

Portal Key Features

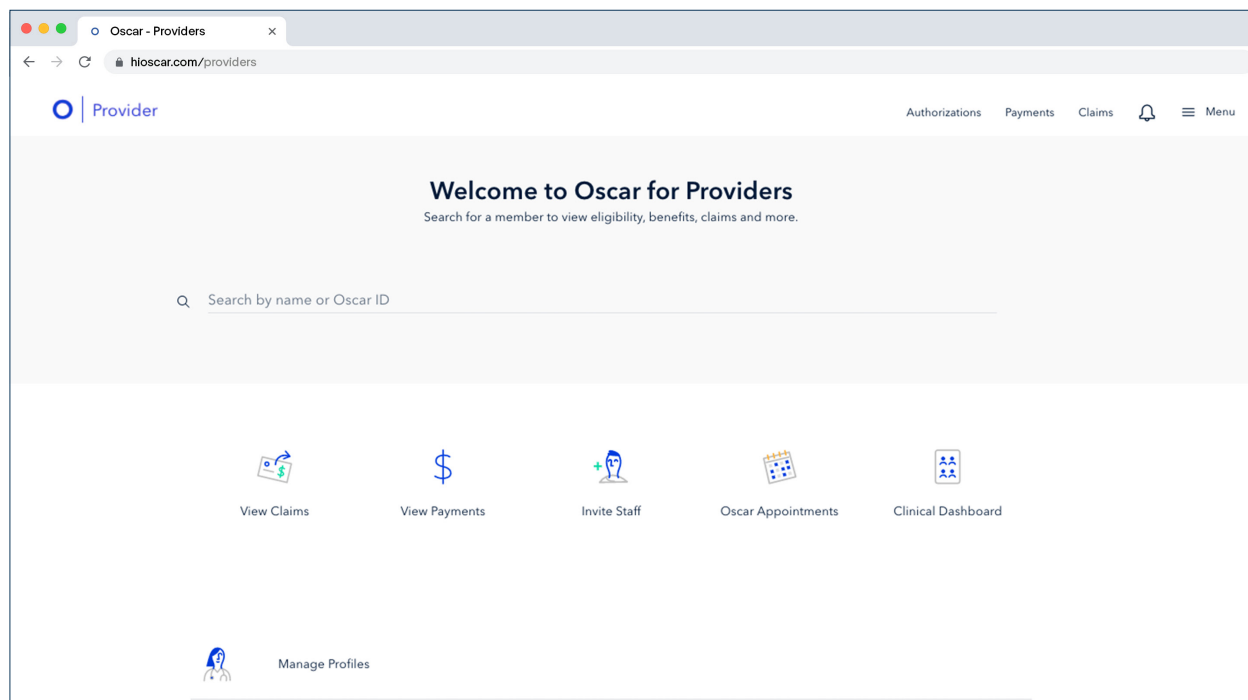
The Oscar Provider portal is a tool that enables you to verify member eligibility, review authorization requirements, set up electronic payments, and more. Before you can access these features, you must set up an account on the portal and go through a verification process to ensure member privacy. See our how to guide on how to create a portal account, if you need assistance getting started.

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01. Your portal account

Here is what you will see when you log into your portal account:

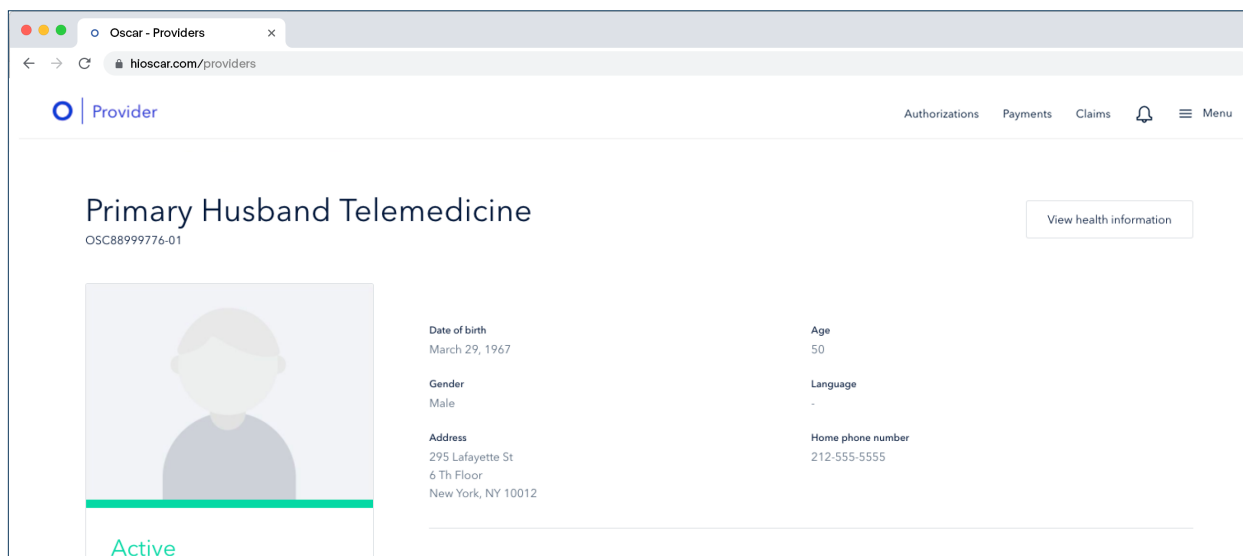


From this page, you can view claims and payments, electronically submit prior authorizations, manage your organization and users portal access, search for members and more! *

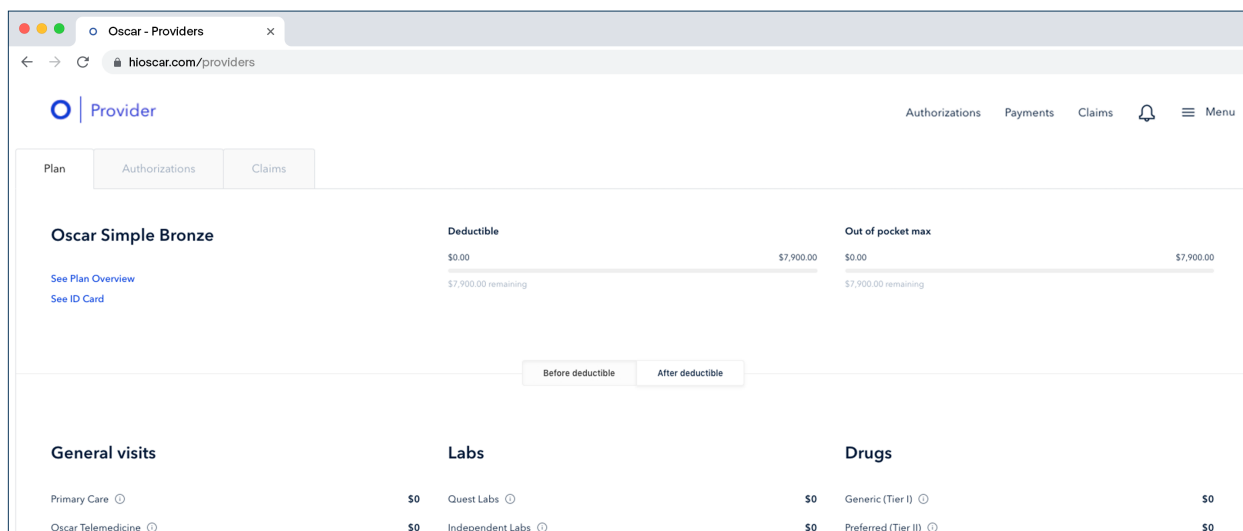
Please note that the views depicted in this document may vary somewhat depending on the Oscar member's plan. For example, the information displayed for Medicare Advantage members may be different than information displayed for other members.

