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Provider Portal
Admin Guide

Welcome!
The Oscar Provider Portal is the go-to resource for providers and their administration staff to easily complete everyday tasks. There, you can verify member eligibility, review authorization requirements, submit authorization requests, view claims, upload documentation, and more.

But first, the Portal Administrator needs to set up an account, completing a verification process to help keep our members' information private and safe. Once verified, the Portal Administrator may add additional TINs to the group's account, set up permission firewalls, invite users and manage permissions.

Here, you'll find everything you need to set things up for you and your practice. Let's go!

Pro tip: *Use Google Chrome to access the portal.*

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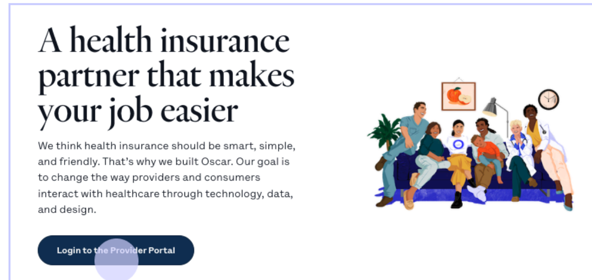
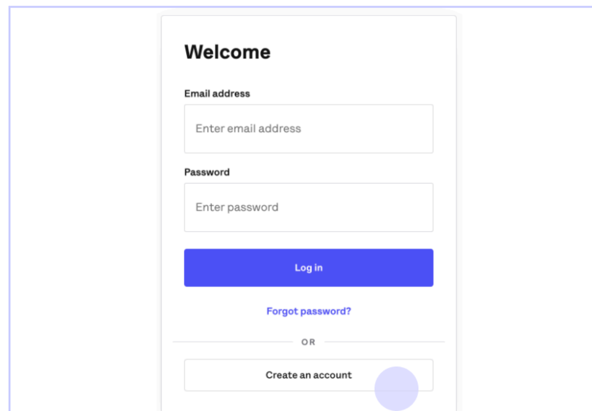
Last updated: Jan 23rd, 2025

Verify your portal account

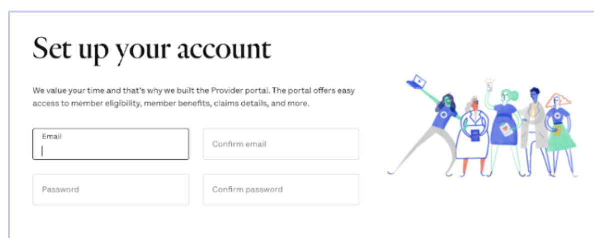
The steps that follow must be completed by you, the designated portal administrator.

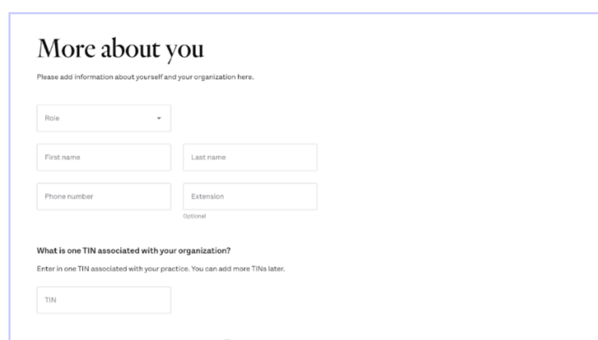
1. **Navigate to hioscar.com/providers**
    - Select "**Log in to the Provider Portal.**"
    - Then select "**Create an account.**"

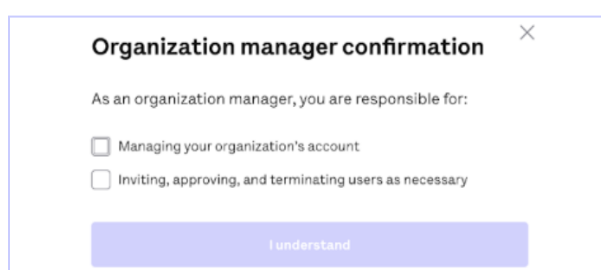




2. **Enter information about you and your organization**
    - Confirm your email address and create a password, then select "**Next.**"
      ***Note**: Your password must be at least 8 characters long and must contain at least one upper case letter, one lower case letter, and one number.*
    - Complete the *More about you* section and select "**Next.**"
    - Agree to your Portal Admin responsibilities by selecting "**I understand.**"







