

Digital Agent Toolkit

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Let's Work
Together



Together

we can build healthier
communities.



Introducing the highest quality of care for your clients.

At Oak Street Health, our providers go beyond the expected to give your clients an unmatched patient experience:

- Open panels
- Team to assist with in-network referrals
- Clinical team skilled at navigating formularies and formulary exceptions
- 24/7 patient support line

Your link to client support and retention.

Our in-house team is dedicated to helping your clients get the most from their coverage.

Patient Relations Manager (PRM)

- New plan onboarding
- Benefits education and navigation
- Help with signing up for Medicaid/LIS
- Billing support
- Assistance with plan issue escalation to agent of record

Team dedicated to supporting you and your clients

- One easy phone number to use no matter which center is closest to your client
- Service reps ensure that you are listed as Agent of Record
- Quick response times for your client when the line is busy and you leave an eligible voicemail* (usually under 30 minutes, at minimum within 1 business day)



*An eligible voicemail is defined as a voicemail in which the insurance agent's client shares, in their own voice, their full name, phone number, zip code, and a good time to be called back.



Let's work together.

Support the community with us

There are a variety of ways we can work together to support our communities.

- Medicare education
- Wellness calls
- Community events
- Helping communities members access basic amenities



The Regional Partnership Manager (RPM) is your key contact at Oak Street Health.



Work with your Regional Partnership Manager (RPM) to create a plan that best meets both you and your clients' needs.

Did you know?

Oak Street Health is a multi-payor healthcare provider. We accept most National and Regional plans, Medicare Beneficiaries with Part B and Disability regardless of age, supplements, and traditional Medicare. Your clients are not required to change their PCP for their first visit with us.

Connect with us today!

(844) 923-2369



Connect with Oak Street Health today.

Patient Relations Manager (PRM)

Call (844) 923-2369 to connect clients interested in learning more about Oak Street or scheduling a visit. Speak to a dedicated team who can provide information, schedule visits, and ensure that you are listed as agent of record.

Online

oakstreethealth.com/insurance-agents



We're committed to building relationships with Agents who align with our vision to deliver unparalleled outcomes and experience

Highest Quality of Care

- Always accepting new patients
- Same-day and next-day visits when needed, and short wait times
- Engaging patient experience
- Referral navigation; ensure clients are going to in-network providers
- Teams skilled at navigating formularies
- 24/7 live support
 - Even weekends & holidays
 - Provider always on call
- 51% fewer hospital admissions

Happier & healthier clients

Retention & Customer Service

- Patient Relations Managers (PRMs) support their clients:
 - New plan onboarding
 - Benefits education and navigation
 - Assistance with Medicaid & LIS
 - Support with bills
- Entire care team and staff motivated to help
- Escalation to agent of record or health plan when needed

Reduced admin time for Agents

Access to our Community

- Share community contacts and collaborate on events:
 - Medicare education
 - Senior social events
 - Joint retail pop ups
 - Covid-19 and flu education and vaccine support

Great relationships & resources

Experience the Oak Street Health Difference

We make it easy for adults on Medicare to get the care they deserve

Care when and how you want

- 24/7 support line for care when you need it
- Help navigating Medicare benefits
- Longer appointments to address your needs

Support Navigating Healthcare

- Coordination of social services and healthcare resources
- Medicare benefits explained, and support with benefits management
- Connection to trusted insurance agents

Exceptional Care Delivery

- Preventative care plans to meet patient health goals
- Dedicated multi-lingual care teams
- Canopy, our proprietary, population health and decision support platform



The background features several overlapping, soft-edged green brushstrokes of varying shades, creating a dynamic and artistic feel. The text is centered over these strokes.

Client Talking Points

Key talking points to use with clients

1 Oak Street Health is an innovative network of primary care centers designed exclusively for adults on Medicare

2 Through the Oak Street Health integrated team-based care model, we help keep patients healthy and living life more fully

3 Oak Street Health invests heavily in the primary care experience for our patients

- Preventive care to maximize your health
- 24/7 support line for care when you need it
- Help navigating Medicare benefits
- Longer appointments to address your needs

4 It's more important than ever for patients to have access to our model of care

- Vaccines and vaccine education available to patients
- Community rooms are open for activities and events
- Continuing to accept new patients



Markets
Where We
Can Work
Together

