

Welcome to our Texas 2020 Network.

We're excited to have you in our Texas network for 2020. Oscar operates in San Antonio, Austin, Dallas, Houston, and El Paso.

If your organization is also in-network with Oscar's Medicare Advantage network in Houston, you will receive another welcome packet specific to our Medicare Advantage line of business:

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. 2020 Provider Nitty Gritty**
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.
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2020 Provider Nitty Gritty

Our plan

We are an EPO (Exclusive Provider Organization) plan which means:

- No referrals needed for non-emergent care
- No naming of a PCP required

We offer the following products in your market:

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

Oscar also offers Medicare Advantage plans in Houston. If you are in-network for Medicare Advantage you will receive another welcome packet.
If you have questions about your network status, please call 855-672-2755 for more information.

Our network

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

San Antonio	Dallas	Houston	Austin
<ul style="list-style-type: none">• Bexar• Comal	<ul style="list-style-type: none">• Collin• Dallas• Tarrant	<ul style="list-style-type: none">• Harris• Fort Bend• Montgomery	<ul style="list-style-type: none">• Travis• Williamson
El Paso <ul style="list-style-type: none">• El Paso	<ul style="list-style-type: none">• Rockwall• Denton	<ul style="list-style-type: none">• Galveston (IVL only)	<ul style="list-style-type: none">• Hays

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.
- 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.

Create a Provider Portal account to complete the following tasks online:

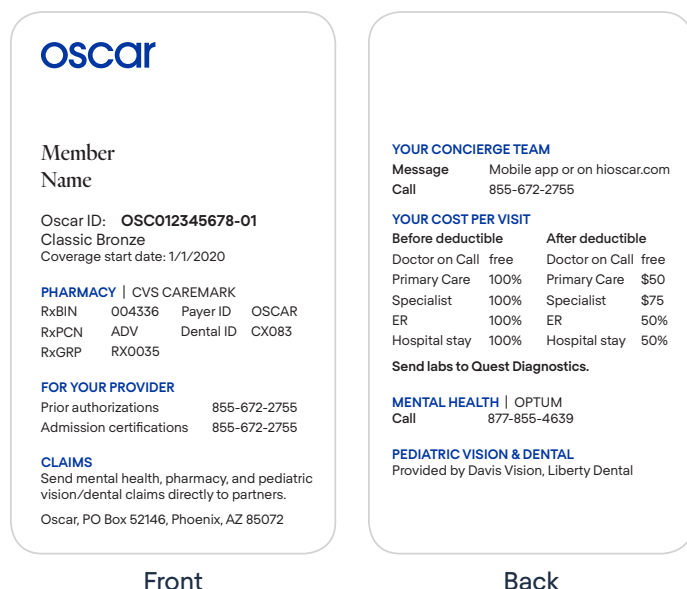
- Check member eligibility.
- Check status of claims.
- Submit prior Authorizations electronically.
- Sign up for electronic payments.
- Review members' clinical information.
- Connect your staff to your organization (practice) account and grant permission to complete tasks in the Portal.

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 call 855-672-2755.

Navigate our Members' ID Cards

Here's a sample of our 2020 member ID cards:

Individual



Front

Back

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.

Service	Vendor	Phone #
Behavioral Health	Optum	877-614-0484
Dental	LIBERTY Dental	888-703-6999
Vision	Davis Vision	800-773-2847
Pharmacy	CVS/Caremark	855-796-7227
Laboratory*	Quest Diagnostics (exclusive lab services partner)	866-697-8378

*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/providerresources. 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 2020, 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.

Service	Network Partner	Electronic Payer ID	Address
Medical Services	Oscar	OSCAR	P.O. Box 52146 Phoenix, AZ 85072-2146
Behavioral Health and Substance Abuse Services	Optum	87726	Optum P.O. Box 30757 Salt Lake City, UT 84130-0757
Pediatric Dental Services	LIBERTY Dental	CX083	LIBERTY Dental Plan P.O. Box 26110 Santa Ana, CA 92799
Note: Oscar does not offer routine dental coverage for adults			
Pharmacy	CVS / Caremark	Please reference the Member ID card for pharmacy claim information	
Pediatric Vision Services	Davis Vision	4000000027	Vision Care Processing P.O. Box 1525 Latham, NY 12110
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 accounts.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

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.