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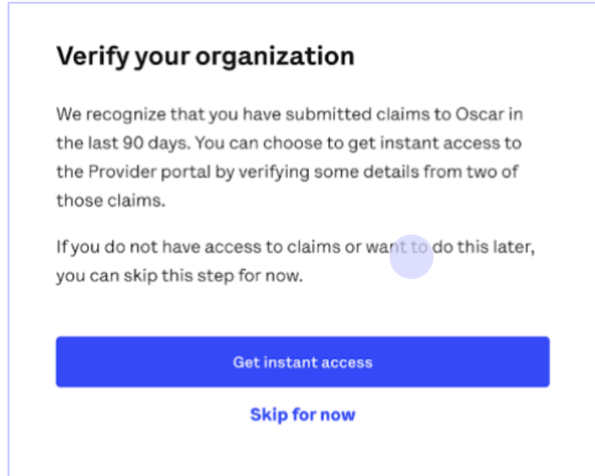
3. Choose your verification method

Instant verification

- If you select “**Get instant access**,” you will be prompted to enter details about two recent claims with Oscar.
- Details include Oscar claim ID, claim paid date, amount Oscar paid, and check number (which you can find on your EOP).
- Be sure to use details from claims submitted to Oscar in the last 90 days and linked to two different payments.
- After three attempts, you’ll be transitioned to the manual verification process.

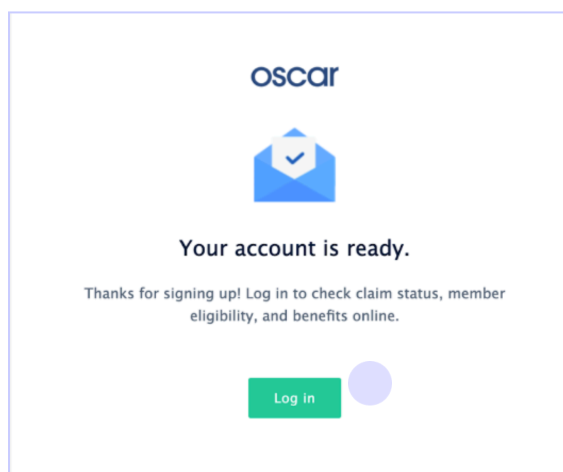


Manual verification

- If you select “**Skip for now**,” you will be instructed to call into Provider Services to complete the process at (855) 672-2788.
- Select 4 to enter our Provider menu, and then 5 in the sub-menu to connect with our Portal Support team.
- We’ll be asking for your organization name, provider TIN, provider address, and provider NPI.

4. Verify your email

- Once your portal has been verified, you will receive an email stating your account is ready..
- Click the “**Log in**” button to access your verified portal account.



Set up your portal account

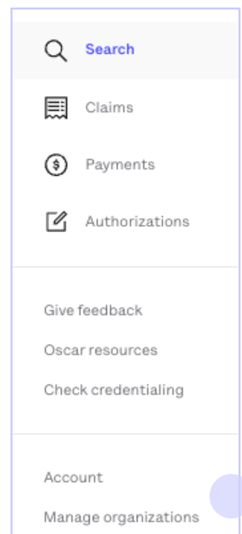
Different organizations require different portal structures. The tools highlighted below allow you to set up your portal so that your staff can send and receive information with Oscar efficiently — and with appropriate guardrails.

