



Last updated: June 15, 2026

Oscar Provider Portal Admin Guide

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Let's get started

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, 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

Verify your portal account

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

<p>Navigate to www.hioscar.com/providers</p>	<ul style="list-style-type: none"> • Select Login to the Provider Portal. • Then select Create an account. 	<div data-bbox="695 205 1068 365"> <h2>A health insurance partner that makes your job easier</h2> </div> <div data-bbox="695 373 1068 487"> <p>We think health insurance should be smart, simple, and friendly. That's why we built Oscar. Our goal is to change the way providers and consumers interact with healthcare through technology, data, and design.</p> </div> <div data-bbox="1166 289 1464 478"> </div> <div data-bbox="701 516 922 558"> <p>Login to the Provider Portal</p> </div> <div data-bbox="662 625 1019 1104"> <h3>Welcome</h3> <p>Email address</p> <input type="text" value="Enter email address"/> <p>Password</p> <input type="password" value="Enter password"/> <p>Log in</p> <p>Forgot password?</p> <p>OR</p> <input type="button" value="Create an account"/> </div>
<p>Enter information about you and your organization</p>	<ul style="list-style-type: none"> • Confirm your email address and create a password, then select Next. <p><i>*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.</i></p>	<div data-bbox="678 1159 867 1188"> <h3>Set up your account</h3> </div> <div data-bbox="678 1201 928 1222"> <p>We value your time and that's why we built the provider portal. The portal offers easy access to member eligibility, member benefits, claims details, and more.</p> </div> <div data-bbox="678 1234 928 1297"> <p>Email: <input type="text" value=""/> Confirm email: <input type="text" value=""/></p> <p>Password: <input type="password" value=""/> Confirm password: <input type="password" value=""/></p> </div> <div data-bbox="954 1192 1101 1276"> </div>

- Complete the **More about you** section and select **Next**.
- Agree to your Portal Admin responsibilities by selecting **I understand**.

More about you

Please add information about yourself and your organization here.

Role	
First name	Last name
Phone number	Extension
	<small>Optional</small>

What is one TIN associated with your organization?

Enter in one TIN associated with your practice. You can add more TINs later.

What type of organization are you part of? ⓘ

An organization is an entity that falls under one administrative and/or billing system. An organization could consist of one or more TINs.

- Provider practice
- Hospital system
- Ancillary facility
- Independent biller

What is your organization name?

Are you the organization manager?

As an organization manager, you are authorized and expected to administer your organization's account, as well as invite, approve, and terminate users under your organization as necessary.


Yes	No
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Organization manager confirmation

As an organization manager, you are responsible for:

- Managing your organization's account
- Inviting, approving, and terminating users as necessary

I understand

<p>Choose your verification method</p>	<p>Instant Verification</p> <ul style="list-style-type: none"> • 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). • After three attempts, you'll be transitioned to the manual verification process. <p>Manual Verification</p> <ul style="list-style-type: none"> • If you select Skip for now, you will follow the manual verification process: Please 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. 	<div data-bbox="662 153 1174 560"> <h3>Verify your organization</h3> <p>We recognize that you have submitted claims to Oscar in the last 90 days. You can choose to get instant access to the Provider portal by verifying some details from two of those claims.</p> <p>If you do not have access to claims or want to do this later, you can skip this step for now.</p> <p>Get instant access</p> <p>Skip for now</p> </div>
<p>Verify your email</p>	<ul style="list-style-type: none"> • Once your portal has been verified, you will receive an email with a link to verify your email address. • Click the Verify your email link as soon as possible. • You now have access to your verified portal account. 	<div data-bbox="662 877 1081 1176">  <h3>Please verify your email.</h3> <p>Verifying your email helps you secure your account and protects both you and our members. Please verify your email by tapping the link below.</p> <p>Verify your email</p> <p>If you did not initiate this request to join Oscar's platform, you can safely ignore this email.</p> </div>

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.