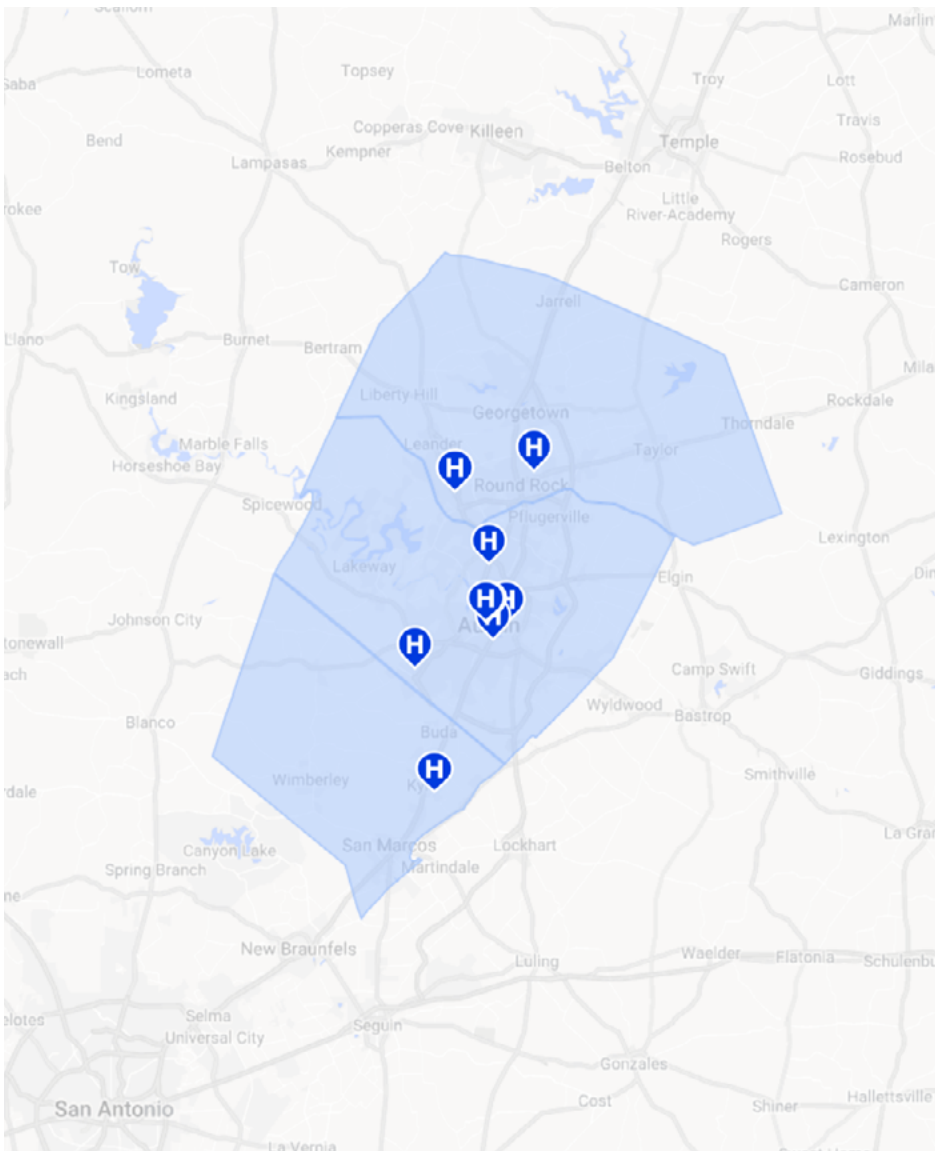
Inclusion of a service in the Oscar Prior Authorization List is not a guarantee of benefit coverage. Coverage of these benefits may vary by plan, and the Prior Authorization list is subject to change. To verify coverage or prior authorization requirements, please call 855-672-2755.

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. Prior authorization requirements for Pharmacy are subject to policies and procedures of CVS/Caremark. Please reference the provider manual for Prior Authorization requirements for our vendors.

Getting care in Austin made easy.

We provide high-quality care in Austin, with partners like the Seton Healthcare Family.

Oscar's Austin service area includes Travis, Williamson, and Hays counties.



Our 2020 Participating Hospital List

Travis

- Dell Children's Medical Center
- Dell Seton Medical Center at The University of Texas
- Seton Medical Center Austin
- Seton Northwest Hospital
- Seton Shoal Creek Hospital
- Seton Southwest Hospital

