



Access your Oscar Portal Account

Let's get started

Welcome! The [Oscar Provider Portal](#) is the go-to resource for providers and their administration staff to easily complete everyday tasks. There, you can verify member eligibility, review authorization requirements, submit authorization requests, view claims, upload documentation, and more.

But first, you'll need an administrator

An organization administrator registers the organization before other users can get access.

Portal administrators can use this [guide](#) to get things set up for everyone.

If you know your organization has a portal, here are two ways to get access:

1. Ask your Portal Admin to add you as a user
2. Request access (see the steps below)

Not sure if your organization already set up an administrator?

Call our Provider Services Team at (855) 672-2755. We're happy to help.

How to request access to an established account

Navigate to
[www.hioscar.com
/providers](http://www.hioscar.com/providers)

- Select
Login to the Provider Portal.
- Then select
Create an account.

OSCAR Shop Plans Member Resources For Brokers & Providers About Us Find a Doctor

A health insurance partner that makes your job easier

We think health insurance should be smart, simple, and friendly. That's why we built Oscar. Our goal is to change the way providers and consumers interact with healthcare through technology, data, and design.

[Login to the Provider Portal](#)



Welcome

Email address

Enter email address

Password

Enter password

[Log in](#)

[Forgot password?](#)

OR

[Create an account](#)

Enter info about you and your organization

- Confirm your email address and create a password, then select **Next**.

**Note your password must be at least 8 characters long and must contain at least one upper case letter, one lower case letter, and one number.*

- Complete the **More about you** section and select **Next**.

Set up your account

We value your time and that's why we built the Provider portal. The portal offers easy access to member eligibility, member benefits, claims details, and more.



More about you

Please add information about yourself and your organization here.

Role	
First name	Last name
Phone number	Extension
Optional	

What is one TIN associated with your organization?

Enter in one TIN associated with your practice. You can add more TINs later.

What type of organization are you part of? ?

An organization is an entity that falls under one administrative and/or billing system. An organization could consist of one or more TINs.

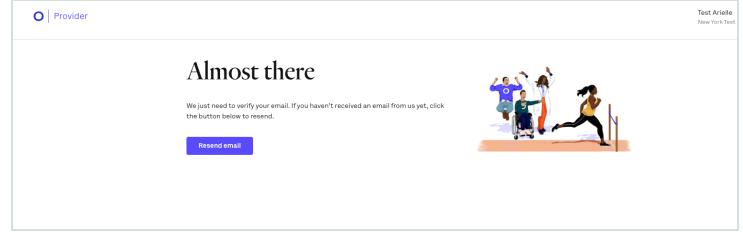
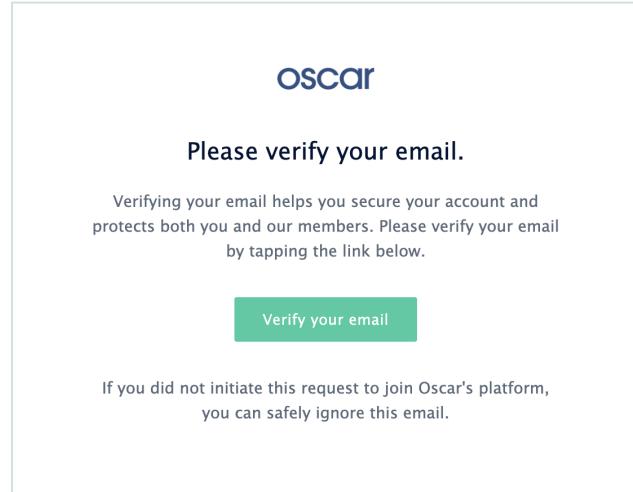
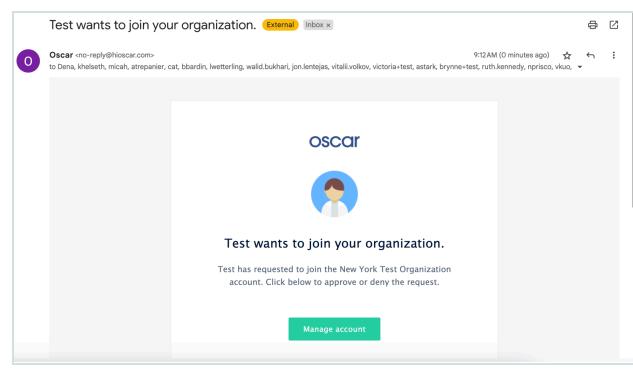
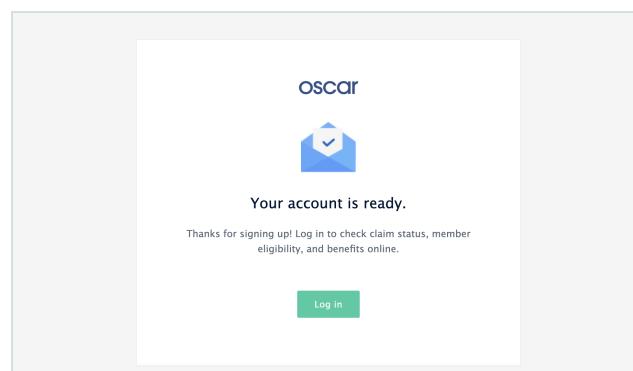
- Provider practice
- Hospital system
- Ancillary facility
- Independent biller