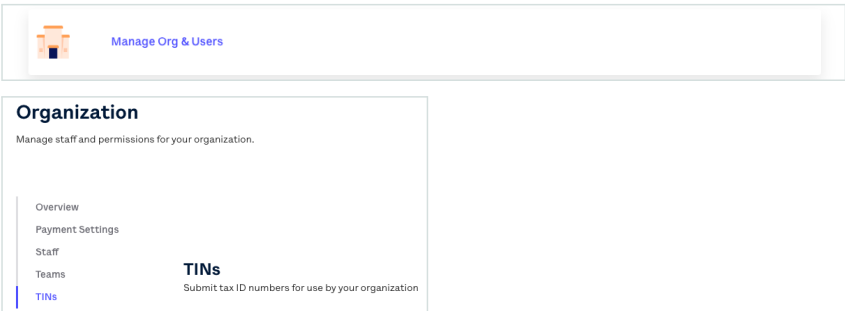
Add TINs

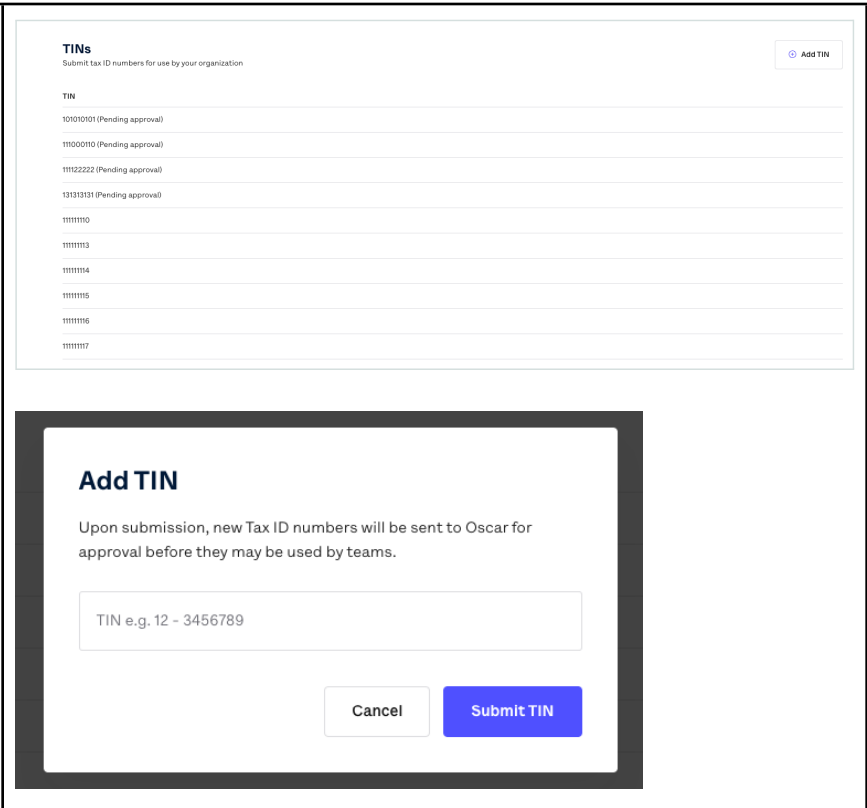
You registered your portal account with a single Tax ID Number. If your organization has multiple TINs, you will need to associate those additional TINs with your portal.

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.

How to add a TIN:

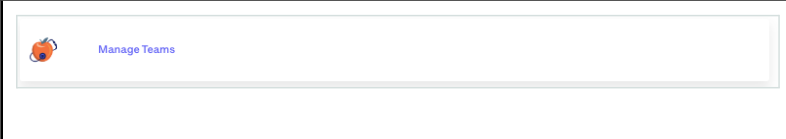
<p>Login and click the Manage Org & Users toolbar</p>	<ul style="list-style-type: none">• Click the Manage Org & Users toolbar from the homepage.• Scroll to the bottom of the page to the TINs section or click the TINs link in the left menu section.	
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<p>Add the TIN(s)</p>	<ul style="list-style-type: none"> • 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. <p><i>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.</i></p>	 <p>TINs Submit tax ID numbers for use by your organization</p> <p>TIN</p> <p>101010101 (Pending approval)</p> <p>110000110 (Pending approval)</p> <p>111122222 (Pending approval)</p> <p>131313131 (Pending approval)</p> <p>111111110</p> <p>111111113</p> <p>111111114</p> <p>111111115</p> <p>111111116</p> <p>111111117</p> <p>Add TIN</p> <p>Upon submission, new Tax ID numbers will be sent to Oscar for approval before they may be used by teams.</p> <p>TIN e.g. 12 - 3456789</p> <p>Cancel Submit TIN</p>
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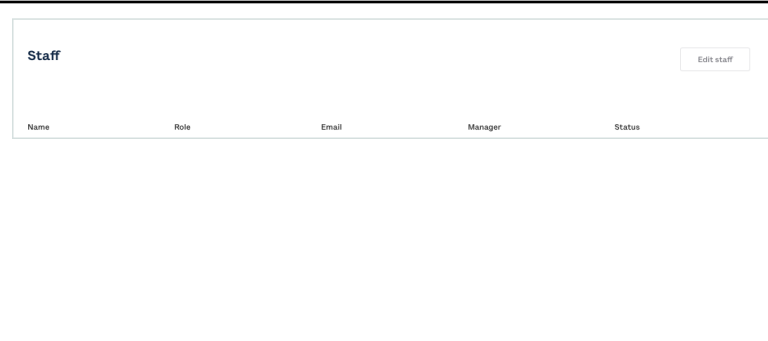
Create teams

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.

