FirstCare

HEALTH PLANS

PART OF BAYLOR SCOTT & WHITE HEALTH

Provider Portal Reference Guide
Individual/Family Marketplace or Medicaid STAR and CHIP members with FirstCare Health Plans (FirstCare) coverage

Registration and access

To access the FirstCare Health Plans Provider Self-Service Portal, complete the self-directed registration process:

1. Go to the login page at **my.FirstCare.com** and select the **Create an account today!** link or **Create an Account** button and choose **Provider** from the popup selector.

2. Follow the instructions to register using a recently processed Claim ID and Member ID for the claim.

3. **If you do not have a claim, an activation code is required.** To obtain an activation code, click **Use Activation Code**, and contact us by chatbot. Please include the following information:

   - First and last name
   - Email address
   - Billing address
   - Job title
   - Name of organization
   - Phone number
   - Group NPI
   - Tax ID number

4. Click **Use Activation Code** checkbox, and enter your code in the **Activation Code** field to proceed with your registration. Your entire group will be added automatically; once inside your account you can un-hide those you want to see.

Note: If you already have access to the Provider Portal and need to add new users, go to **View/Edit My Info** and **Registered Providers**.
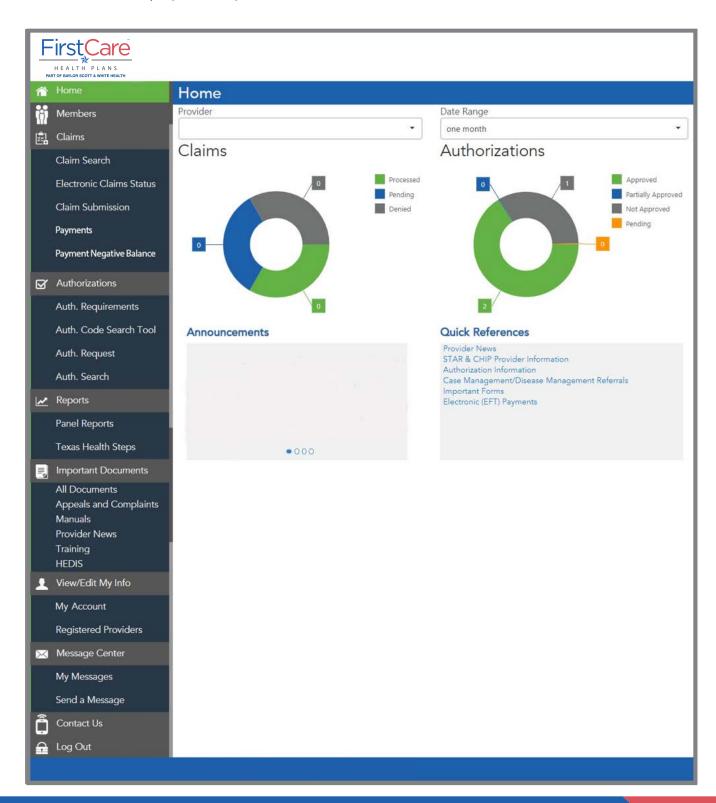
Getting help

Our Provider Relations Team is here for you. Contact us at **PRSupport@BSWHealth.org** or **click here** to find the contact information for your Provider Relations Representative.

🧭 Navigation

Simply select the activity/function you wish to access from the left navigation bar.
For example, to access claims-related information, click on **Claims**.
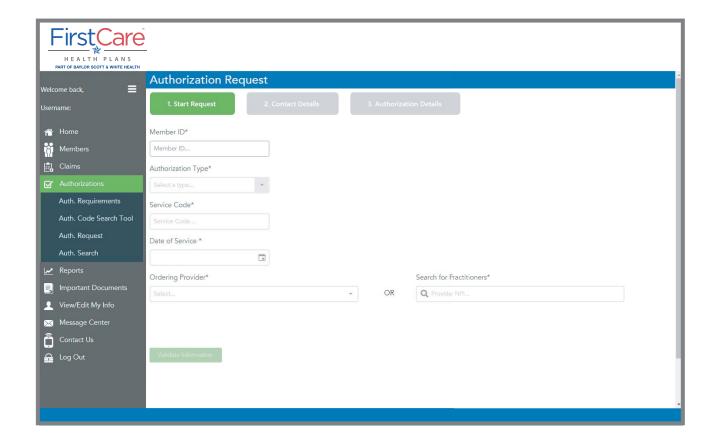
NOTE: This example shows all of the navigation bar options open for display purposes only.
These will not display unless you click on the section header.

Requesting an authorization

1. Select **Authorizations** and then choose **Auth. Request** from the options.

2. Enter the Member ID number and ordering provider, along with the date of service, authorization type and service code.

3. Click **Validate** Information and then **Continue** to fill out the contact information related to the authorization.

4. Once the **Contact Information** has been added, click **Continue** to provide all necessary details regarding the authorization.
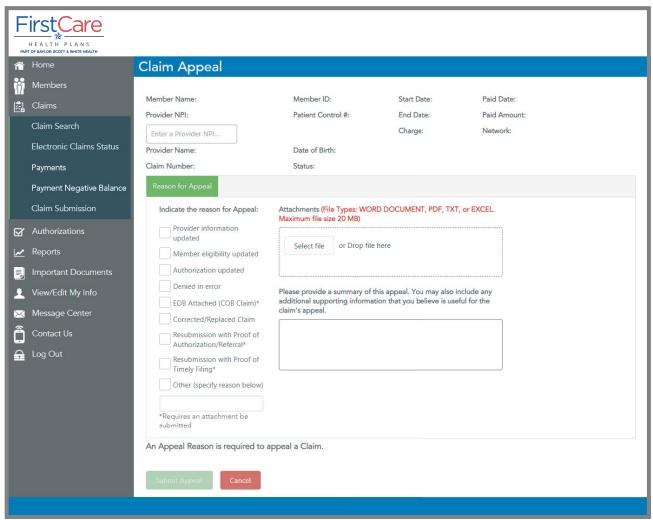
5. Click **Submit**.

Appealing a claim

1. Perform a claim search to find the claim or claim line to be appealed.

2. Click on **Appeal**.

3. Enter the information on the **Reason for Appeal** tab and attach any supporting files (optional, except for Reasons with an asterisk).

4. Summarize the appeal.

5. Click **Submit Appeal**.

Appealing a claim (cont.)

See below for an image of the **Claim Appeal** screen.

After your submission is complete, a reference number will be provided to track your appeal. Notation of the appeal will also be documented in the Message Center.