



Provider Portal Access Troubleshooting Guide

Welcome!

This little guide can help you solve common issues that may pop up when using the portal. Don't worry, each section covers the steps you'll need to troubleshoot things.

TABLE OF CONTENTS

Email verification	1
Password reset	1
User permissions	2
Admin reselection	2

Email verification

Not receiving an email from Oscar during the portal registration process? Here's what to do:

- Confirm you entered the correct email
- Check your spam folder
- Contact your organization's IT department to confirm Oscar emails are not blocked. Your IT team should make sure our sending-ip is whitelisted:
("sender": "no-reply@hioscar.com")

Something to remember

Email verification links expire quickly. Here's what to do if that happens:

- Click **Verify your email** in your email.
- Press the **Resend email** button then take action immediately.

Password reset

The first thing to try is using the reset your password button on the portal login page. If you're not receiving the email:

- Confirm you entered the correct email
- Check your spam folder
- Contact your organization's IT department to confirm Oscar emails are not blocked. Your IT team should make sure our sending-ip is whitelisted:
("sender": "no-reply@hioscar.com")

Still having email issues? Just call (855) 672-2755. We're here for you.

User permissions

As a reminder, organization admins are responsible for configuring user permissions. Users will only be able to access information in the portal based on the assigned permissions. If a user is having issues accessing a specific page, just make sure they have the appropriate access.

Here's what each permission allows:

- **Admin:** Manage who is in the group, set permissions, and invite/deactivate users.
- **View claims:** See claim details for the TINs or NPIs of the specified group.
- **View members:** See plan info, claims, authorizations, and member referrals in the group's networks.
- **View health information:** See an Oscar member's clinical history (as allowed to the group).
- **View payments:** View payments made to the TINs or NPIs of this group.
- **Manage profiles:** Manage provider profiles in your organization.

Admin reselection

Need to set up a new admin? Call Oscar at (855) 672-2788 to enroll a new user.

If there is another admin at the organization's portal account, please have the admin deactivate the account no longer in use.