Williamson

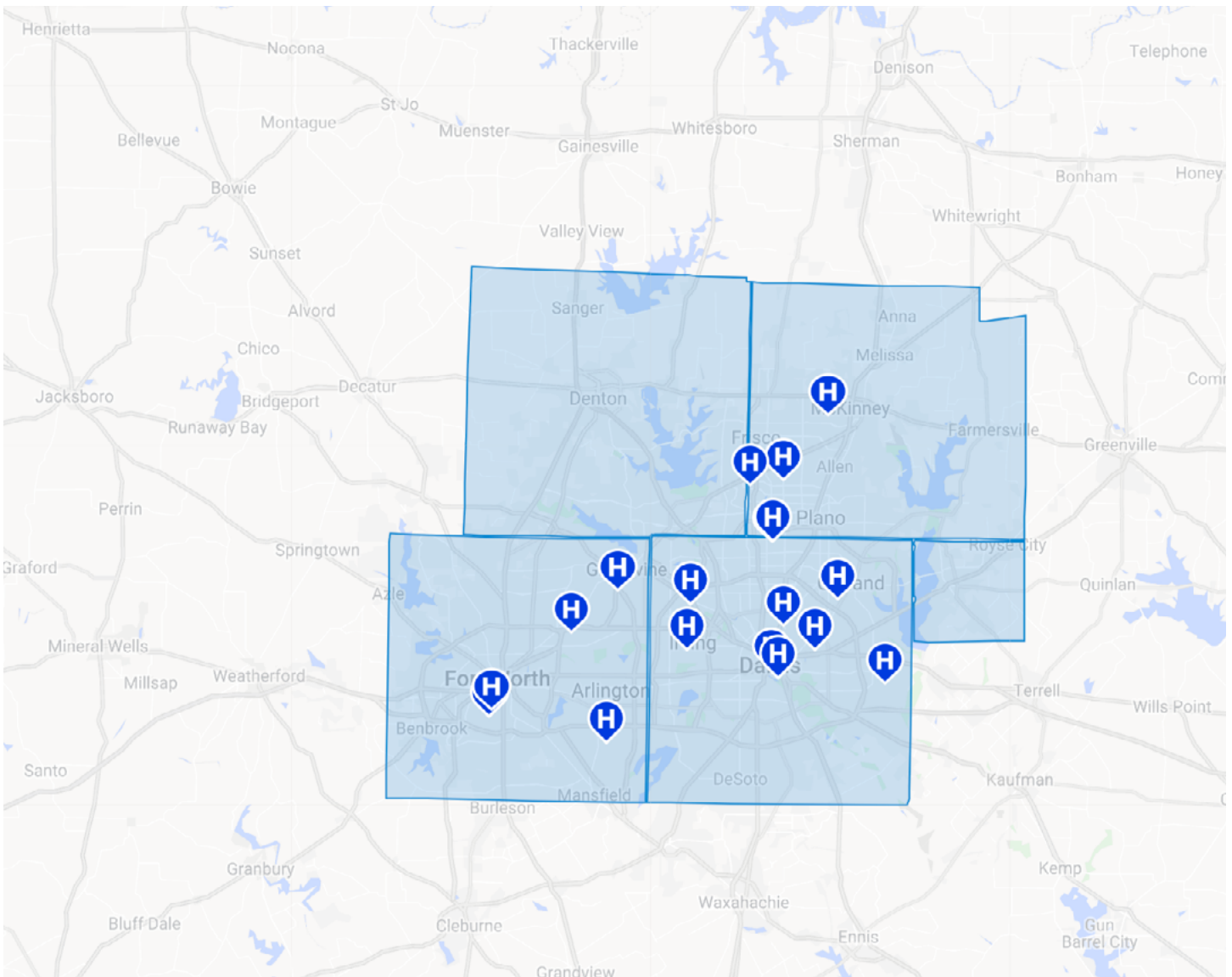
- Cedar Park Regional Medical Center
- Seton Medical Center Williamson

Hays

- Seton Medical Center Hays

Getting care in Dallas–Fort Worth made easy.

We provide high-quality care in Dallas–Fort Worth, with partners like HCA and Methodist Dallas. Oscar's Dallas–Fort Worth service area includes Collin, Dallas, Denton, Rockwall, Tarrant counties.



Our 2020 Participating Hospital List

Collin

Medical City McKinney

Medical City Frisco

Medical City Plano

Methodist Richardson Medical Center

Dallas

Medical City Children's Hospital

Medical City Dallas Hospital

Medical City Green Oaks Hospital

Medical City Las Colinas

Methodist Charlton Medical Center

Methodist Dallas Medical Center

Methodist Hospital for Surgery

Denton

Medical City Denton

Medical City Lewisville

Tarrant

Medical City Alliance

Medical City Arlington

Medical City Fort Worth

Medical City North Hills

Methodist Mansfield Medical Center

Getting care in El Paso made easy.

We provide high-quality care in El Paso thanks to our partnership with The Hospitals of Providence. Oscar's El Paso service area includes El Paso County.



