

# Welcome to our Texas Medicare Advantage 2021 Network.

We're excited to have you in our Texas Medicare Advantage network for 2021.

For more information on working with Oscar please go to [hioscar.com/providers](https://hioscar.com/providers) or call us at 855-672-2755 with any questions. We look forward to working with you again.

From,  
The Oscar Provider Team

## In your packet:

---

### 1. At-a-glance cheat sheet

Full of helpful facts and FAQs, so keep it somewhere handy!

---

### 2. 2021 Provider Fine Print

An in-depth explanation of our network, authorizations, claims and more.

---

### 3. Sticker

Put this up in your office so Oscar members know you're in-network!

---

### 4. Network overview

For your market with key partners for each of our plans.

---

# 2021 MA Fine Print



## Our plan

We are an HMO (Health Maintenance Organization) plan, which means our members generally need to use network providers to get care.

We offer the following products in your market:

- Medicare Advantage

Oscar also offers Individual and Family Plans (purchased on or off the Marketplace Exchange) in Houston. If you are in-network for our commercial lines of business you will receive another welcome packet. If you have questions about your network status, please call 855-672-2755 for more information.

## Our network

Our network is available to all Oscar plans in the following counties:

Harris

---

Fort Bend

---

Montgomery

---

Search for in-network providers, labs, pharmacies, and hospitals\* on [hioscar.com/search](https://hioscar.com/search).

\*See Hospital and large physician group lists at the end of this packet for more details

## Connect with us by phone

Call 855-672-2755, Mon-Fri: 8am-6pm EST.

# Connect with us electronically

You can use Oscar's Provider Resources site and Provider Portal to find everything you need to work with Oscar. We built these sites to simplify your team's workflows so that you can focus on delivering great care to members.

Go to [hioscar.com/providers](https://hioscar.com/providers) to:

- Request to join the network.
- Review the provider manual for reimbursement policies, member rights and responsibilities, and more.
- Browse resources such as:
  - Provider Manuals for all markets.
  - Policies (Clinical Guidelines, Reimbursement Policies, etc.) and forms.
  - Tutorials and How-To-Guides on using the provider portal.
  - Search our provider directory for in-network specialists, lab facilities and more.
- Search our drug formulary to find out what medications Oscar covers.
- Learn about Oscar's most up-to-date policies regarding COVID-19.
- Go to [hioscar.com/medicare/forms](https://hioscar.com/medicare/forms) for important documents and forms such as the Evidence of Coverage, drug formulary, and coverage request forms.

**Create a Provider Portal account to complete the following tasks online:**

- Check member eligibility.
- Check status of claims.
- Submit prior authorizations electronically.
- Sign up for electronic payments.
- Review members' clinical information.
- Connect your staff to your organization (practice) account and grant permission to complete tasks in the Portal.

Note: If your office is unable to access the online resources and you would like a printed copy of any of the materials (provider manual, etc) faxed to you, please contact the Oscar Provider Team. 855-672-2755.

## Reporting Roster Changes to Oscar

Please tell us about any changes to information about your practice and providers, including:

- Contact information, including phone and fax numbers, address (including suite numbers), email addresses
- Additions or removals of locations where you practice
- Practice name
- Whether you are accepting new patients or not
- Hospital affiliations

Report changes by calling 855-672-2755.

# Navigate our MA Members' ID Cards

Here's a sample of our 2021 member ID cards:



## Haskell Doe

Oscar Easy Care (HMO)

### Your plan information

Member ID OSC012345678-01  
Coverage start date 01/01/2021

### In-network cost per visit

Oscar Care virtual visits	\$0
Primary care	\$0
Specialist	\$40
Urgent care	\$45
Emergency room	\$90

### Your Care Team

Message us by logging in to the Oscar app or [hioscar.com](https://hioscar.com) or call 855-672-2720 (TTY: 711)

For more information about your plan, visit:  
[hioscar.com/medicare/forms](https://hioscar.com/medicare/forms)

### For your doctors & pharmacy

RxBIN	004336	Payer ID	OSCAR
RxPCN	MEDDADV		
RxGRP	RX8724		

### Provider & pharmacist services

Providers call	855-672-2755
Pharmacists call	866-693-4620

### Claims

Send claims to Oscar Insurance Corporation  
P.O. Box 52146 Phoenix, AZ 85072-2146



## Our partners

Our network of medical providers is available through our hospital system and provider group partnerships. Our vendors for Behavioral Health and Substance Abuse, Dental, Vision, Pharmacy and Laboratory services are listed below. Providers must be in-network with these vendors for Oscar to cover these services.

