



In response to the growing number of cases related to COVID-19 (colloquially known as the coronavirus), we want to let you know that Oscar is here to help keep your clients safe and informed as the situation progresses.

To support the health and safety of your clients, we are making the following resources available to Oscar members:

- **Waiving cost-sharing for COVID-19 diagnostic testing.** If your client's doctor recommends they should be tested for COVID-19, they will *not* be charged for the lab test.
- **Continuing to offer \$0 telemedicine services (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 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.

As a reminder, Oscar members have access to our Doctor on Call service 24/7 and our Concierge team is prepared to support in any way. Your clients can call their Concierge team at 1-855-672-2755. They can also secure message Concierge or request a Doctor on Call consultation from their Oscar app or online account (hioscar.com/member) at any time.

Please be assured that there will be no interruption to Oscar Member Support (Concierge) and Broker Support operations. 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.

Sincerely,

Oscar Broker Team