

What happens after enrollment?

- 1 Welcome email**

Members who enroll off-exchange will receive their welcome email within 1 hour of completing enrollment. Members who enroll on-exchange will receive their welcome email within 2-3 days of completing enrollment. Members without an email address will receive a welcome letter within 7-10 days of completing enrollment.
- 2 Account creation**

Members should visit hioscar.com/account to set up their Oscar account in a few quick steps. They'll be able to set their preferences, complete their health survey, and access their digital member ID card right away.
- 3 First bill**

Within 2 days of enrollment, members can view and pay their first bill online in their account. It will arrive by mail within 1 week.
- 4 Welcome Kit & ID Card**

Within 2-3 weeks of ACH payment (or by the end of January for check & money order payments), members receive their Oscar Welcome Kit and their member ID card.

Once the member pays their first bill, they'll be able to easily access their digital ID card online and on the Oscar app. No need to wait for their physical ID card to show up in the mail to start getting care once their policy is active.

TIP You can also view and print your clients' member ID cards from your Oscar Broker account.