

## HOW TO

# Create a portal account

The Oscar 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.

## A health insurance partner that makes your job easier.

We think health insurance should be smart, simple, and friendly. That's why we built Oscar. Our goal is to change the way providers and consumers interact with healthcare through technology, data, and design.

Login to the Provider Portal

## 1. Accessing the registrar form

Visit [hioscar.com/providers](https://hioscar.com/providers) and select **Login to the Provider Portal** in the left to sign up and create your portal account. You will be directed to the account setup page.

## Set up your account

We value your time and that's why we built the Provider portal. The portal offers easy access to member eligibility, member benefits, claims details, and more.



## 2. Set up your account

Enter your email address and password twice to confirm.

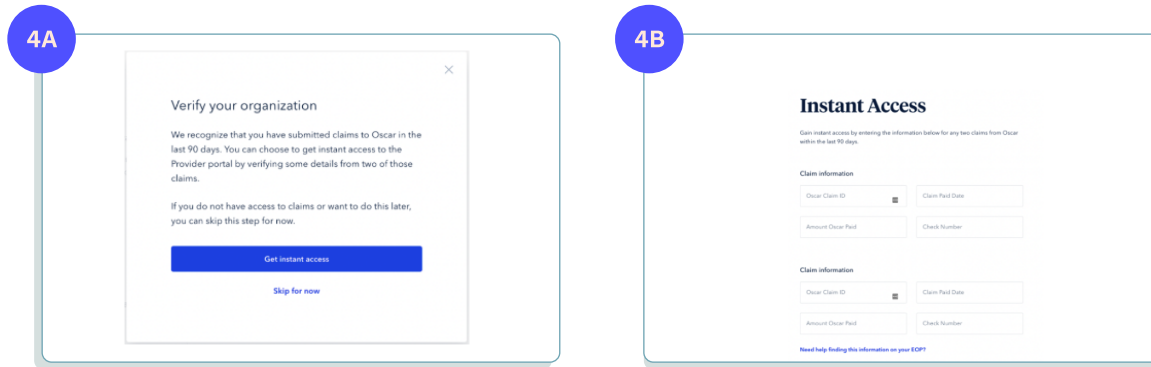
### 3. More about you

Complete this page by entering information relevant to you and your organization. NPI is required for Provider, and optional for nurse. To register as an administrator, respond “Yes” to **Are you an organization manager?** And confirm you understand the responsibilities.

The screenshot shows a web form titled "More about you" with the instruction "Please add information about yourself and your organization here." The form contains several input fields: a dropdown menu for "Role", text boxes for "First name" and "Last name", text boxes for "Phone number" and "Extension" (with "Optional" written below it), a text box for "TIN" (with the question "What is one TIN associated with your organization?" and the instruction "Enter is one TIN associated with your practice. You can add more TINs later." above it), and a question "What type of organization are you part of?" with a help icon. The form is enclosed in a light blue border.

## 4. Verification

There are two methods of account verification, Instant Access and Manual Verification.



### Option 4A - Instant Access

If your organization has at least two claims with Oscar from the last 90 days, you will be prompted to choose between **Get instant access** and **Skip for now**.

- If you select **Get instant access**, you will be prompted to enter details about two of your claims with Oscar.
- Details include the Oscar Claim ID, Claim Paid Date, Amount Paid by Oscar, and Check Number.
- If you don't know where to find this information, you can click on the link to view a sample EOP.
- If you select **Skip for now**, you will follow the Manual Verification process and receive call within 5-7 business days to verify the information you entered and confirm your network status.

### Option 4B - Manual Verification

If your organization doesn't have two claims with Oscar, you must complete the Manual Verification process. You will receive a call within 5-7 business days to verify the information you entered and confirm your network status. You will be asked for Organization Name, Provider TIN, Provider address, and Provider NPI.