What is your organization name?

Are you the organization manager?

As an organization manager, you are authorized and expected to administer your organization's account, as well as invite, approve, and terminate users under your organization as necessary.

Yes	No
-----	----

<h3>Verify your email</h3>	<ul style="list-style-type: none"> When the portal is created, you'll receive an email with a link to verify your email address. Click the Verify your email link as soon as possible (it expires). 	 
<h3>The Portal Admin will review your request</h3>	<p>The Admin will receive an email to approve your account and set your permissions (aka what you can see in the portal).</p>	
<h3>When the Portal Admin approves your account, you'll receive a confirmation email</h3>	<p>Click Log in to start using the Provider Portal.</p>	



Provider Portal

Admin Guide

Welcome!

The Oscar Provider Portal is the go-to resource for providers and their administration staff to easily complete everyday tasks. There, you can verify member eligibility, review authorization requirements, submit authorization requests, view claims, upload documentation, and more.

But first, the Portal Administrator needs to set up an account, completing a verification process to help keep our members' information private and safe. Once verified, the Portal Administrator may add additional TINs to the group's account, set up permission firewalls, invite users and manage permissions.

Here, you'll find everything you need to set things up for you and your practice. Let's go!

Pro tip: Use Google Chrome to access the portal.

TABLE OF CONTENTS

Verify your portal account	2
Set up your portal account	4
Add TINs	4
Create teams	5
Manage users	6
User permissions	6
Add staff	7
Staff access request	8
Deactivate a user	9

Verify your portal account

The steps that follow must be completed by you, the designated portal administrator.

1. Navigate to hioscar.com/providers

- Select “[Log in to the Provider Portal](#).”
- Then select “[Create an account](#).”

A health insurance partner that makes your job easier



[Login to the Provider Portal](#)

Welcome

Email address

Password

[Log in](#)

[Forgot password?](#)

OR

[Create an account](#)

2. Enter information about you and your organization

- Confirm your email address and create a password, then select “[Next](#).”

Note: Your password must be at least 8 characters long and must contain at least one upper case letter, one lower case letter, and one number.

- Complete the *More about you* section and select “[Next](#).”
- Agree to your Portal Admin responsibilities by selecting “[I understand](#).”

Set up your account

We value your time and that's why we built the Provider portal. The portal offers easy access to member eligibility, member benefits, claims details, and more.



More about you

Please add information about yourself and your organization here.

Role
 First name Last name
 Phone number Extension
Optional

What is one TIN associated with your organization?

Enter in one TIN associated with your practice. You can add more TINs later.

TIN

What type of organization are you part of? [?](#)

Organization manager confirmation

As an organization manager, you are responsible for:

- Managing your organization's account
- Inviting, approving, and terminating users as necessary

[I understand](#)

3. Choose your verification method

Instant verification

- If you select “[Get instant access](#),” you will be prompted to enter details about two recent claims with Oscar.
- Details include Oscar claim ID, claim paid date, amount Oscar paid, and check number (which you can find on your EOP).
- Be sure to use details from claims submitted to Oscar in the last 90 days and linked to two different payments.
- After three attempts, you’ll be transitioned to the manual verification process.

