



We know that a COVID-19 diagnosis will be hard for our members. We don't want them to worry about the cost of the care. To help reduce their stress, **Oscar will waive cost-sharing for the treatment of COVID-19 for its Individual and Small Group members through May 31, 2020.** The cost share for COVID-19 care will be waived when delivered by in-network providers. At out-of-network facilities, the cost share will be waived if the member has obtained prior authorization. If members are admitted to an out-of-network hospital or need any follow-up care at an out-of-network facility, the member or the facility should contact us as soon as reasonably possible. There are exceptions for prior authorization in some states, based on local regulations. Visit hioscar.com/covid19/brokers for more details.

If any of your Oscar clients have already paid for COVID-19 care with normal cost-sharing, they may be eligible for a claim adjustment. Your clients can submit a claim adjustment request by messaging their Concierge team through their online account or in the Oscar app, or by calling their Concierge team at 1-855-672-2755. We are also conducting outreach to members who have already tested positive for COVID-19 to check in on how they are doing and inform them of this new policy.

As a reminder, Oscar has also implemented the following in response to COVID-19:

- **Waiving cost-sharing for COVID-19 screening**, at both in-network and out-of-network facilities. This includes the cost of the visit associated with testing and the test itself.
- **Waiving cost-sharing for all COVID-19 care delivered via telemedicine** through May 10. In NY and NJ, all medically-necessary telemedicine services are eligible for cost-share waiving through May 11. Oscar will monitor the situation and update these dates as necessary.
- **Waiving early limit refills on most prescription drugs** at all in-network pharmacies.
- **Extending prior authorizations** for any previously approved request to 180 days (from 60 days). For DME, the extension is to 90 days (from 30 days).

Visit our COVID-19 Broker Resource Center at hioscar.com/covid19/brokers to learn more and find answers to your commonly asked questions. You can also share our COVID-19 Member Resource Center (hioscar.com/covid19) with your clients. If you have any questions, you can contact Broker Support at 1-855-672-2713 or brokers@hioscar.com. Oscar Broker Support is available Monday through Friday from 9:00 AM - 8:00 PM EST.

Best,

Oscar Broker Team



Questions or issues? Our Broker Support Team is here to help at 1-855-672-2713 or brokers@hioscar.com.
Tell us about your experience with Broker Support by taking this [brief survey](#).

Oscar Health, 75 Varick Street, 5th Floor, New York, NY, 10013

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