

Digital Toolkit for Oscar Individual & Family Brokers

Now that your clients have become Oscar members, let us help you in supporting them on their health care journey with us.

Consider this a one-stop-shop for all the information you and your clients will need to get the most out of their plan. These resources and more can also be found at hioscar.com/brokers.



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Messaging Templates (English & Spanish)

- Client Account Creation
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Have a question? Head to business.hioscar.com or reach out to your Oscar sales representatives for support.

Member & Broker Collateral

Here you'll find all Member Facing Collateral. These pieces can also be found online at hioscar.com/brokers.

Member Collateral Library

- About Oscar
 - [Oscar Primary Care](#) (AZ, FL, GA, NY, TX)
 - [Non Oscar Primary Care](#) (CA, IL, IA, KS, MI, MO, NE, NC, NJ, OH, OK, PA, TN & VA)
- [Member Account Creation](#)
- [Virtual Urgent Care](#)
- [\\$3 Prescriptions List](#) (not appl. In NY, NJ or CA)
- [Capsule Overview](#)
- [Diabetes Plans](#)
- [Step Tracking Rewards](#)
- [FL Member Rewards](#) (Florida only)

Broker Collateral Library

- [Your Oscar Broker Account](#)
- [Broker Payment Pathways](#)
- [2023 Broker Commission Schedule](#)
- [2023 Oscar Footprint](#)

Additional Languages

We want to make a healthier life accessible and affordable for all. So we have translated our most requested materials into additional languages for your clients, our members.

Download/print the below linked materials to support your non-English speaking clients.

Additional Language Collateral Library

- About Oscar One Pager
 - [Korean, Mandarin Chinese, Vietnamese, Haitian-Creole & Russian](#)
- About Oscar Trifold
 - [Korean, Mandarin Chinese, Vietnamese, Haitian-Creole & Russian](#)
- Plan Types One Pager
 - [Korean, Mandarin Chinese, Vietnamese, Haitian-Creole & Russian](#)
- \$3 Prescriptions List
 - [Korean, Mandarin Chinese, Vietnamese, Haitian-Creole & Russian](#)
- Diabetes Plans One Pager
 - [Korean, Mandarin Chinese, Vietnamese, Haitian-Creole & Russian](#)
- Oscar Primary Care One Pager (AZ, FL, GA, NY, TX)
 - [Korean, Mandarin Chinese, Vietnamese, Haitian-Creole & Russian](#)
- Florida IFP Plan Grids
 - [Mandarin](#) & [Haitian-Creole](#)
- Texas IFP Plan Grids
 - [Mandarin, Korean, Vietnamese](#)

Spanish Collateral Library: To view more, please visit hioscar.com/es

- About Oscar
 - [Oscar Primary Care](#) (AZ, FL, GA, NY, TX)
 - [Non Oscar Primary Care](#) (CA, IL, IA, KS, MI, MO, NE, NC, NJ, OH, OK, PA, TN & VA)
- [Oscar Virtual Urgent Care](#)
- [Oscar Primary Care](#) (AZ, FL, GA, NY, TX)
- [Capsule Overview](#)
- [Diabetes Plans](#)
- [Plan Types](#)

How-to Videos

The below videos can be emailed or texted to your clients to give them step-by-step guidance on making the most out of their plan.



Video Library

- Oscar Online Account
 - [Create an account](#)
 - [Getting around your Oscar account online](#)
- Oscar App
 - [Download the Oscar app](#)
- Bill Payment
 - [How to pay your bill online](#)
 - ESP: [Cómo pagar su factura en línea](#)
- Doctors & Prescriptions
 - [Learn about virtual urgent care](#)
 - [Are my doctors and prescriptions covered by Oscar?](#)
 - ESP: [¿Mis médicos y mis recetas están cubiertos por Oscar?](#)

All these videos and more are available on the "Oscar Health" YouTube Channel.

Account Creation

Tip! Here's some messaging you can share with clients to encourage them to create an Oscar account.

Hi [client name],

I wanted to remind you to create an online Oscar account. It will take you less than 2 minutes to do so and I've highlighted the benefits below.



- ✓ Pay bills
- ✓ Search for in-network care
- ✓ Review plan details
- ✓ Send secure messages to our Care team
- ✓ Review and refill active prescriptions
- ✓ Access member ID card instantly
- ✓ Sign up for autopay

Visit hioscar.com/register to get started!

Kindly,
[Broker Name]

REMINDING YOUR CLIENTS IS EASY

Feel free to send reminders to as many members as you'd like. This way you'll spend less time answering small questions — and more time answering the big ones.

Digital Engagement

Tip! Here's some messaging you can share with clients to encourage them to download the Oscar app.

Hi [first name],

I want to make sure you're making the most out of your Oscar health plan. Check out these great Oscar features!

1. Download the [Oscar app](#)! You'll be able to:
 - Message your concierge team, anywhere, anytime
 - Receive step tracking rewards per year
 - View your lab results and prescriptions
2. Get medical advice, prescription refills and second opinions using Oscar Primary Care. It's free, unlimited, and available to you as an Oscar member 24/7. Here's how to try it out:
 - **Step 1:** Log in to the Oscar app or at hioscar.com
 - **Step 2:** Tap or click "Talk to a doctor" from the Home screen to request a call or send a message. You can even include a picture so the doctor can see your symptoms.
 - **Step 3:** Talk to a board-certified doctor. They'll ask questions about your symptoms and health history.
 - **Step 4:** Get a diagnosis and plan for getting better. Need a prescription? The doctor can send it straight to your preferred pharmacy.



Kindly,
[Broker Name]

Bronze Elite Upgrade

Tip! Here's some messaging you can share with clients currently on Bronze plans to encourage them to upgrade to a Bronze Elite plan from Oscar.

Note: Bronze Elite plans are not currently available in CA, NJ & NY.

Hi [first name],

I wanted to let you know about another plan option with Oscar, Bronze Elite. By upgrading now you'll be set for 2023 with rich benefits that help you stay healthy — and save you money.



- **Monthly bills, copays, and deductibles* as low as \$0.**
- **Access to [Oscar Primary Care](#).** A whole team dedicated to your health — and visits are always \$0.
- **Affordable lab work.** With some Bronze Elite plans you won't ever pay over \$50 for lab tests.

Check out more details [right here](#) and feel free to call me if you have any questions!

Best,

[Broker Name]