02. Member profiles

Search for a member on the homepage using their OSCAR ID or name and DOB.



Here you can learn about the member's status, contact information, view their start and end date, and view claims specific to that member.



As you scroll down, you can learn about the member's plan, their authorizations, and claims specific to that member. Authorizations and claims can both be filtered by status. You can also submit a new authorization in this view.

03. Claims

See a list of claims submitted to Oscar. You can click on each to learn more about its status. You can sort by service date, billed amount, and claims ID. When you click on a specific claim, you will see more details.

If a claim needs action (denied or requires medical records), it will be presented in RED and you will be able to directly upload medical records.

For any claims disputes that arise, you can submit additional documentation in the single claim view.

The screenshot shows a web browser window with the URL hioscar.com/providers. The page title is "Provider" and the main heading is "Overview". The claim status is "Fully covered" (updated Sep. 21, 2019). The payment amount is \$236.83 (Oscar pays). The patient is Oscar New York (OSC00000000-00) and the provider is Joy Lee (NPI: 0000000000). The date of service is from Sep. 19, 2019 to Sep. 19, 2019, with a received date of Sep. 20, 2019. The billed amount is \$275.00, the discount is \$38.17, and the member owes \$0.00. The final Oscar payment is \$236.83. A link to "Dispute this claim" is visible at the bottom right.

Updated Sep. 21, 2019		Oscar pays	
Fully covered		\$236.83	
Patient	Date of service	Billed amount	\$275.00
Oscar New York	Start: Sep. 19, 2019	Discount	- \$38.17
OSC00000000-00	End: Sep. 19, 2019	Member owes	- \$0.00
	Received: Sep. 20, 2019		
Provider	TIN	Oscar pays	\$236.83
Joy Lee	00-00000000		
NPI: 0000000000			

See a problem? [Dispute this claim.](#)

04. Payments

Under the payments tab, you can see all of the payments from Oscar to your organization. Here, you can filter by payment status, view a check number, and click into each payment to learn more. You can also download a PDF version of EOPs [here](#).

05. Clinical Dashboard

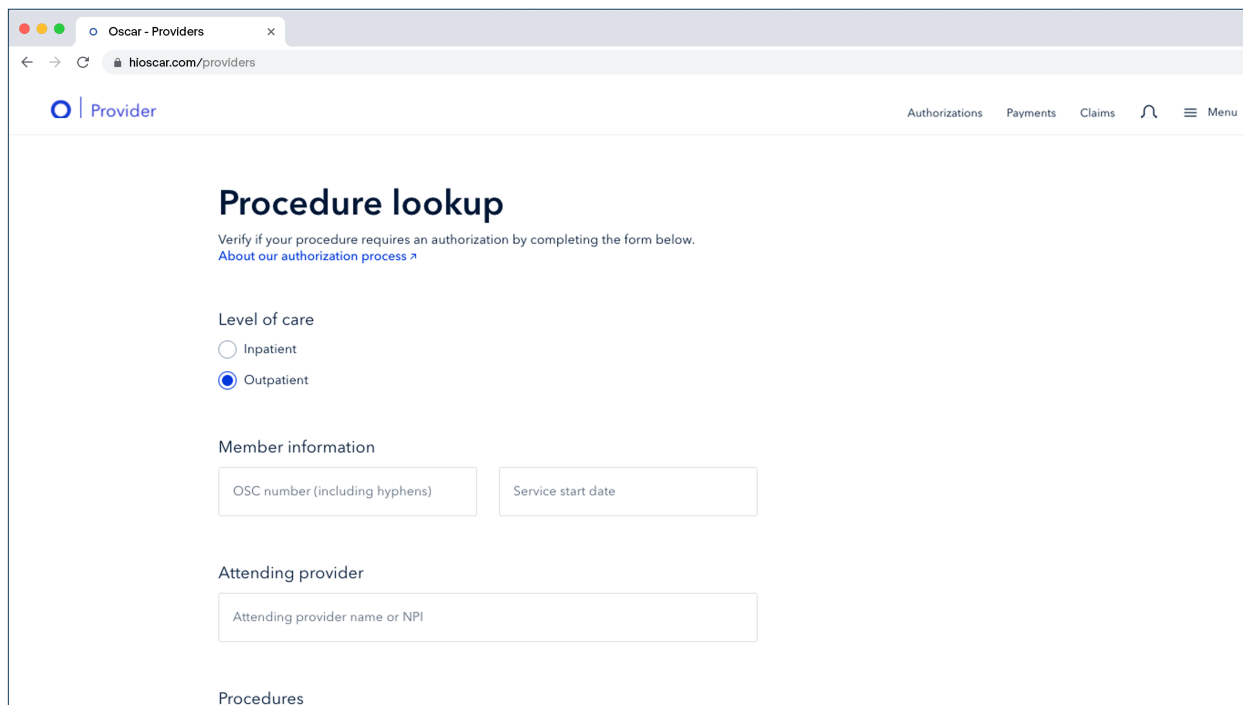
The clinical dashboard gives providers a holistic view of their members health journey and flags clinically relevant information. Using the bar at the top, you can navigate a member's chronic conditions, medical encounters, lab results, prescriptions, allergies, health survey results, and more.