Service	Vendor	Phone #
Behavioral Health	Optum	877-614-0484
Dental	LIBERTY Dental	888-703-6999
Vision	Davis Vision	800-773-2847
Pharmacy	CVS/Caremark	855-796-7227
Laboratory*	Quest Diagnostics (exclusive lab services partner)	866-697-8378
Hearing	TruHearing	833-731-4165
Routine Chiropractic, Acupuncture	Silver&Fit	800-678-9133
Fitness	Silver&Fit	877-427-4788
Transportation	Circulation	855-672-2720

\*Laboratory: Providers must send lab work to an in-network lab facility. Search our online directory for in-network labs and confirm member lab benefits at [hioscar.com/providerresources](https://hioscar.com/providerresources). Quest Diagnostics is our exclusive in-network laboratory partner.

In 2021, Oscar's primary retail pharmacy locations will be CVS, Target, and Walmart.

Oscar has partnered with Capsule, a digital pharmacy that offers free, same-day prescription delivery for our members. If you're interested in partnering with Capsule for all your pharmacy needs, visit [www.capsule.com/doctors](https://www.capsule.com/doctors). Capsule is only available in Houston.

For a complete list of in-network retail pharmacies, please visit [hioscar.com/search](https://hioscar.com/search).

# Claims Submission

Our clearing house options are: Availity, Change Healthcare, and Eligible.

Service	Network Partner	Electronic Payer ID	Address
Medical Services	Oscar	Oscar	P.O. Box 52146 Phoenix, AZ 85072-2146
Behavioral Health and Substance Abuse Services	Optum	87726	Optum P.O. Box 30757 Salt Lake City, UT 84130-0757
Dental Services	LIBERTY Dental	CX083	LIBERTY Dental Plan P.O. Box 26110 Santa Ana, CA 92799
Pharmacy	CVS / Caremark	Please reference the Member ID card for pharmacy claim information	
	Cigna/LifeSOURCE		PO Box 3539 Scranton, PA 18505
Transplant Related Claims	Optum	41194	OptumHealth Care Solutions PO Box 30758 Salt Lake City, UT 84130
Vision Services	Davis Vision	4000000027	Vision Care Processing P.O. Box 1525 Latham, NY 12110

# Case Management

For comprehensive case management, including complex case management, refer patients to call 855-672-2755. Oscar's case managers provide dedicated support to our members who request or need extra assistance. This includes assistance with discharge planning, DME, medication adherence, disease specific education, and any other case management concerns your patient has.

For Behavioral Health Case Management, refer patients to Optum.

## Prior authorization and appeals at a glance

Certain services at Oscar require prior authorization. It is important to submit any elective or pre-service requests in advance to ensure everything is in place for your patients to get the right care. To confirm requirements for a specific code or service, request authorization, or check the status of an existing authorization, reference the Authorization Procedure Lookup tool within Oscar's Provider Portal. To access or sign up for the provider portal, visit [accounts.hioscar.com](https://accounts.hioscar.com) or call 855-672-2755. Authorization requests may also be submitted by faxing the authorization request form found in the Provider Manual to 833-554-9046. Please note that authorization requirements may be updated throughout the year. To access Oscar's Provider Manual for your state please visit: [hioscar.com/providers/resources](https://hioscar.com/providers/resources).

Inclusion of a service in the Oscar Prior Authorization List is not a guarantee of benefit coverage. Coverage of these benefits may vary by plan, and the Prior Authorization list is subject to change. To verify coverage or prior authorization requirements, please call 855-672-2755.

If prior authorization is not obtained for a service that requires it, we may ask you to provide medical records to support medical necessity once we receive your claim for those services. However, if we do not receive records or the records do not demonstrate medical necessity, we may deny the claim.

Some services, like inpatient hospital or skilled nursing facility care, are subject to concurrent review.

Prior authorization for Behavioral Health and Substance Abuse services are subject to the clinical coverage guidelines of Optum and must be submitted to Optum for processing. Prior authorization requirements for Part D prescription drugs are subject to clinical coverage guidelines of CVS Caremark and must be submitted to CVS Caremark for processing. Please reference the Medicare Advantage Provider Manual for instructions on submitting prior authorization requests to Optum and CVS Caremark.