Manual verification

- If you select “[Skip for now](#),” you will be instructed to call into Provider Services to complete the process at (855) 672-2788.
- Select 4 to enter our Provider menu, and then 5 in the sub-menu to connect with our Portal Support team.
- We’ll be asking for your organization name, provider TIN, provider address, and provider NPI.

4. Verify your email

- Once your portal has been verified, you will receive an email stating your account is ready..
- Click the “[Log in](#)” button to access your verified portal account.

Verify your organization

We recognize that you have submitted claims to Oscar in the last 90 days. You can choose to get instant access to the Provider portal by verifying some details from two of those claims.

If you do not have access to claims or want to do this later, you can skip this step for now.

[Get instant access](#)

[Skip for now](#)

OSCAR



Your account is ready.

Thanks for signing up! Log in to check claim status, member eligibility, and benefits online.

[Log in](#)

Set up your portal account

Different organizations require different portal structures. The tools highlighted below allow you to set up your portal so that your staff can send and receive information with Oscar efficiently – and with appropriate guardrails.

Add TINs

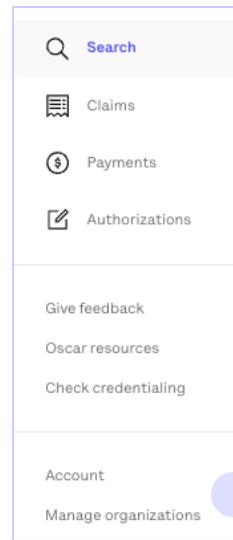
You registered your portal account with a single Tax ID Number. If your organization has multiple TINs, you will need to associate those additional TINs with your portal.

To do so, you will need to manually add each additional TIN to your portal using the steps below. Once submitted, Oscar will review and approve the TIN Add Request.

Be aware that a TIN can only be associated with one Portal at a time.

1. Login and click the “Manage Organizations” toolbar from right navigation menu

- If you have administrative access to multiple portal organizations, select the organization you want to add the new TIN.
- Note the TIN will only be available in one organization.



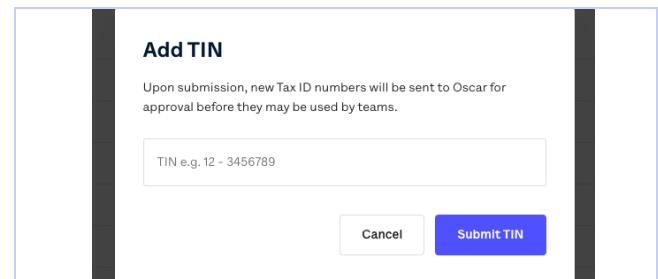
Provider		Organization		
Organization	Role	My TINs	Date joined	
Org Name	Pending staff requests	Office Staff, Org Admin	33	09/15/2025
Org Name	Pending staff requests	Office Staff, Org Admin	15	09/15/2025

2. Click the “TINs” link in the left menu or Scroll to the bottom of the page to the TINs section.

3. Add the TIN(s)

- Click the “**Add TIN**” button
- A window will pop up where you enter the TIN(s) you wish to add to the organization.
- Press “**Submit TIN**.”

*If you'd like to submit another TIN to add to your organization's portal account, Click the **Add TIN** button again and repeat the process.*



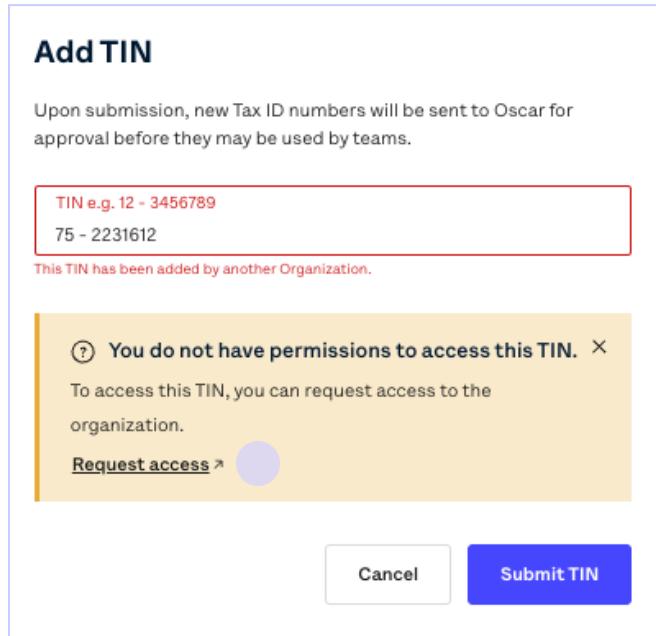
Add TIN

Upon submission, new Tax ID numbers will be sent to Oscar for approval before they may be used by teams.

