Welcome to our Florida 2021 Network.

We're excited to have you in our Florida network for 2021.

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. 2021 Provider Fine Print
   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.
Our plan

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

- No referrals required
- 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 Florida. 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.

For details on all of our plans, please visit hioscar.com/brokers/plans.

Our network

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

<table>
<thead>
<tr>
<th>Orlando</th>
<th>South Florida</th>
<th>Tampa</th>
<th>Daytona</th>
<th>Ocala</th>
<th>Jacksonville</th>
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</thead>
<tbody>
<tr>
<td>Lake</td>
<td>Broward</td>
<td>Hernando</td>
<td>Flagler</td>
<td>Marion</td>
<td>Clay</td>
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<td>Orange</td>
<td>Miami-Dade</td>
<td>Hillsborough</td>
<td>Volusia</td>
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<td>Duval</td>
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<tr>
<td>Osceola</td>
<td>Palm Beach</td>
<td>Pasco</td>
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<td>Seminole</td>
<td>Pinellas</td>
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<thead>
<tr>
<th>Port St. Lucie</th>
<th>North Port</th>
<th>Palm Bay</th>
<th>Tallahassee</th>
<th>Punta Gorda</th>
<th>Homosassa Springs</th>
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<tbody>
<tr>
<td>Martin</td>
<td>Manatee</td>
<td>Brevard</td>
<td>Leon</td>
<td>Charlotte</td>
<td>Citrus</td>
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<td>St. Lucie</td>
<td>Sarasota</td>
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</table>

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.

Oscar members on specific plans in Miami Dade, Palm Beach and Broward are eligible for cost share waivers for specialist visits and other healthcare services, which means Oscar will cover the charge in full. When a member is eligible for one of these free visits or services, the provider should bill for the service after the visit and should refrain from collecting a copay or coinsurance at the point-of-care. To check whether a member is eligible for these free services, call provider services at 1-855-672-2755. If a member is eligible for a free service, and is charged a copay or cost share in error, it is the provider’s obligation to refund the patient for any over-billed amount.
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.
- Review the provider manual for reimbursement policies, member rights and responsibilities, and more.
- 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.
- Learn about Oscar’s most up-to-date policies regarding COVID-19.

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 contact the Oscar Provider Team. 855-672-2755.
Navigate our Members’ ID Cards

Here’s a sample of our 2021 member ID cards:

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**Haskell Doe**
Oscar Silver HDHP

**Your plan information**
- **Member ID**: OSC012345678-01
- **Coverage start date**: 01/01/2021

**In-network cost before / after deductible**
- Oscar Care virtual visits: $0 / $0
- Primary care: 100% / $30
- Specialist: 100% / $75
- Urgent care: 100% / $50
- Emergency room: 100% / 40%

**Mental health**
Call Optum at 855-410-0893

**Your Care Team**
Message us by logging in to the Oscar app or hioscar.com or call 855-672-2755

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**For your doctors & pharmacy**

<table>
<thead>
<tr>
<th>RxBIN</th>
<th>004336</th>
<th>Payer ID</th>
<th>OSCAR</th>
</tr>
</thead>
<tbody>
<tr>
<td>RxPCN</td>
<td>ADV</td>
<td>Dental ID</td>
<td>C1063</td>
</tr>
<tr>
<td>RxGRP</td>
<td>2362</td>
<td>Plan type</td>
<td>EPO</td>
</tr>
</tbody>
</table>

**Provider & pharmacist services**
- Providers call 855-672-2755
- Pharmacists call 800-364-6331

**Labs**
Send labs to Quest Diagnostics.

**Pediatric vision & dental**
Provided by Davis Vision & Liberty Dental.

**Claims**
Send mental health claims to Optum, pharmacy claims to CVS Caremark, and pediatric vision & dental claims to partners.
Oscar, PO Box 52146, Phoenix, AZ 85072

Insured by Oscar Insurance Company of Florida

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Visit hioscar.com/providers or call 855-672-2755 | 5
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.

