

Choosing a Primary Care Provider with Oscar



WHY IT MATTERS

Oscar Health would like to ensure its members receive ongoing proactive and preventative care that leads to better overall health. Selecting a PCP is just the beginning of a meaningful relationship between a patient and their provider but possibly the most important.

Like any other relationship, the first step can be the hardest. So we are proactively guiding members to choose a PCP early on in their plan coverage through a specialized experience.

SELECTING A PRIMARY CARE PROVIDER (PCP) IS SIMPLE: HERE'S HOW



- Members have 30 days from when their plan becomes active to select a PCP.
- Selecting a PCP is simple and can be done through the two options listed below.
- If a member does not choose a PCP within the 30 day window, a PCP will be auto-assigned to them.

Note: Seeing a PCP is not dependent on selecting one. Regardless of PCP assignment, a member always has the freedom to choose to see any other primary care provider for care (just make sure they're in the Oscar network!).

SELECTING ONLINE (MEMBER LED)

For new members

Members can choose their PCP when they create their Oscar account.

- If they have a PCP: they can enter in the PCP's name.
- If they need help finding one: we'll show them top providers in their area, and they can filter by language, distance, and other qualifications.

For existing members

Logged-in members can click on the PCP selection prompt at the top of their home page.

- If they have a PCP: they can enter in the PCP's name.
- If they need help finding one: we'll show them top providers in their area, and they can filter by language, distance, and other qualifications.

SELECTING VIA HEALTH SHERPA (BROKER LED)



1. Post enrollment, you'll be able to select a Primary Care Provider
2. Select the applicant you'd like to select a Primary Care Provider for
3. Search Oscar's Directory for a Primary Care Provider

