



Understanding that many of your clients are experiencing financial hardship during these times, we are implementing an updated grace period policy in accordance with New Jersey Governor Murphy's recent Executive Order and guidance from the Department of Banking and Insurance.

- **Extended time to pay premium for all of your Individual Clients.**

For on-exchange subsidized clients who were in good standing as of 3/1/20 (paid through March), and who have already paid binder in full, we are providing an extended grace period of 120 days. This would begin 4/1/20 or 5/1/20, based on your client's missed payment date. For your unsubsidized clients in good standing as of 3/1/20, we have extended the current 31 day grace period to 60 days.

- **Flexible grace period payment for your Unsubsidized Individual Clients.**

Clients who are unsubsidized (on or off exchange, receiving no subsidy) who take advantage of the grace period will have the option to pay unpaid premium in installments, instead of in full. For example, if six months remain on the policy after the grace period and your client has \$300 in unpaid

premium, they can pay their standard monthly premium plus \$50 each month to be paid in full by the end of year. Please have members call their Concierge team at 855-672-2755 to set up a payment plan.

- **Extended grace period duration for all of your Small Group Clients.**

Small groups in good standing as of 3/1/20 are eligible for an emergency 60-day grace period. The grace period may be applied towards the April or May premium and will continue for 60 calendar days from that date. *Note that all NJ small groups with anniversary dates between March through the end of NJ's emergency order will be eligible for renewal, subject to applicable federal and state law.*

- **Flexible grace period payment for all of your Small Group Clients.**

We are providing a payment plan so that any unpaid premium can be paid in installments. For example, if six months are remaining on the policy, the group will have the option to pay the unpaid premium in six installments in addition to the regular monthly premium through the end of year, same as individual clients (for small groups with less than three months remaining on the policy, we will allow for six months for the deferred premium to be paid). Please have groups call 1-855-672-2784 to set up a payment plan.

Please visit our COVID-19 resource center at hioscar.com/covid19 for the latest updates and helpful FAQs. 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,

Sean Egan

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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](#).

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