The screenshot shows the 'Oscar - Providers' web application. The browser address bar shows 'hioscar.com/providers'. The page has a top navigation bar with 'Provider' and links for 'Authorizations', 'Payments', 'Claims', and a 'Menu' icon. Below this is a sub-navigation bar with tabs: 'Conditions', 'Encounters', 'Labs', 'Drugs', 'Allergies', 'Patient Information', 'Health Survey', and 'Plan'. The 'Conditions' tab is active. On the left, a sidebar displays member information for 'Oscar Newyork', a 39-year-old female, including date of birth (01/01/1980), annual physical status, phone number (2024227164), concierge team (XX01), and Oscar ID (OSC90493693-01). The main content area is divided into two sections. The 'Conditions' section has a table with columns 'Last Updated', 'Status', and 'Description', but it is empty, showing 'No items here'. The 'Encounters' section has a table with columns 'Date of Visit', 'Facility', 'Provider', 'Specialty', and 'Type of Visit'. It contains two rows of data: one for a visit on 03/19/2019 at Oscar Center by Patricia Pechter (Family Medical Practice, Office visit) and another for a visit on 03/07/2018 at Teladoc PA (General Medicine, Telemedicine).

Date of Visit	Facility	Provider	Specialty	Type of Visit
03/19/2019	Oscar Center	Patricia Pechter	Family Medical Practice	Office visit
03/07/2018	Teladoc PA	—	General Medicine	Telemedicine

06. Prior Authorizations

Using CPT codes, you can submit a prior authorization request online for a member, or check to see if a treatment requires authorization. This is all done through a patient's profile.



The screenshot shows a web browser window with the title "Oscar - Providers" and the URL "hioscar.com/providers". The page features a navigation bar with links for "Authorizations", "Payments", "Claims", and a "Menu" icon. The main content area is titled "Procedure lookup" and includes a sub-header: "Verify if your procedure requires an authorization by completing the form below." Below this, there is a link to "About our authorization process". The form consists of several sections: "Level of care" with radio buttons for "Inpatient" and "Outpatient" (the latter is selected); "Member information" with input fields for "OSC number (including hyphens)" and "Service start date"; and "Attending provider" with an input field for "Attending provider name or NPI". At the bottom of the form, there is a link labeled "Procedures".

07. Directory

From the portal, you can also search for INN physicians, facilities, and drugs by selecting “View Drug Formulary” or “Search providers” from the home screen.

You can also visit hioscar.com/search.

This page will display to you information specific to your market and product line.