<table>
<thead>
<tr>
<th>Service</th>
<th>Vendor</th>
<th>Phone #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral Health</td>
<td>Optum</td>
<td>877-614-0484</td>
</tr>
<tr>
<td>Pediatric Dental</td>
<td>LIBERTY Dental</td>
<td>888-703-6999</td>
</tr>
<tr>
<td>Pediatric Vision</td>
<td>Davis Vision</td>
<td>800-773-2847</td>
</tr>
<tr>
<td>Laboratory*</td>
<td>Quest Diagnostics (exclusive lab services partner)</td>
<td>866-697-8378</td>
</tr>
</tbody>
</table>

*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/providers/resources. 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.

Oscar has partnered with Capsule, a digital pharmacy that offers free, same-day prescription delivery for our members. If you’re interested in partnering with Capsule for all your pharmacy needs, visit www.capsulecare.com/doctors. Capsule is only available in Miami.

In 2021, 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.

<table>
<thead>
<tr>
<th>Cigna/LifeSOURCE</th>
<th>Network Partner</th>
<th>Electronic Payer ID</th>
<th>Address</th>
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</thead>
<tbody>
<tr>
<td>Medical Services</td>
<td>Oscar</td>
<td>Oscar</td>
<td>P.O. Box 52146</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Phoenix, AZ 85072-2146</td>
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<tr>
<td>Behavioral Health and Substance</td>
<td>Optum</td>
<td>87726</td>
<td>Optum</td>
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<tr>
<td>Abuse Services</td>
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<td>P.O. Box 30757</td>
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<td>Salt Lake City, UT 84130-0757</td>
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<tr>
<td>Pediatric Dental Services</td>
<td>LIBERTY Dental</td>
<td>CX083</td>
<td>LIBERTY Dental Plan</td>
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<tr>
<td>Note: Oscar does not offer</td>
<td></td>
<td></td>
<td>P.O. Box 26110</td>
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<tr>
<td>routine dental coverage for</td>
<td></td>
<td></td>
<td>Santa Ana, CA 92799</td>
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<tr>
<td>adults</td>
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<tr>
<td>Pharmacy</td>
<td>CVS / Caremark</td>
<td>Please reference the Member ID card for pharmacy claim information</td>
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<tr>
<td>Cigna/LifeSOURCE</td>
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<tr>
<td>Transplant Related Claims</td>
<td>Optum</td>
<td>41194</td>
<td>OptumHealth</td>
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<td>Care Solutions</td>
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<td>PO Box 30758</td>
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<td>Salt Lake City, UT 84130</td>
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<tr>
<td>Pediatric Vision Services</td>
<td>Davis Vision</td>
<td>4000000027</td>
<td>Vision Care Processing</td>
</tr>
<tr>
<td>Note: Oscar does not offer</td>
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<td>P.O. Box 1525 Latham, NY 12110</td>
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<tr>
<td>routine vision coverage for</td>
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<td></td>
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<tr>
<td>adults</td>
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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 provider.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.

Some drugs may require Prior Authorization before being covered by Oscar. Drug Prior Authorizations may be submitted to Oscar electronically through the EMR/ePrescribing system; online, through www.covermymeds.com/epa/caremark; via fax, 844-814-2259 (Specialty drugs) or 844-814-2258 (Non-Specialty drugs); or by calling 855-672-2755.

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. Please reference the provider manual for Prior Authorization requirements for our vendors.
Getting care in Florida made easy.

We provide high-quality care in Florida, with partners like HCA, AdventHealth, Tenet, Memorial Healthcare, Holy Cross Health, Westchester General, Community Health Systems, and Tampa General.