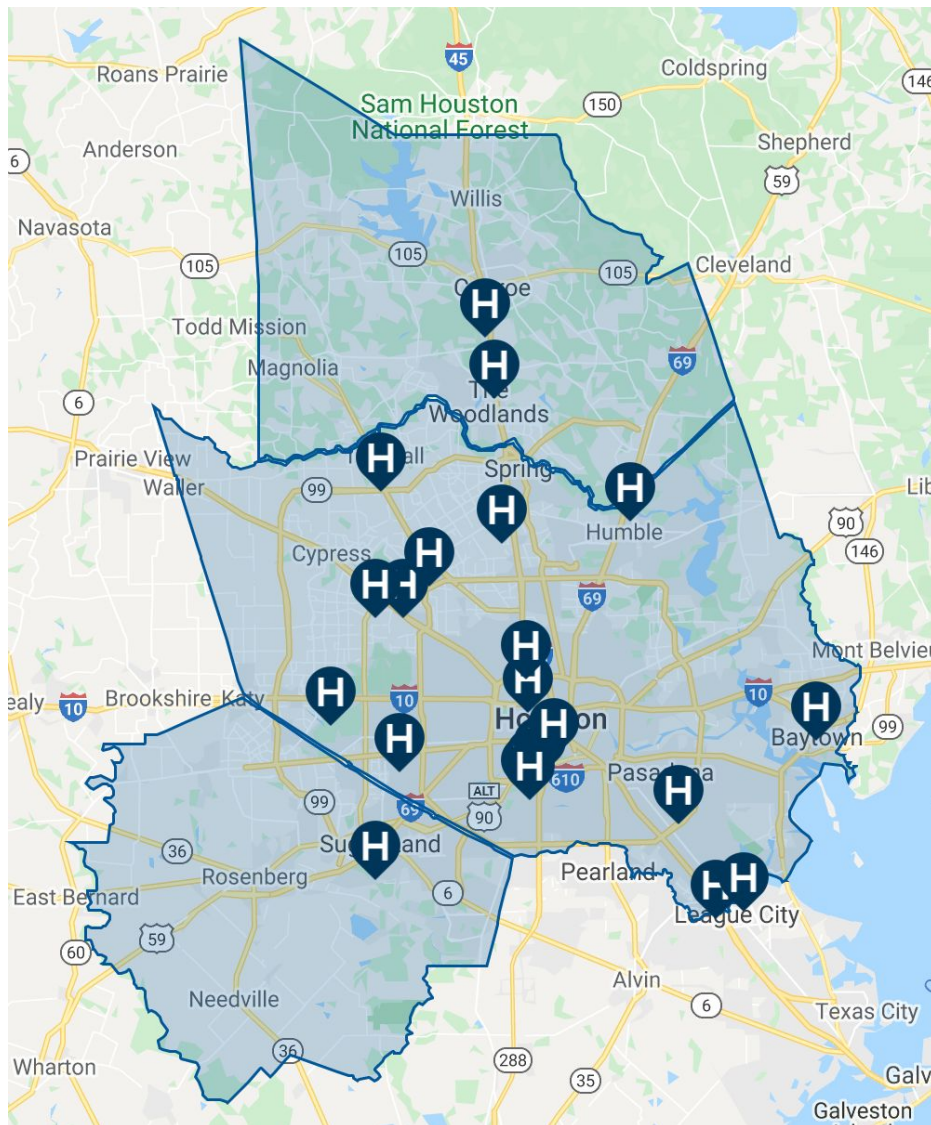
Appeals for denials of Part D prescription drugs must be submitted to CVS Caremark; instructions for submitting these appeals are included in the Medicare Advantage Provider Manual. Appeals for denials of all other services can be faxed to Oscar at 833-554-9047.



# Getting care in Houston made easy.

We provide high-quality care in Houston, with partners like HCA and Houston Methodist.

Oscar's Medicare Advantage Houston service area includes Fort Bend, Harris, and Montgomery counties.



**Our 2021 Participating Hospital List**

<b>Fort Bend</b>	<b>Montgomery</b>
Houston Methodist Sugar Land Hospital	HCA Houston Healthcare Conroe
<b>Harris</b>	HCA Houston Healthcare Kingwood
HCA Houston Healthcare Clear Lake	Houston Methodist The Woodlands Hospital
HCA Houston Healthcare Cypress Fairbanks	
HCA Houston Healthcare Medical Center	
HCA Houston Healthcare North Cypress	
HCA Houston Healthcare Northwest	
HCA Houston Healthcare Southeast	
HCA Houston Healthcare Specialty Hospital Medical Center	
HCA Houston Healthcare Tomball	
HCA Houston Healthcare West	
Houston Methodist Baytown Hospital	
Houston Methodist Clear Lake Hospital	
Houston Methodist Hospital	
Houston Methodist West Hospital	
Houston Methodist Willowbrook Hospital	
Saint Joseph Medical Center	
Saint Joseph Medical Center in The Heights	
The Woman's Hospital of Texas	
United Memorial Medical Center	
Texas Orthopedic Hospital	