Add TINs

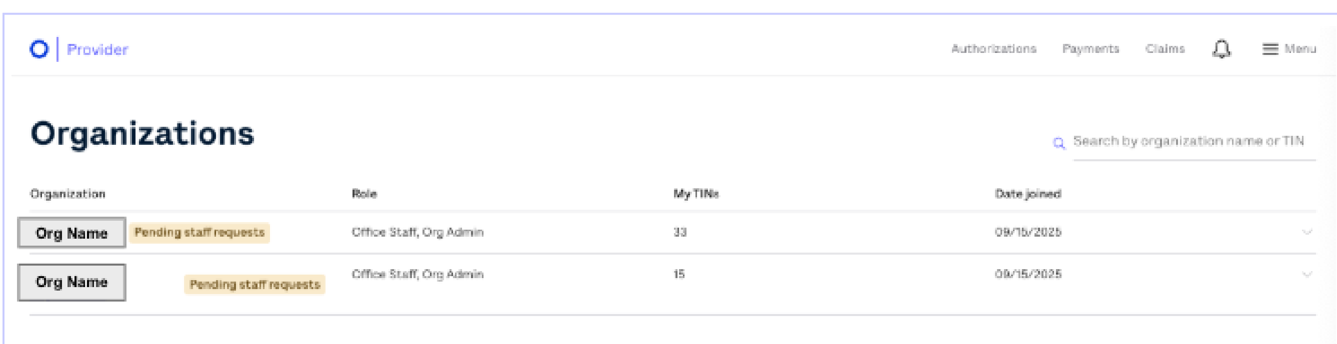
You registered your portal account with a single Tax ID Number. If your organization has multiple TINs, you will need to associate those additional TINs with your portal.

To do so, you will need to manually add each additional TIN to your portal using the steps below. Once submitted, Oscar will review and approve the TIN Add Request.

Be aware that a TIN can only be associated with one Portal at a time.



1. **Login and click the "Manage Organizations" toolbar from right navigation menu**
    - If you have administrative access to multiple portal organizations, select the organization you want to add the new TIN.
    - Note the TIN will only be available in one organization.



2. **Click the "TINs" link in the left menu or Scroll to the bottom of the page to the TINs section.**

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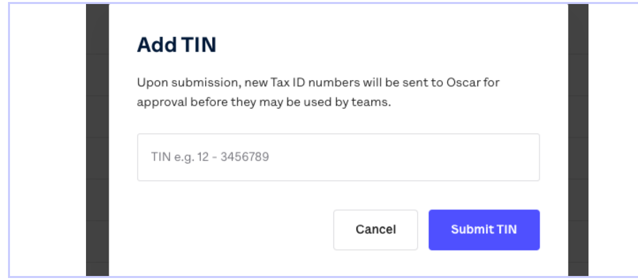
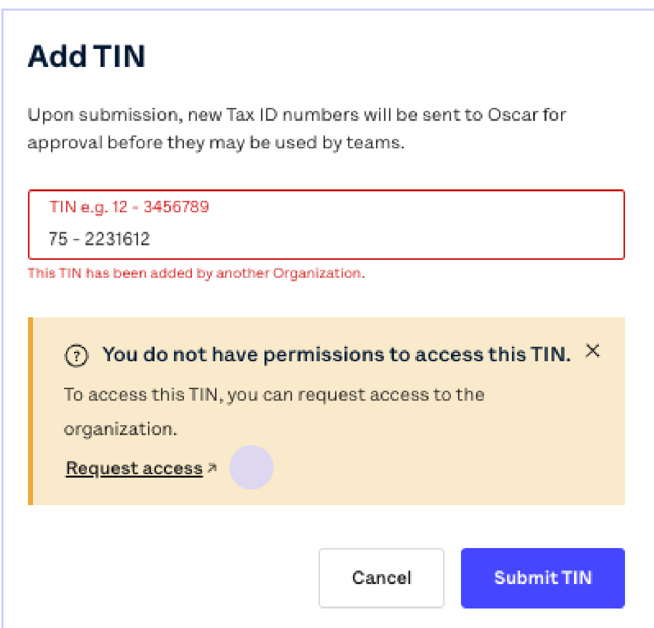
3. Add the TIN(s)

- Click the "**Add TIN**" button
- A window will pop up where. you enter the TIN(s) you wish to add to the organization.
- Press "**Submit TIN**."

*If you'd like to submit another TIN to add to your organization's portal account, Click the **Add TIN** button again and repeat the process.*



In the event a TIN is already associated with another portal, you will see a message stating "This TIN has been added by another Organization". You can now request access to that TIN by simply clicking on the Request access link in the Add TIN popup box. This action will trigger an email notification to the portal admin(s) of the organization where the TIN is located, where they will be able to review and approve your access request and manage your permissions to the organization / TIN as needed.