Our 2020 Participating Hospital List

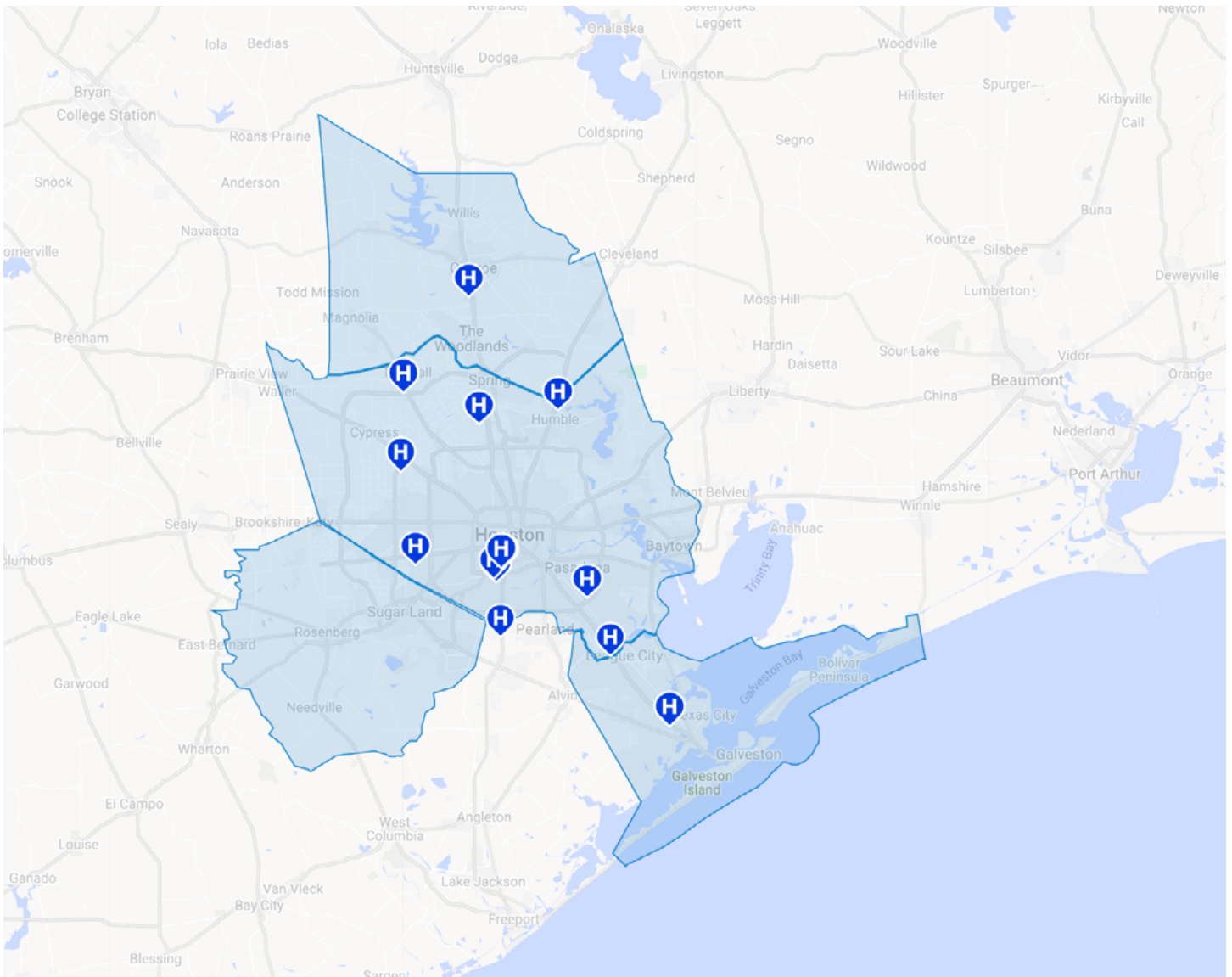
El Paso

- The Hospitals of Providence East Campus
- The Hospitals of Providence Horizon City Campus
- The Hospitals of Providence Memorial Campus
- The Hospitals of Providence Sierra Campus
- The Hospitals of Providence Transmountain Campus

Getting care in Houston made easy.

We provide high-quality care in Houston, with partners like HCA.

Oscar's Houston service area includes Fort Bend, Galveston, Harris, Montgomery counties.



