



## Hello Oscar Provider,

Oscar is doing everything we can to make sure you and your patients are supported, as we all help manage the COVID-19 pandemic.

Due to shifting resources, our Provider Services team is currently dealing with significant call volume and there are some expected delays. In order to make sure we are addressing all member care requests, we are asking our providers to only reach out to our Provider Services team if you have an urgent matter regarding member care. We are working to get all Provider Services up and running as soon as possible.

We encourage you to access our Provider Portal at [provider.hioscar.com](https://provider.hioscar.com) for your less urgent needs, including questions related to eligibility, benefits, authorizations, and claims. If you have not created a Provider Portal account before, please find brief instructions on how to create one below:

- 1. Accessing the registrar form:** Visit [hioscar.com/providers](https://hioscar.com/providers) and click on the button in the top right corner with “Go to Portal” to sign up and create your portal account. Click “Sign up” on the right to get started
- 2. Set up your account:** Enter your email address and password twice to confirm.
- 3. More about you:** Complete this page by entering information relevant to you and your organization.
- 4. Verification:** There are two methods of account verification, Instant access and Manual verification.
- 5. Oscar’s terms and conditions:** You must agree to Oscar’s Terms & Conditions including the Terms of Service and Privacy Policy.
- 6. Almost there (Email verification):** Once you’ve completed the registration, you will receive an email with a link to verify your email address. Click the link to verify your email. Use the dropdown on the top right side of the screen to invite staff.

If you have a non-urgent question regarding our COVID-19 policies, please our Provider COVID-19 FAQs document at [hioscar.com/providers/resources](https://hioscar.com/providers/resources) for our most up to date information.

Our Provider Services team is available to field urgent matters regarding member care. They are available Monday through Friday from 9:00 AM - 6:30 PM EST and can be reached at 1-855-672-2755.

**Sincerely,  
The Oscar Team**