

OSCAR

# Getting Started Kit for Brokers & General Agents.

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*UPDATED ON: May 29, 2018*

Hi there,

We're incredibly excited to work with you to bring Oscar to small groups in the LA/OC area.

To make your onboarding experience as seamless as possible, here's an "getting started" kit we created especially for our broker and GA partners.

Happy selling!

## Section 1: PR + Marketing

[Official Press Release](#): This is Oscar's official press release announcing our small group launch in Southern California. Feel free to repurpose and/or pull from this when communicating with clients.

[Fact Sheet About Oscar](#): This is a overarching summary of talking points, facts, and statistics about Oscar as a company that you may find useful to share with your clients.

[Fact Sheet About Oscar for Business in LA/OC](#): This is a more specific list of talking points, facts, and statistics about Oscar's small group launch in Southern California that you may find useful for to share with your clients.

[Oscar Logos](#): These are high-resolution Oscar logos for use in your communications and marketing.

## Section 2: Product Sales Collateral

### High-Level Collateral | What makes Oscar unique?

[Product One-Pagers on Our Features](#): These are high-level marketing materials designed so that any consumer can understand them. Brokers often bring these to their clients when proposing Oscar.

- [Who is Oscar?](#): New to Oscar or introducing us to your clients? Use this one-pager.
- [Oscar for Business](#): Here's an overview on Oscar's simpler and better health care option for employers and their employees.
- [Concierge](#): Explains our unique Concierge model and how we are reinventing customer service with a personalized team of care guides and a nurse, assigned to every member.
  - [Video demo of Concierge](#)
- [Doctor on Call](#): Explains our telemedicine offering, which is free and unlimited across all plans.
  - [Video demo of Doctor on Call](#)

- [Finding a Doctor](#): We work directly with members to find the best care for any situation. Learn how.
  - [Video demo of how members find doctors with Oscar](#)
- [The Oscar App](#): See why Oscar’s mobile app is the industry leader for member engagement.
  - [Video demo of Oscar App](#)

## Deep Dive Collateral | Plans, Rates, Networks, Drugs

[Plan Grids](#): This lists and compares the benefits our 2018 California small group plans.

[Plan SOBs, SBCs](#): Scroll down to the bottom to the “Oscar for Business” section, and you’ll see many useful docs, including SOBs and SBCs for each plan.

[Rate Tables](#): You may prefer to use quoting engines to get our pricing information, but these are our Q2 2018 rates in PDF form for reference.

### Network Resources:

- [List of Hospitals in Network](#): A list of hospitals in our Southern California network.
- [Network Deep Dives](#): One-pagers showing network coverage for rating areas 15, 16, and 18. (Scroll down to “Oscar Network”.)
- [Provider Search](#): Search for in-network doctors by name, specialty, location, and more.

### Drug and formulary list:

- [Drug Search](#): Search for specific drugs to see whether they’re covered.
- [Drug Formulary List](#): A list of drugs in our formulary for 2018 small group. For INF plans specifically, please refer to [this INF formulary list](#).

## Section 3: Underwriting + Eligibility

[2018 Underwriting Guidelines](#): Our rules and requirements for California small groups.

[Eligibility Checklist](#): Use this list to ensure your group gets a speedy approval.

[Broker FAQs](#): A list of the most common questions we get from brokers—covering everything from underwriting rules to managing your clients’ enrollments.

Still have questions about our underwriting and eligibility rules? Please contact us at [business@hioscar.com](mailto:business@hioscar.com)

## Section 4: Getting Appointed + Onboarding

[Get Appointed Online](#): The process takes five minutes, and we'll confirm approval within a few days.

To complete our appointment process, a broker will need the following:

- Agent NPN & State License Number
- Agency NPN & State License Number (if appointing agency)
- Bank account details (or an address) for commission payment (if not assigning commissions to agency)
- E&O Policy (\$1M/\$1M)

Then, Create Your Oscar for Business Account: After your application for appointment is approved, you will receive an email confirmation. This email will contain a link to authorize your online broker account.

If you have trouble finding your account authorization email/login credentials, follow the instructions below:

1. Go to [business.hioscar.com](https://business.hioscar.com).
2. Click "Forgot password?" (right below the green button)
3. Enter your email address and click "Submit". We will email you a link to create/reset your password.

[Webinar Registration Page](#): Need to get trained on Oscar? Register for our next scheduled webinar, where our sales team will walk you through Oscar's product portfolio and how to sell us.

## Section 5: Quoting + Enrolling Small Group Clients

### Quoting Oscar

While Oscar does not yet have an internal quoting tool, it is available to quote through the following platforms:

- Health Connect/Ebix
- Quotit
- Wellthie
- Limelight Health
- All General Agents who use these quoting platforms (including WarnerPacific, Word & Brown, BenefitMall, etc.)

### Enrolling a Group

[Online Enrollment Application](#): Enroll your clients using our online application. We do not process paper enrollments, but do have paper versions that you can have clients fill out (which

you can then easily transcribe into our online tool). Please note that you must have an Oscar for Business broker account that you log into prior to enrolling a group.

- [Employer/Business Enrollment Form](#): A printable paper business application form that you can have brokers/clients fill out. From there, you can easily transcribe the information on the form into our online tool.
- [Employee Enrollment Form](#): A printable paper employee enrollment form that you can have brokers/clients fill out. From there, you can easily transcribe the information on the form into our online tool.
- [Employee Waiver Form](#): A printable paper form for employees who are waiving Oscar coverage.
- [ACH Authorization Form](#): Fill out this form to allow Oscar to store and debit payments from a customer's bank account electronically. ACH payments are the simplest mode of payment, and will help get employees their member ID cards faster and easier.
- [Deductible Credit Form](#): If the member qualifies, Oscar will credit amounts applied toward a member's previous group health plan's calendar year deductible.

## Section 6: Additional Broker Resources

[Broker Commission Schedule](#): 2018 broker commission schedule for small group policies.

[Broker Small Group Bonus Program](#): Our introductory bonus program to reward brokers who sell Oscar small group plans with effective dates between June 1st, 2018 and September 30th, 2018.

[Small Group Broker of Record \(BOR\) Change Form](#): Form for groups who wish to change their broker of record.

[Broker FAQs](#): A list of the most common questions we get from brokers—covering everything from underwriting rules to managing your clients' enrollments.

Still have questions? Please contact us at [brokers@hioscar.com](mailto:brokers@hioscar.com)

## Section 7: Contact Sheet for GA/Broker Support

We're here to help! If you or your client has any questions, please reach out to us.

### Individual

- Email: [brokers@hioscar.com](mailto:brokers@hioscar.com)
- Phone: (855) 672-2788, Option 4

### Small Group

- Email: [brokers@hioscar.com](mailto:brokers@hioscar.com)
- Phone: (855) 672-2788, Option 4
- If your small group clients (i.e., employers/benefits administrators) have questions, please have them reach out to:
  - Email: [business@hioscar.com](mailto:business@hioscar.com)
  - Phone: (844) 567-2272

### Claims and Benefits

- Contact: Member Services
  - Email: [help@hioscar.com](mailto:help@hioscar.com)
  - Phone: (855) 672-2755

### Public Relations

- Contact: Corporate Communications team
  - Email: [press@hioscar.com](mailto:press@hioscar.com)
  - Phone: (646) 256-3407

### California Sales Team

- Contact: Michael Lujan, Market Director
  - Email: [mlujan@hioscar.com](mailto:mlujan@hioscar.com)
- Contact: Jesse Hendon, Sales Executive
  - Email: [jhendon@hioscar.com](mailto:jhendon@hioscar.com)