Our 2020 Participating Hospital List

Brazoria

- HCA Houston Healthcare Pearland

Galveston

- HCA Houston Healthcare Mainland

Harris

- HCA Houston Healthcare Clear Lake
- HCA Houston Healthcare Medical Center
- HCA Houston Healthcare Northwest
- HCA Houston Healthcare North Cypress
- HCA Houston Healthcare Southeast
- HCA Houston Healthcare Specialty Hospital Medical Center
- HCA Houston Healthcare Tomball
- HCA Houston Healthcare West
- Texas Orthopedic Hospital
- Woman's Hospital of Texas

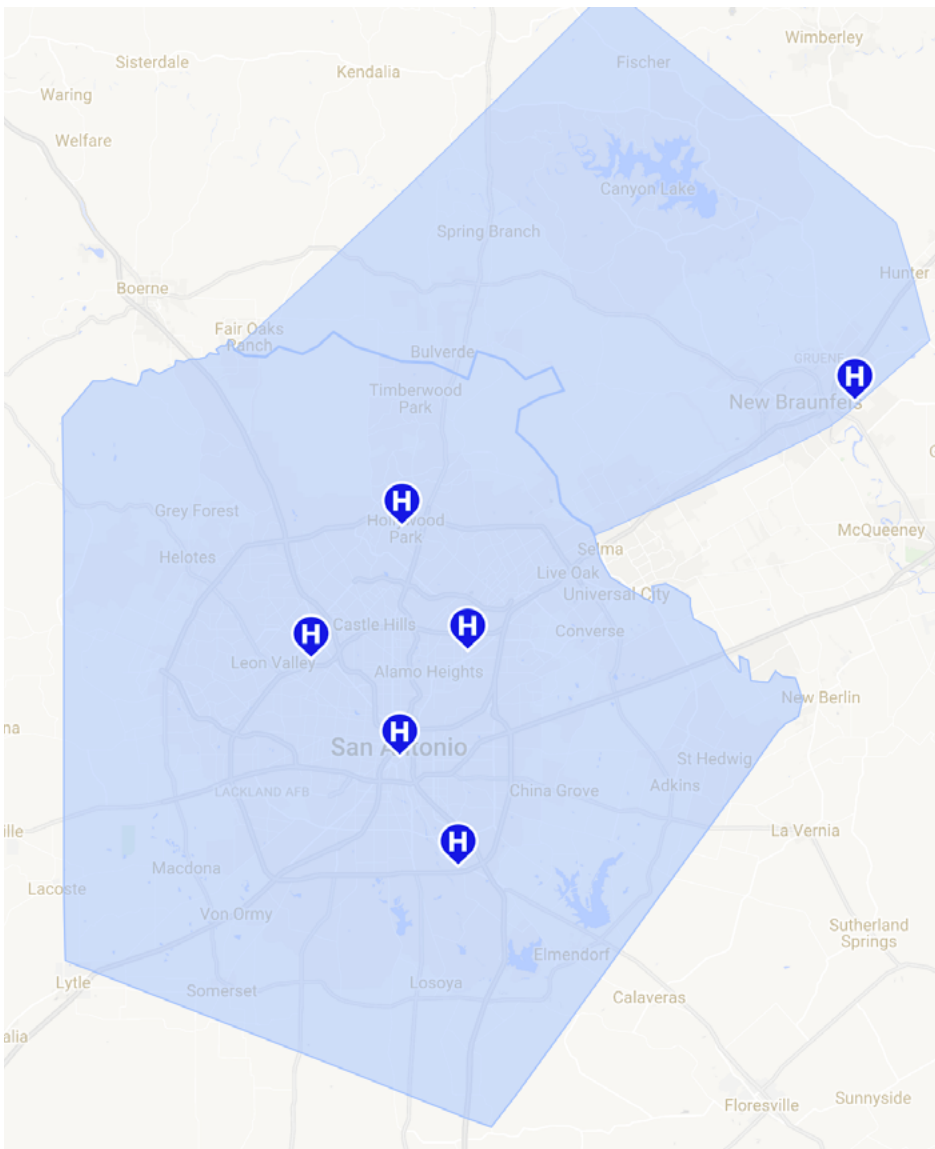
Montgomery

- HCA Houston Healthcare Conroe
- HCA Houston Healthcare Kingwood

Getting care in San Antonio made easy.

We provide high-quality care in San Antonio with our partners, the Baptist Health System and Baptist Integrated Physician Partners.

Oscar's San Antonio service area includes Bexar and Comal counties.



Our 2020 Participating Hospital List

Bexar

- Baptist Medical Center
- Mission Trail Baptist Hospital
- North Central Baptist Hospital
- Northeast Baptist Hospital
- St. Luke's Baptist Hospital

Comal

- Resolute Health Hospital