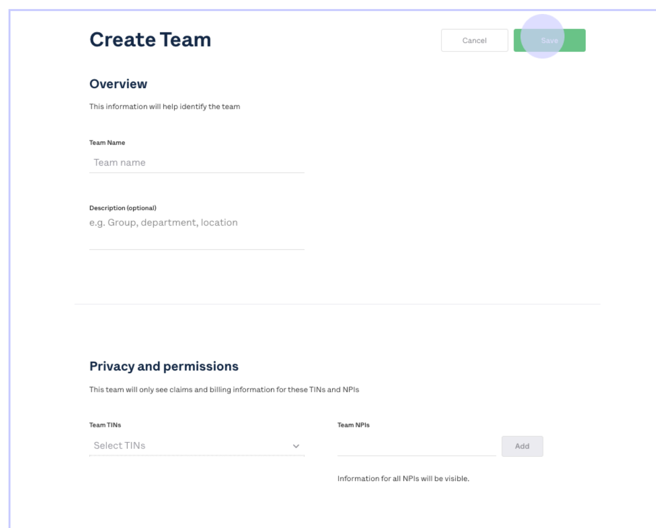


You will receive an email alerting you have access once the other portal administrator approves your request.

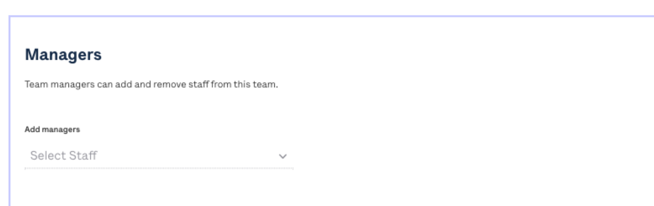
Create teams

As a portal administrator, you can create and manage teams to construct access and settings for teams, departments, or locations in your organization. If your organization has a large number of TINs and NPIs, the Teams feature can help you organize the users in your organization and allow/restrict access and permissions for each user.

1. **Login and click the "Manage Organizations" toolbar from right navigation menu**
    - If you have administrative access to multiple portal organizations, select the organization you want to add the new TIN.
2. **Click the "Teams" link in the left menu or Scroll to the bottom of the page to the Teams section**
3. **Create a Team**
    - Click the "**Create Team**" button in the upper right corner.
    - Enter a team name to help identify the team and add a description such as group, department, or location.
    - Identify the TIN(s) and NPIs (if needed) associated with this team. Note that a TIN can appear in multiple Teams, if needed.
    - Click "**Save**."



4. **Add Users to the new Team Within the team:**
    - Select the team from the Manage Teams page.
    - In the Staff section select "**Edit Staff**" to add users by name or email.



Users can be assigned a Team from their user profile as shown in the Manage Users section below.

Users will only have the permission to view information associated with the TINs and NPIs linked to their teams.

Manage users

User permissions

Portal admins are responsible for configuring other user permissions:

Admin

This permission creates additional Portal Admins, who are also allowed to add TINs, create Teams, invite staff, and manage user access.

View claims

See claim details for the TINs or NPIs in the specified group.

View members

See plan info, claims, and authorizations of members in this group's networks.

View health information

See all Oscar clinical history for members viewable by the group.

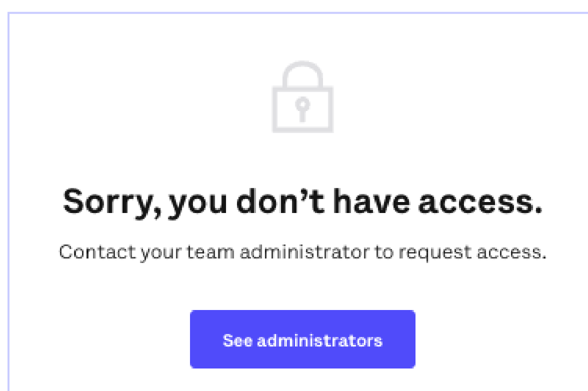
View payments

View payments made to the TINs or NPIs of this group.

Manage profiles

Manage the profiles of the providers in your organization.