## 5. Oscar's Terms and Conditions

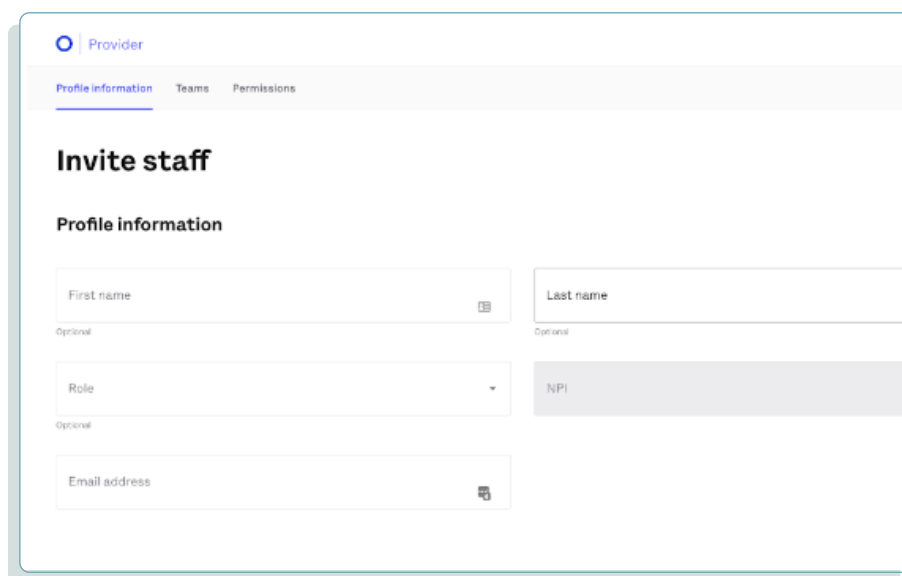
You must agree to Oscar's Terms & Conditions including the Terms of Service and Privacy Policy. If you are an organization manager, you must agree to the terms on behalf of yourself and your organization.

## 6. Almost there (email verification)

Once you've completed the registration, you will receive an email with a link to verify your email address. Click the link to verify your email. Once you have completed the account and email verification, you will be able to access the provider portal. Use the dropdown on the top right side of the screen to invite staff.

When you invite staff, they will review an email asking them to create a password and login. As an organizational manager, you can assign staff to teams, and regulate permissioning across your organization.

Using the top right dropdown again, you can view your organization. Here, you can add multiple TINs to the account, sign up for ACH payments, add a bank account, and link TINs to different bank accounts.



The screenshot shows the 'Invite staff' form in the Oscar Provider portal. The page title is 'Provider' and the navigation tabs are 'Profile information', 'Teams', and 'Permissions'. The form is titled 'Invite staff' and has a sub-section 'Profile information'. It contains the following fields:

- First name**: A text input field with a small icon on the right. Below it is the label 'Optional'.
- Last name**: A text input field with a small icon on the right. Below it is the label 'Optional'.
- Role**: A dropdown menu with a downward arrow. Below it is the label 'Optional'.
- NPI**: A greyed-out text input field.
- Email address**: A text input field with a small icon on the right.

# FAQs

## 1. What is an organization?

An organization is an entity that falls under one administrative and/or billing system. An organization could consist of one or more TINs. Consider whether one portal administrator, called an organization manager, can cover all administrative needs for the organization.

## 2. Who should be the organization manager?

Typically this is the primary office manager or in-house biller. If the practice is smaller, this may be the provider or nurse.

## 3. What are the responsibilities of an organization manager?

As an organization manager you are responsible for managing your organization's account as well as inviting, approving, and terminating users as necessary.

## 4. Can there be more than one organization manager in an organization?

Yes, there can be multiple organization managers. For security reasons, it is best practice to limit the number of organization managers.

## 5. What happens if Instant Verification fails?

You have three tries to correctly enter the data for two claims. If you are unable to provide the correct data, you will be moved to Manual Verification. In this case, you will receive a call in 3-5 business days.

## 6. What if I don't receive the verification email?

Try clicking the **Resend email** button and taking action on the email immediately. (Note: the verification link does expire after some time). If you are still having issues, it's possible that your firewall is blocking the email. Please contact your IT department to troubleshoot.