

HMO Guided Care Referral Policies & Resources

We are excited to partner with you in 2025 to support Oscar Guided Care HMO members. Please inform your providers and office staff about your 2025 participation with Oscar.

Referral Policy Summary

- ☐ All members will be encouraged to select a PCP. If they do not self select, we will match them to one that best fits their needs. Members can change their PCP at any time.
- ☐ Referrals are needed for all specialist visits except emergency care, OBGYN, BH, and some additional exceptions. Full list of exceptions can be found on our provider resources page. Referrals do not waive existing prior authorization requirements.
- ☐ Referrals must be submitted through the Oscar Provider Portal.
- ☐ Only a member's assigned PCP or PCP within the same TIN can provide a referral. Referrals submitted by other PCPs will be pended until the member changes their PCP to the referring provider.
- ☐ Referrals are issued at the specialty level. PCPs can provide specialist recommendations on the referral form, but members can go to any in network specialist within that referred specialty.
- ☐ Specialists must check that members have a valid referral prior to providing care, which can be done through an eligibility check on the Oscar Provider Portal or by calling Provider Services. Otherwise, the claim will not be covered without a valid referral.
- ☐ If a member requires an urgent referral, please direct the member to call Member Services who can support with securing a referral.
- ☐ Referrals will not carry over from other HMO plans. A new referral must be submitted.

Resources

All of the following can be found on our provider resources page (hioscar.com/providers/resources).

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| <input type="checkbox"/> About Oscar's Guided Care HMO | <input type="checkbox"/> Oscar Provider Portal login page |
| <input type="checkbox"/> Referral Policies | <input type="checkbox"/> Training guides and videos |
| <input type="checkbox"/> Texas Provider Manual | <input type="checkbox"/> Creating a portal account |
| <input type="checkbox"/> Referral Exclusions List | <input type="checkbox"/> Submitting a referral |
| <input type="checkbox"/> FAQs | <input type="checkbox"/> Checking referral status |



Questions? We've got you. Just call our Provider Services team at (855) 672-2755.

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