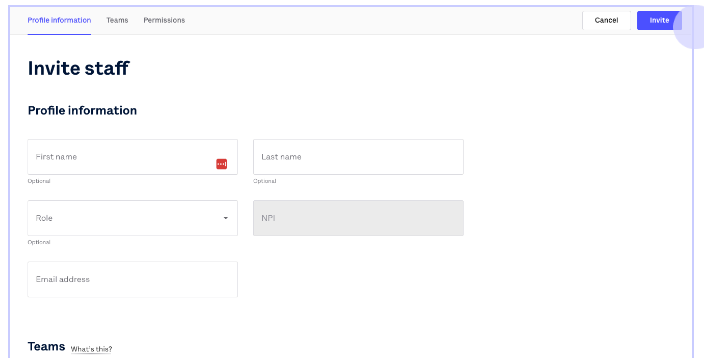
Note: If a user tries to access a feature/tool for which they do not have permission, they will see this message:



Add staff

We recommend proactively inviting additional users to your portal following the steps below.

1. **Login and click the “Manage Organizations” toolbar from right navigation menu**
    - If you have administrative access to multiple portal organizations, select the organization you want to add the new TIN.



2. **Click the “Staff” link in the left menu or Scroll to the Staff section.**

3. **Add the user**
    - Click the “**Add Staff**” button. It’ll take you to the Invite Staff page.
    - Fill in the new user’s information and assign the user’s team allocation and permissions.
    - Once all three sections are completed, click “**Invite**” in the top right corner.

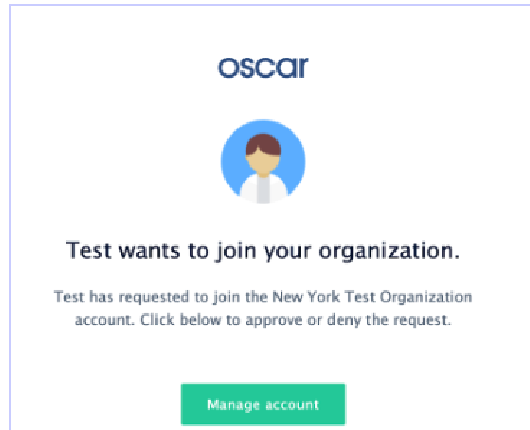
4. **New user account confirmation**
    - An email will be sent to the user’s email address that was entered on the **Invite Staff** page.
    - The user will then confirm their email address and create a password.

Access requests

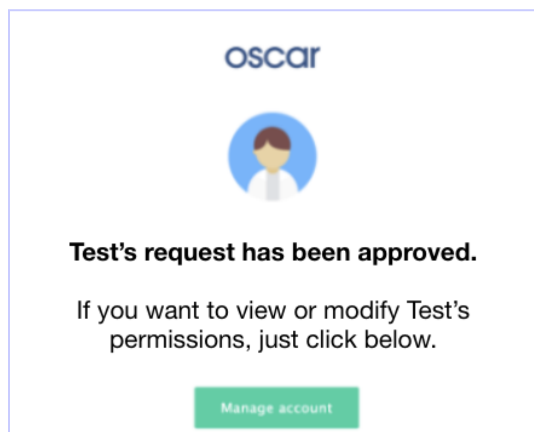
Staff members and Administrators of other portals can request access to your portal through the same registration page you used to create your portal account.

As staff submit their request, make sure they use one of the TINs associated with your account when submitting their registration request.

When a new user requests access to your portal, all Administrators of your portal will receive an email alert to notify of the request:



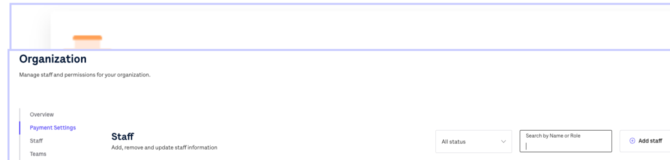
1. **Select the "Manage account" link**
   - Log in to your portal account.
   - Go to "**Manage Org**," then "**Staff**".
   - See the request pending and approve or reject, as needed.
2. **All Portal Admins will also receive a follow-up email if/when the request is approved.**



As users change roles or leave your practice, their portal access should be revoked to protect everyone's privacy. Follow the steps below to manage their access.

Deactivate a user

1. **Login and click the "Manage Organizations" toolbar from the homepage**
    - Scroll to the middle of the page to the **Staff** section or click the "**Staff**" link in the left menu section



2. **Adjust user account settings**
    - Search for the user name or role in the search bar and click the name
      Scroll down to the bottom of the page and click "**Deactivate account.**"