

# Credentialing: A Quick Start Guide

**Welcome to the Oscar Network!** We're excited to have you on board. Attached is the *Oscar Participating Provider Agreement*. It's important to remember that every provider in your group must be credentialed by Oscar in order to appear in our Provider Directory. Incomplete credentialing may delay utilization management reviews, in-network claim processing, and display in our provider directory.

## Here's an overview of our credentialing process



If you haven't done so already, go ahead and share all necessary info to get things started. As part of this process, you may receive communications from CertifyOS, Oscar's partner for practitioner credentialing.

**For practitioners,** we're looking for:

- An attached roster with all required fields outlined in the [practitioner template](#).\*
- A current [CAQH application](#) with attestation completed within the last 120 days.

**For facilities,** the required documentation includes:

- A facility roster with all the required info as outlined in the [facility template](#).\*
- Oscar's Credentialing Application for each location listed (look in the facility template).
- The facility's current and signed **W-9**.
- Active and required **state licenses** for all locations on the roster.
- Proof of **current liability coverage** (minimums: \$1 million per occurrence & \$3 million aggregate for both professional and general liability).
- Current **accreditation** or **certification**, as applicable.
- A recent **site visit report** or **CMS/State agency letter** (for non-accredited facilities not located in a rural area). Propio is our preferred site visit partner.
- For laboratories: a current CLIA certification or CLIA waiver.

## The timeline

Practitioner credentialing takes up to 45 days after CertifyOS receives all required info and your CAQH profile is current. Facility credentialing takes up to 45 days after Oscar receives all required applications and documents.

We strive to have providers added to the Provider Directory within two weeks once credentialing is complete and the contract effective date is reached. For new markets, listing may begin at Open Enrollment.

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## Status updates

To check a practitioner's credentialing status, visit our public [Practitioner Credentialing tool](#).

**Practitioners:** Our CVO, CertifyOS, will contact you directly if CAQH information is incomplete or missing.

**Facilities:** Oscar will reach out if any documentation related to the application is missing.

*Make sure to send in any missing info ASAP to keep things moving!*

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## Adding new providers to an existing group

To add newly contracted providers to an existing in-network contract, send the updated roster (with all the credentialing info listed above) to [rosters@hioscar.com](mailto:rosters@hioscar.com).

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## Additional resources

Visit [hioscar.com/providers](https://hioscar.com/providers) for helpful links to our Provider Manual, clinical guidelines, and other support materials. For any questions about the credentialing process, just contact us at [credentialing@hioscar.com](mailto:credentialing@hioscar.com).

\*Note: Check your downloads! Roster templates will automatically download rather than opening in a new window.