

# 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



\*Broker led PCP selection via Health Sherpa is not available in NY, NJ, or TX.