How to set up a team:

<p>Login and click the Manage Teams tool</p>	<ul style="list-style-type: none"> • Click the Manage Teams tool from the homepage. • Click the Create Team button in the upper right corner. 	 <p>Manage Teams</p>
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		<div data-bbox="747 157 1502 304"><h3>Manage Teams</h3><p>Create Team</p><p>Name Manager</p></div>
Enter the details	<ul style="list-style-type: none">• 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.	<div data-bbox="747 336 1502 1333"><h3>Create Team</h3><p>Cancel Save</p><h4>Overview</h4><p>This information will help identify the team</p><p>Team Name Team name</p><p>Description (optional) e.g. Group, department, location</p><hr/><h4>Privacy and permissions</h4><p>This team will only see claims and billing information for these TINs and NPIs</p><p>Team TINs Team NPIs</p><p>Select TINs Add</p><p>Information for all NPIs will be visible.</p><hr/><h4>Managers</h4><p>Team managers can add and remove staff from this team.</p><p>Add managers</p><p>Select Staff</p></div>

<p>Add Users to the new Team</p>	<p>Within the team:</p> <ul style="list-style-type: none"> ● Select the team from the Manage Teams page. ● In the Staff section select Edit Staff to add users by name or email. <p><i>Users can be assigned a Team from their user profile as shown in the Manage Users section below.</i></p> <p><i>Users will only have the permission to view information associated with the TINs and NPIs linked to their teams.</i></p>	
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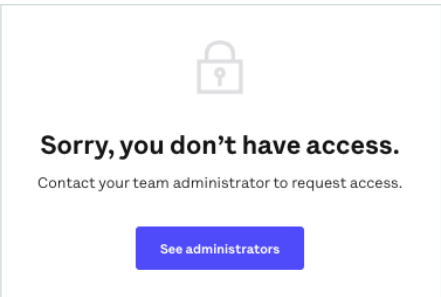
Manage users

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, 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.

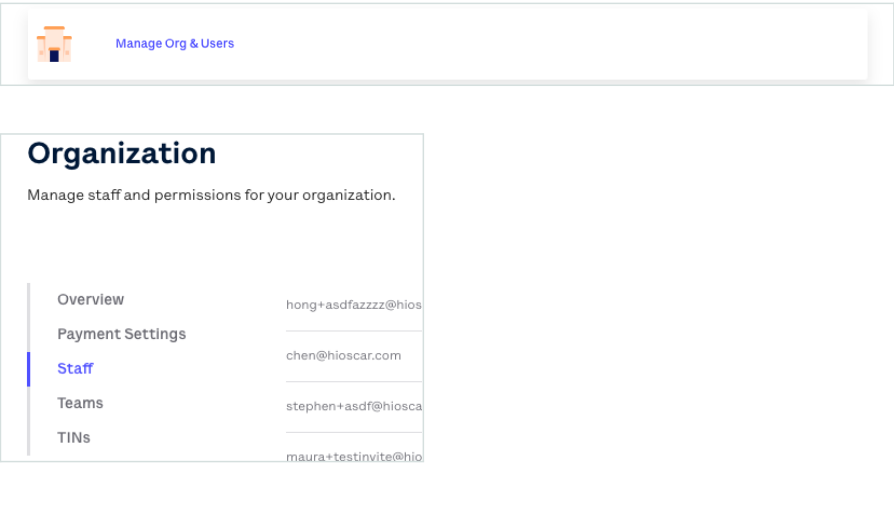
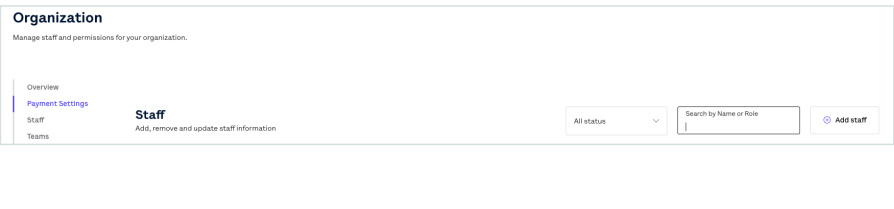
If a user tries to access a feature/tool for which they do not have permission, they will see this message:

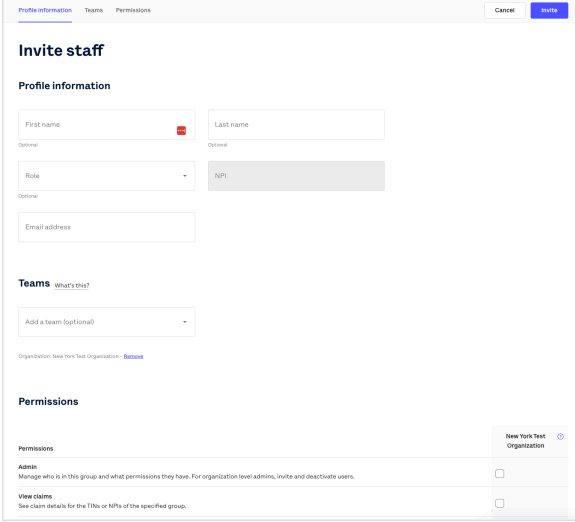
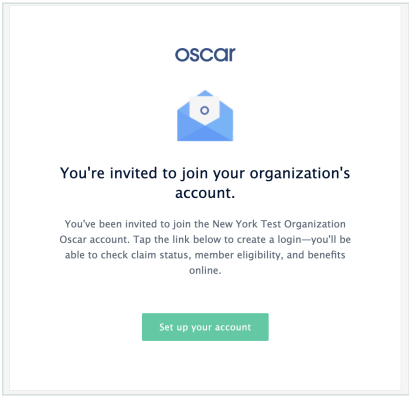


Add and remove staff

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

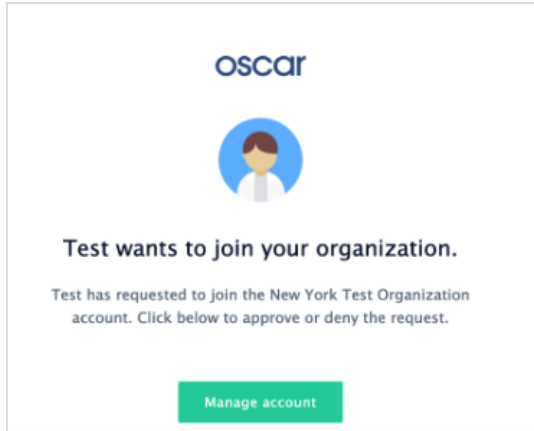
How to invite staff to your portal:

<p>Login and click the Manage Org & Users tool</p>	<ul style="list-style-type: none"> Click the Manage Org & Users tool from the homepage. Scroll to the middle of the page to the Staff section or click the Staff link in the left menu section. 	 <p>The screenshot shows the 'Manage Org & Users' interface. At the top is a 'Manage Org & Users' header. Below it is the 'Organization' section with the subtitle 'Manage staff and permissions for your organization.' A left-hand menu lists 'Overview', 'Payment Settings', 'Staff' (highlighted), 'Teams', and 'TINs'. To the right, a list of staff members is shown with email addresses: hong+asdfazzz@hios, chen@hioscar.com, stephen+asdf@hiosca, and maura+testinvite@hio.</p>
<p>Add the User</p>	<ul style="list-style-type: none"> 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 	 <p>The screenshot shows the 'Organization' page with the 'Staff' section selected in the left menu. The subtitle is 'Manage staff and permissions for your organization.' The 'Staff' section is active, showing the text 'Add, remove and update staff information'. On the right side, there is a filter for 'All status', a search box labeled 'Search by Name or Role', and an 'Add staff' button.</p>

	<p>permissions.</p> <ul style="list-style-type: none"> Once all three sections are completed, click Invite in the top right corner. 	
<p>New user account Confirmation</p>	<ul style="list-style-type: none"> An email will be sent to the user's email address that was entered on the Invite Staff page. <p><i>The user will then confirm their email address and create a password.</i></p>	

Staff members can also request access to your portal through the same registration page you used to create your portal account. Just make sure staff members use one of the TINs associated with your account when submitting their registration request.