TIN e.g. 12 - 3456789

Cancel **Submit TIN**

In the event a TIN is already associated with another portal, you will see a message stating “This TIN has been added by another Organization”. You can now request access to that TIN by simply clicking on the Request access link in the Add TIN popup box. This action will trigger an email notification to the portal admin(s) of the organization where the TIN is located, where they will be able to review and approve your access request and manage your permissions to the organization / TIN as needed.



Add TIN

Upon submission, new Tax ID numbers will be sent to Oscar for approval before they may be used by teams.

TIN e.g. 12 - 3456789
75 - 2231612

This TIN has been added by another Organization.

ⓘ You do not have permissions to access this TIN. ×
To access this TIN, you can request access to the organization.
[Request access](#)

Cancel **Submit TIN**

You will receive an email alerting you have access once the other portal administrator approves your request.

Create teams

As a portal administrator, you can create and manage teams to construct access and settings for teams, departments, or locations in your organization. If your organization has a large number of TINs and NPIs, the Teams feature can help you organize the users in your organization and allow/restrict access and permissions for each user.

1. Login and click the “Manage Organizations” toolbar from right navigation menu

- If you have administrative access to multiple portal organizations, select the organization you want to add the new TIN.

2. Click the “Teams” link in the left menu or Scroll to the bottom of the page to the Teams section

3. Create a Team

- Click the “Create Team” button in the upper right corner.
- Enter a team name to help identify the team and add a description such as group, department, or location.
- Identify the TIN(s) and NPIs (if needed) associated with this team. Note that a TIN can appear in multiple Teams, if needed.

- Click “Save.”

**4. Add Users to the new Team
Within the team:**

- Select the team from the Manage Teams page.
- In the Staff section select “Edit Staff” to add users by name or email.

Create Team

Overview
This information will help identify the team

Team Name
Team name

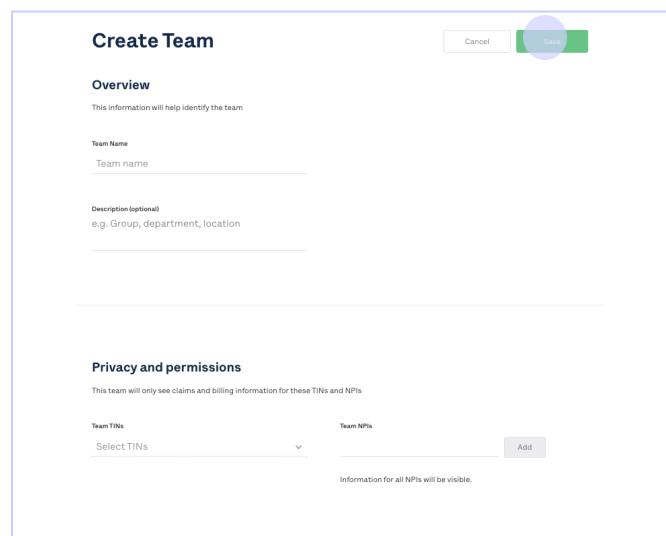
Description (optional)
e.g. Group, department, location

Privacy and permissions
This team will only see claims and billing information for these TINs and NPIs

Team TINs
Select TINs

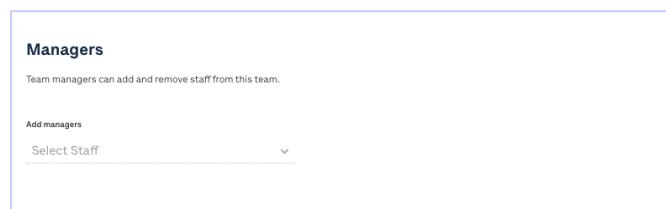
Team NPIs
Select NPIs

Add
Information for all NPIs will be visible.



