claims', and a 'Menu' icon.

## 07.Directory

From the portal, you can also search for INN physicians, facilities, and drugs by selecting “View Drug Formulary” or “Search providers” from the home screen.

This page will display to you information specific to your market and product line.

