



Statement of Member Rights and Responsibilities

Oscar is committed to treating you in a manner that respects your rights.

We want you to be able to actively participate in your care and to be able communicate with your practitioners and providers about your health care needs. This will allow you to have a role in your care and ask questions about care plans and instructions in order for you to better understand and follow them.

As an Oscar member, you have a right to:

- Receive information about Oscar, our services, our practitioners and providers. For more information, please see our website at www.hioscar.com or call member services at 1-855-OSCAR-55 (1-855-672-2755).
- Be treated with respect and recognition of your dignity and your right to privacy by all of Oscar's providers, practitioners, vendors and staff.
- Participate with practitioners and providers in making decisions about your health care.
- A candid discussion with your practitioners and providers about appropriate or medically necessary treatment options for your condition(s), regardless of cost or benefit coverage.
- To voice grievances or appeals about Oscar and our contracted providers and practitioners regarding the care or services they provide. Grievances may be communicated by calling member services at 1-844-567-2272.
- Make recommendations regarding Oscar's member rights and responsibilities policy.

As an Oscar member, you have a responsibility to:

- Supply information (to the extent that you can) that Oscar, its practitioners and its providers need in order to provide and coordinate care.
- Follow plans and instructions for care that you have agreed to with your practitioners.
- Understand your health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.