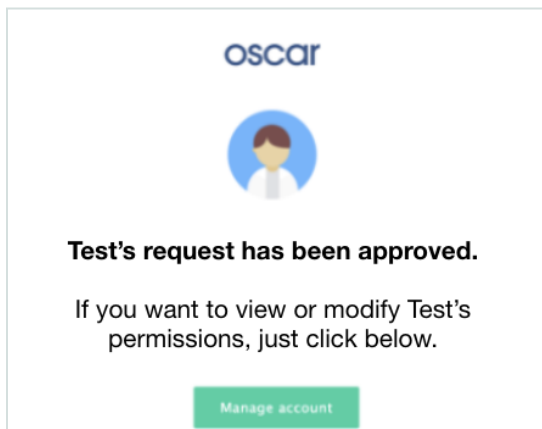
When a new user requests access to your portal, all Portal Admins will receive an email alert to notify of the request:



Once you select the "Manage account" link:

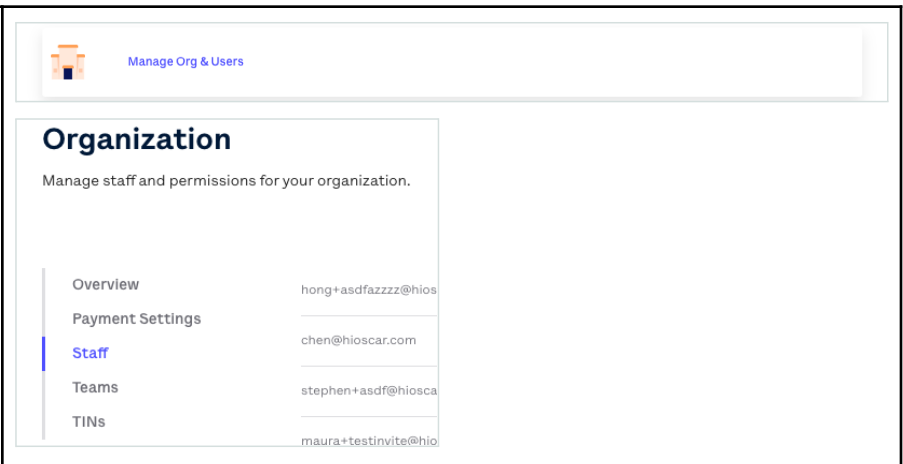
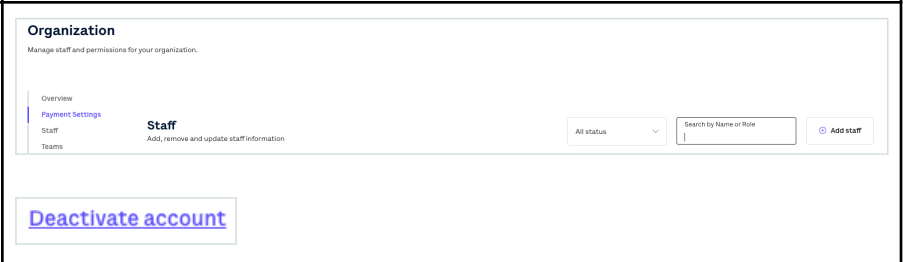
- Log in to your portal account.
- Go to Manage Org, then Staff.
- See the request pending and approve or reject, as needed.

All Portal Admins will also receive a follow-up email if/when the request is approved:



As staff members 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.

How to deactivate a user in your organization:

<p>Login and click the Manage Org & Users toolbar</p>	<ul style="list-style-type: none"> • Click the Manage Org & Users 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 	 <p>The screenshot shows the 'Manage Org & Users' page. At the top, there is a toolbar with a 'Manage Org & Users' link. Below this is the 'Organization' section, which includes a sub-header 'Manage staff and permissions for your organization.' A left-hand navigation menu lists 'Overview', 'Payment Settings', 'Staff' (which is highlighted with a blue bar), 'Teams', and 'TINs'. To the right of the menu, there is a list of staff members with their email addresses: hong+asdfazzzz@hios, chen@hioscar.com, stephen+asdf@hiosca, and maura+testinvite@hio.</p>
<p>Adjust user account settings</p>	<ul style="list-style-type: none"> • 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 	 <p>The screenshot shows the 'Organization' page with the 'Staff' section selected in the left-hand navigation menu. The 'Staff' section has a sub-header 'Add, remove and update staff information'. At the top right of the staff list area, there is a dropdown menu for 'All status' and a search bar labeled 'Search by Name or Role'. An 'Add staff' button is also visible. At the bottom of the page, there is a prominent blue button labeled 'Deactivate account'.</p>