Oscar’s Florida service area includes South Florida, Orlando, Tampa, Sarasota, St. Lucie, Punta Gorda, Palm Bay, Daytona, Ocala, Homosassa Springs, Jacksonville, and Tallahassee.
# Our 2021 Participating Hospital List

**Broward**
- Holy Cross Hospital
- Joe DiMaggio Children’s Hospital at Memorial
- Florida Medical Center
- Memorial Hospital Miramar
- Memorial Regional Hospital
- Memorial Regional Hospital South
- Memorial Hospital West
- Memorial Hospital Pembroke
- Northwest Medical Center
- Plantation General Hospital
- University Hospital & Medical Center
- Westside Regional Medical Center

**Palm Beach**
- Delray Medical Center
- Good Samaritan Medical Center
- JFK Medical Center
- JFK Medical Center North Campus
- Palm Beach Gardens Medical Center
- Palms West Hospital
- Saint Mary’s Medical Center
- West Boca Medical Center

**Miami-Dade**
- Aventura Hospital and Medical Center
- Coral Gables Hospital
- Hialeah Hospital
- Kendall Regional Medical Center
- Mercy Hospital
- North Shore Medical Center
- Palmetto General Hospital
- Westchester General Hospital

**Lake**
- AdventHealth Waterman

**Orange**
- AdventHealth Apopka
- AdventHealth East Orlando
- AdventHealth for Children
- AdventHealth for Women
- AdventHealth Orlando
- AdventHealth Winter Garden
- AdventHealth Winter Park
Our 2021 Participating Hospital List (continued)

**Osceola**
- AdventHealth Celebration
- AdventHealth Kissimmee
- Osceola Regional Medical Center
- Poinciana Medical Center
- St Cloud Regional Medical Center

**Seminole**
- AdventHealth Altamonte Springs
- AdventHealth for Lake Mary Emergency Dept.
- Central Florida Regional Hospital
- Oviedo Medical Center

**Hernando**
- Bayfront Health Brooksville
- Bayfront Health Spring Hill
- Oak Hill Hospital

**Hillsborough**
- AdventHealth Carrollwood
- AdventHealth Tampa
- Brandon Regional Hospital
- Memorial Hospital of Tampa
- South Bay Hospital
- Tampa Community Hospital
- Tampa General Hospital

**Pasco**
- AdventHealth Connerton
- AdventHealth Dade City
- AdventHealth Wesley Chapel
- AdventHealth Zephyrhills
- Medical Center of Trinity
- Regional Medical Center Bayonet Point

**Pinellas**
- AdventHealth North Pinellas
- Bayfront Health St. Petersburg
- Largo Medical Center
- Largo Medical Center - Indian Rocks Road
- Northside Hospital & Heart Institute
- Palms of Pasadena Hospital
- Saint Petersburg General Hospital

**Nassau**
- Baptist Medical Center Nassau

**Volusia**
- AdventHealth Daytona Beach
- AdventHealth DeLand
- AdventHealth Fish Memorial
- AdventHealth New Smyrna Beach

**Flagler**
- AdventHealth Palm Coast
Our 2021 Participating Hospital List (continued)

<table>
<thead>
<tr>
<th>Marion</th>
<th>Clay</th>
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<tbody>
<tr>
<td>AdventHealth Ocala</td>
<td>Orange Park Medical Center</td>
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<thead>
<tr>
<th>Leon</th>
<th>Charlotte</th>
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<tbody>
<tr>
<td>Capital Regional Medical Center</td>
<td>Bayfront Health Port Charlotte</td>
</tr>
<tr>
<td>Citrus Memorial Hospital</td>
<td>Bayfront Health Punta Gorda</td>
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<tr>
<td>Seven Rivers Regional Medical Center</td>
<td>Fawcett Memorial Hospital</td>
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<tr>
<th>Duval</th>
<th>Manatee</th>
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<tr>
<td>Baptist Heart Hospital</td>
<td>Blake Medical Center</td>
</tr>
<tr>
<td>Baptist Medical Center Beaches</td>
<td>Sarasota / North Port</td>
</tr>
<tr>
<td>Baptist Medical Center Jacksonville</td>
<td>Doctors Hospital of Sarasota</td>
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<tr>
<td>Baptist Medical Center South</td>
<td>Englewood Community Hospital</td>
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<tr>
<td>Memorial Hospital</td>
<td>Venice Regional Bayfront Health</td>
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<td>Wolfson Children’s Hospital</td>
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<table>
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<tr>
<td>Rockledge Regional Medical Center</td>
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