



In this time of uncertainty and need, Oscar is fulfilling our promise to use technology and a member-first approach to ensure your clients have the care and support they need. Last week, we launched an [online risk assessment survey](#) for COVID-19 and a [COVID-19 testing center locator](#) including more than 350 testing locations for our members. The tool is updated daily as new testing centers are stood up across the nation.

Here's how it works for our members:

OSCAR

End-to-End Member Experience to Address COVID-19



In addition to the risk assessment survey and testing center locator, Oscar is making the following resources available to all members:

- **Waiving cost-sharing for COVID-19 screening.** If your client's doctor recommends they should be tested for COVID-19, they will not be charged for the lab test or the visit needed to have the test administered.
- **Offering \$0 telemedicine services with Doctor on Call.** Telemedicine is a great option for people who think they could have COVID-19. Our telemedicine PCPs can recommend COVID-19 testing, if it is needed, and direct your clients to the right place for testing.
- **An online COVID-19 resource center:** hioscar.com/covid19. We created this webpage so Oscar members can stay up-to-date on the latest information and understand their care options. It includes useful FAQs to help answer your clients' questions during this uncertain time.

We are here for you, your family, and your clients during this difficult time. If you or your clients have any questions or concerns, Oscar Member Support (Concierge) and Broker Support are operating under normal business hours. Oscar Broker Support is available Monday through Friday from 9:00 AM – 8:00 PM EST and can be reached at 1-855-672-2713 or brokers@hioscar.com. Your Oscar clients can get in touch with their Concierge team by calling 1-855-672-2755 or sending a secure message through their Oscar app or at hioscar.com/member.

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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