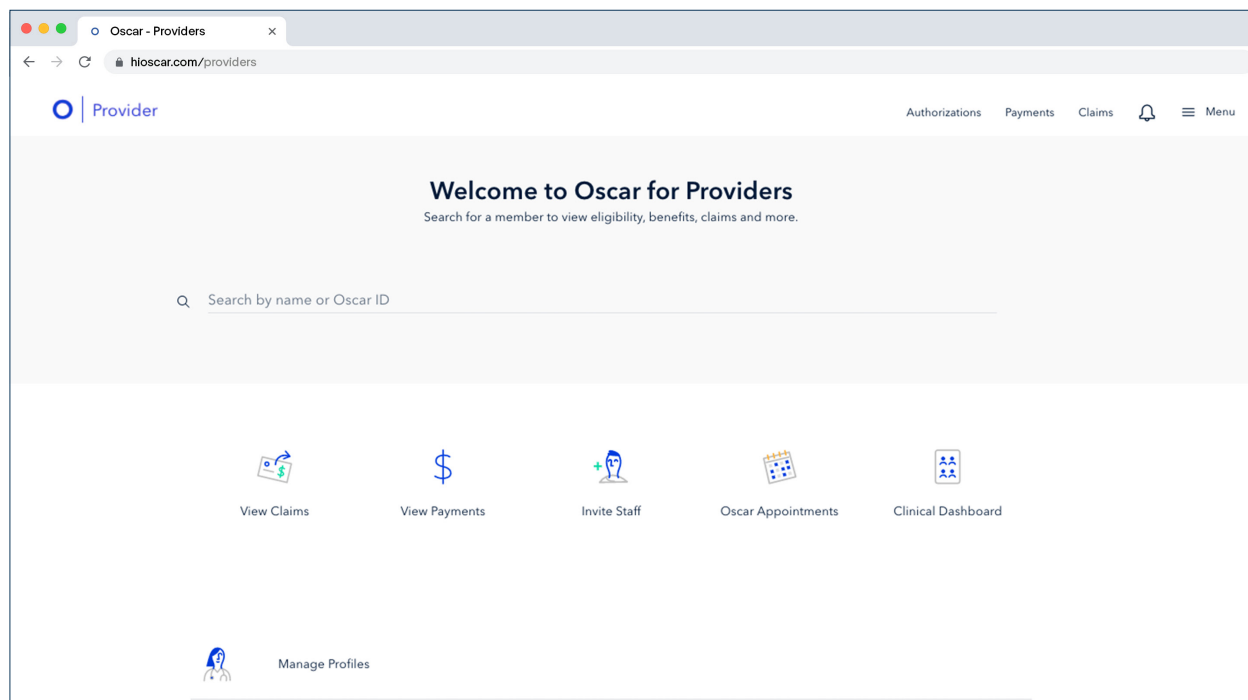# Portal Key Features

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.

## Table of Contents

# 01. Your portal account

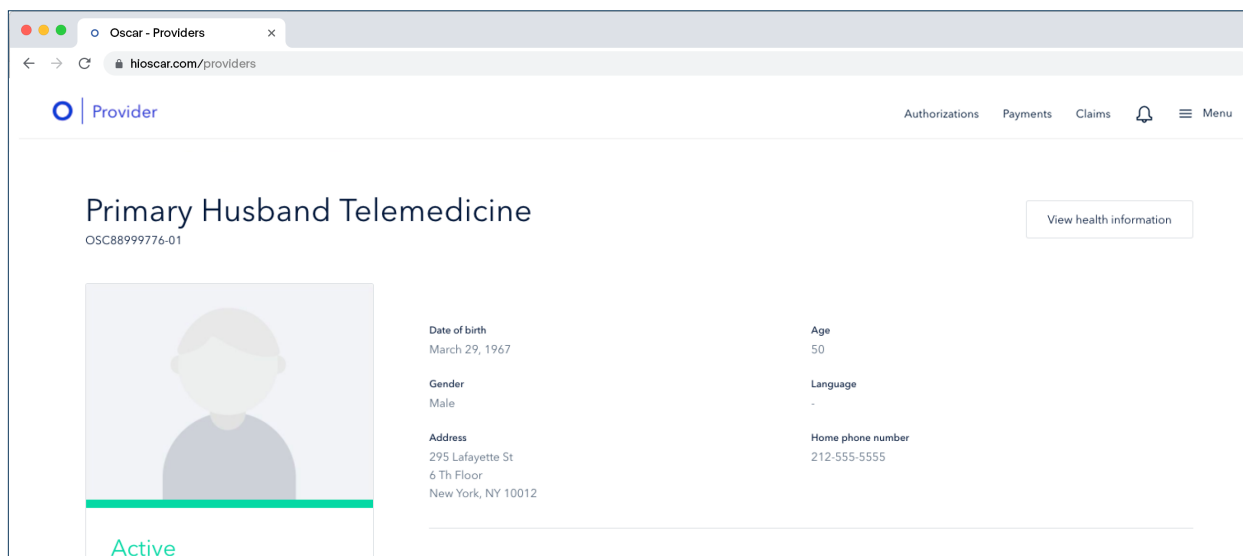Here is what you will see when you log into your portal account:



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! *
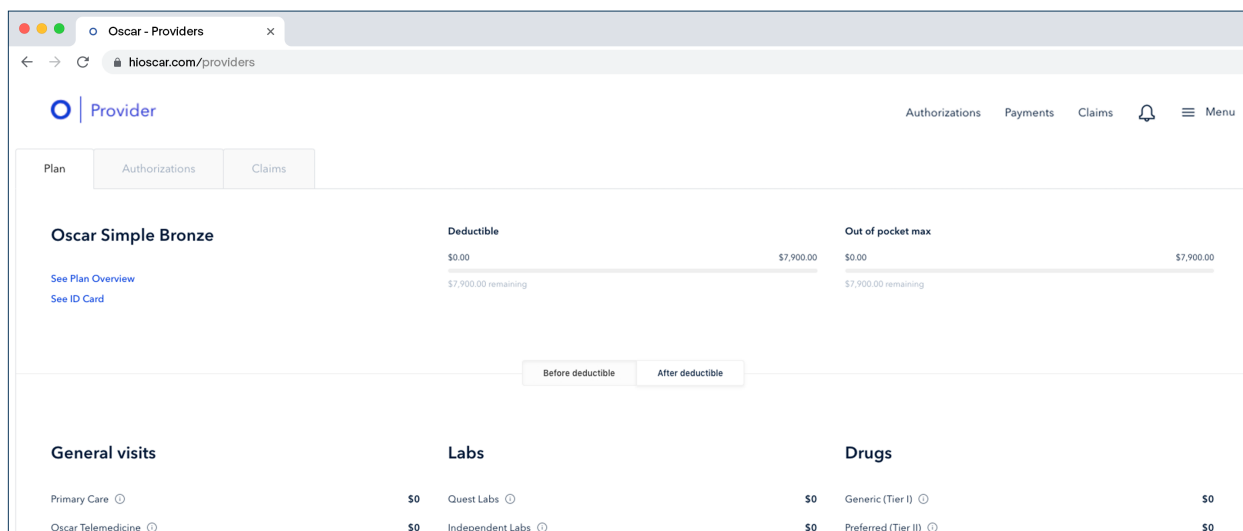
## 02. Member profiles

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.

## 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.
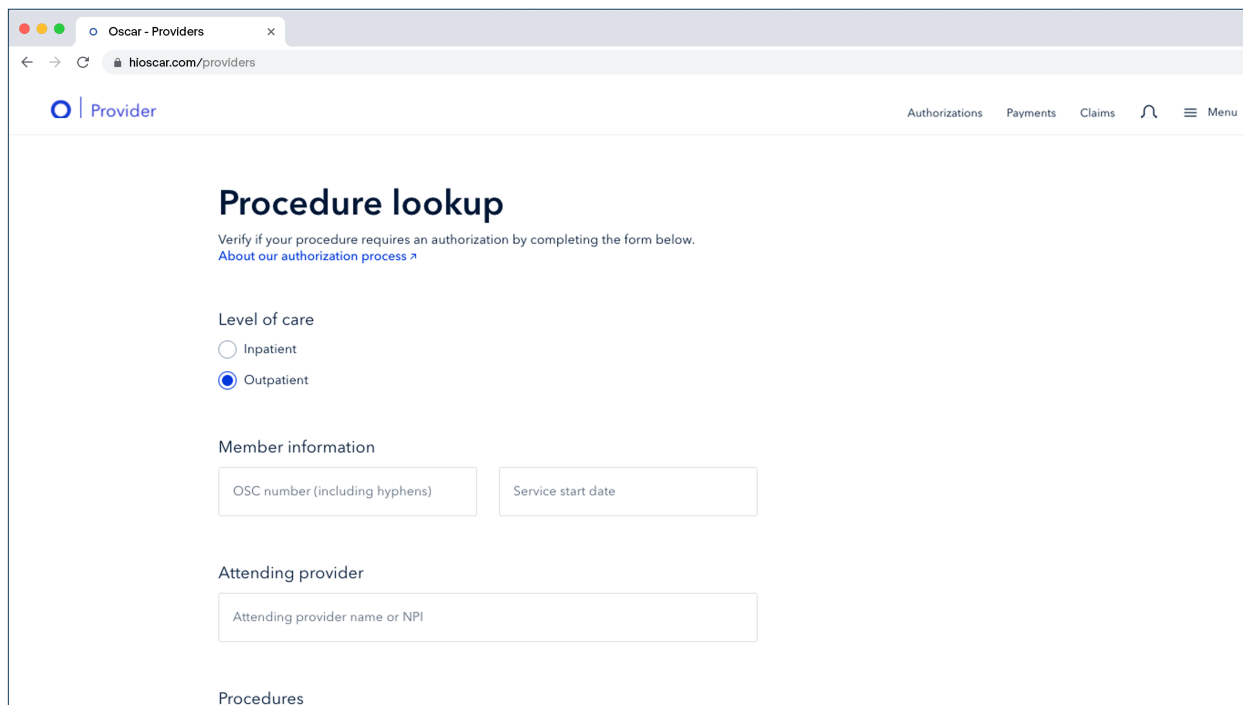
## 05. Clinical Dashboard

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.

# 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.

# 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.