

# We have a different approach to customer service.

That's why our member satisfaction is 2x the industry average.



As an Oscar member, you receive a dedicated **Concierge** team made up of care guides and a nurse. They can help you save money by finding the most affordable, highest-quality care.

## Oscar Concierge

### Fast responses

You'll reach your own dedicated team – that knows your name and Oscar history – every time you call.

### We guide you

Your team provides recommendations for top-rated local health care providers who specialize in your issue.

### Questions answered

Your team can help explain the ins and outs of your health plan so you're informed about what's covered.

### We're on your side

Your team sorts out unexpected bills for you so you're not overpaying or getting any surprise medical bills.

vs

## Traditional customer service

### Please hold...

You wait. And wait. Then you get transferred to an automated phone system.

### You're on your own

You're not sure if you need to go to a doctor, an urgent care center, or an emergency room.

### Unanswered questions

You don't always know if your doctor is in-network, or if your doctor's visit will be covered.

### Surprise bills

You get stuck in the middle of confusing billing disputes between your doctor and your insurance company.

## How to contact your Concierge:

Send a secure message to your Concierge team using the Oscar mobile app, or by logging in to your online account, or call 855-672-2755.