Managers
Team managers can add and remove staff from this team.

Add managers
Select Staff



Users can be assigned a Team from their user profile as shown in the Manage Users section below.

Staff				
Name	Role	Email	Manager	Status

Users will only have the permission to view information associated with the TINs and NPIs linked to their teams.

Manage users

User permissions

Portal admins are responsible for configuring other user permissions:

Admin

This permission creates additional Portal Admins, who are also allowed to add TINs, create Teams, invite staff, and manage user access.

[View claims](#)

See claim details for the TINs or NPIs in the specified group.

[View members](#)

See plan info, claims, and authorizations of members in this group's networks.

[View health information](#)

See all Oscar clinical history for members viewable by the group.

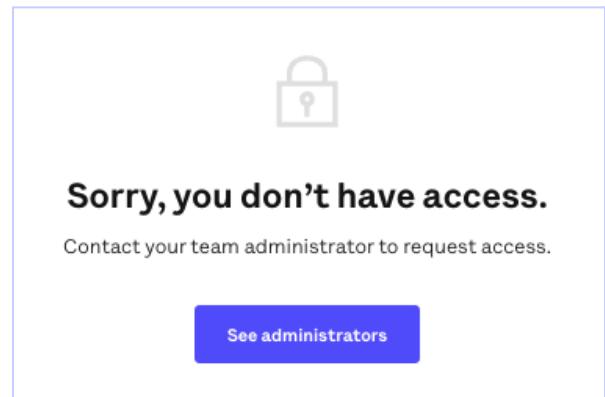
[View payments](#)

View payments made to the TINs or NPIs of this group.

[Manage profiles](#)

Manage the profiles of the providers in your organization.

Note: If a user tries to access a feature/tool for which they do not have permission, they will see this message:



Add staff

We recommend proactively inviting additional users to your portal following the steps below.

1. Login and click the “Manage Organizations” toolbar from right navigation menu

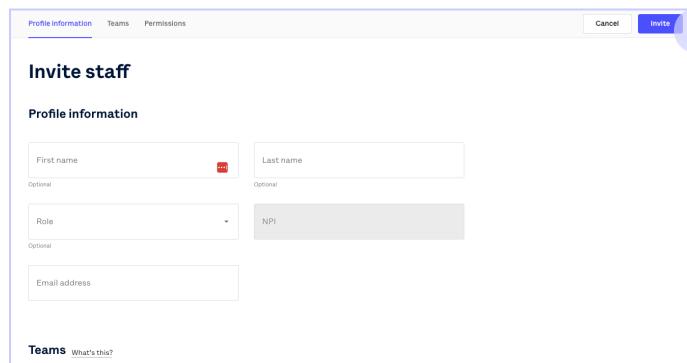
- If you have administrative access to multiple portal organizations, select the organization you want to add the new TIN.



2. Click the “Staff” link in the left menu or Scroll to the Staff section.

3. Add the user

- Click the “Add Staff” button. It’ll take you to the Invite Staff page.
- Fill in the new user’s information and assign the user’s team allocation and permissions.
- Once all three sections are completed, click “Invite” in the top right corner.



4. New user account confirmation

- An email will be sent to the user’s email address that was entered on the **Invite Staff** page.
- The user will then confirm their email address and create a password.

Access requests

Staff members and Administrators of other portals can request access to your portal through the same registration page you used to create your portal account.

As staff submit their request, make sure they use one of the TINs associated with your account when submitting their registration request.

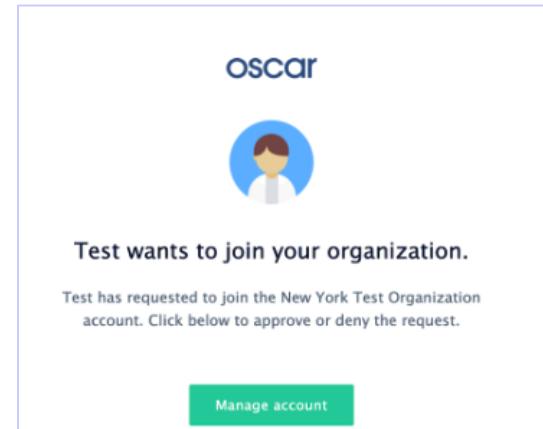
When a new user requests access to your portal, all Administrators of your portal will receive an email alert to notify of the request:

1. Select the “Manage account” link

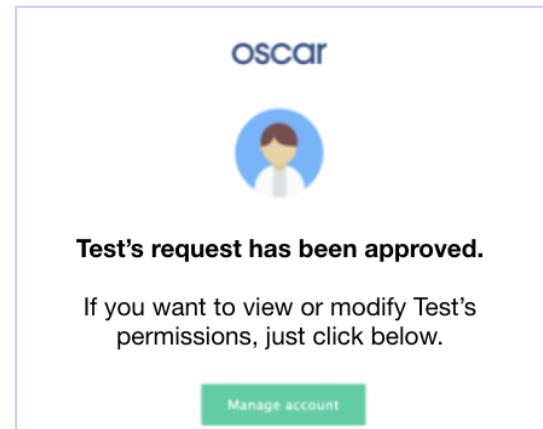
- Log in to your portal account.
- Go to “Manage Org,” then “Staff”.
- See the request pending and approve or reject, as needed.

2. All Portal Admins will also receive a follow-up email if/when the request is approved.

As users change roles or leave your practice, their portal access should be revoked to protect everyone's privacy. Follow the steps below to manage their access.



The image shows an email interface with a light blue header. The word "OSCAR" is at the top. Below it is a circular profile picture of a person with brown hair. The text "Test wants to join your organization." is followed by a smaller line: "Test has requested to join the New York Test Organization account. Click below to approve or deny the request." At the bottom is a green button labeled "Manage account".



The image shows an email interface with a light blue header. The word "oscar" is at the top. Below it is a circular profile picture of a person with brown hair. The text "Test's request has been approved." is followed by a smaller line: "If you want to view or modify Test's permissions, just click below." At the bottom is a green button labeled "Manage account".

Deactivate a user

1. Login and click the “Manage Organizations” toolbar from the homepage

- Scroll to the middle of the page to the **Staff** section or click the “**Staff**” link in the left menu section



2. Adjust user account settings

- Search for the user name or role in the search bar and click the name
Scroll down to the bottom of the page and click “**Deactivate account.**”

[Deactivate account](#)

oscar

Provider Portal

Access Troubleshooting Guide

Welcome!

This little guide can help you solve common issues that may pop up when using the portal. Don't worry, each section covers the steps you'll need to troubleshoot things.

TABLE OF CONTENTS

Email verification	1
Password reset	1
User permissions	2
Admin reselection	2

Email verification

Not receiving an email from Oscar during the portal registration process?

Here's what to do:

- Confirm you entered the correct email
- Check your spam folder
- Contact your organization's IT department to confirm Oscar emails are not blocked.
Your IT team should make sure our sending-ip is whitelisted:
("sender": "no-reply@hioscar.com")

Something to remember

Email verification links expire quickly. Here's what to do if that happens:

- Click "[Verify your email](#)" in your email.
- Press the "[Resend email](#)" button then take action immediately.

Password reset

The first thing to try is using the reset your password button on the portal login page.

If you're not receiving the email:

- Confirm you entered the correct email
- Check your spam folder
- Contact your organization's IT department to confirm Oscar emails are not blocked.
Your IT team should make sure our sending-ip is whitelisted:
("sender": "no-reply@hioscar.com")

Still having email issues?

Just call (855) 672-2755. We're here for you.

User permissions

As a reminder, organization admins are responsible for configuring user permissions. Users will only be able to access information in the portal based on the assigned permissions. If a user is having issues accessing a specific page, just make sure they have the appropriate access.

Here's what each permission allows:

Admin

Manage who is in the group, set permissions, and invite/deactivate users.

View claims

See claim details for the TINs or NPIs of the specified group.

View members

See plan info, claims, authorizations, and member referrals in the group's networks.

View health information

See an Oscar member's clinical history (as allowed to the group).

View payments

View payments made to the TINs or NPIs of this group.

Manage profiles

Manage provider profiles in your organization.

Admin reselection

Need to set up a new admin?

Call Oscar at (855) 672-2788 to enroll a new user.

If there is another admin at the organization's portal account, please have the admin deactivate the account no longer in use.