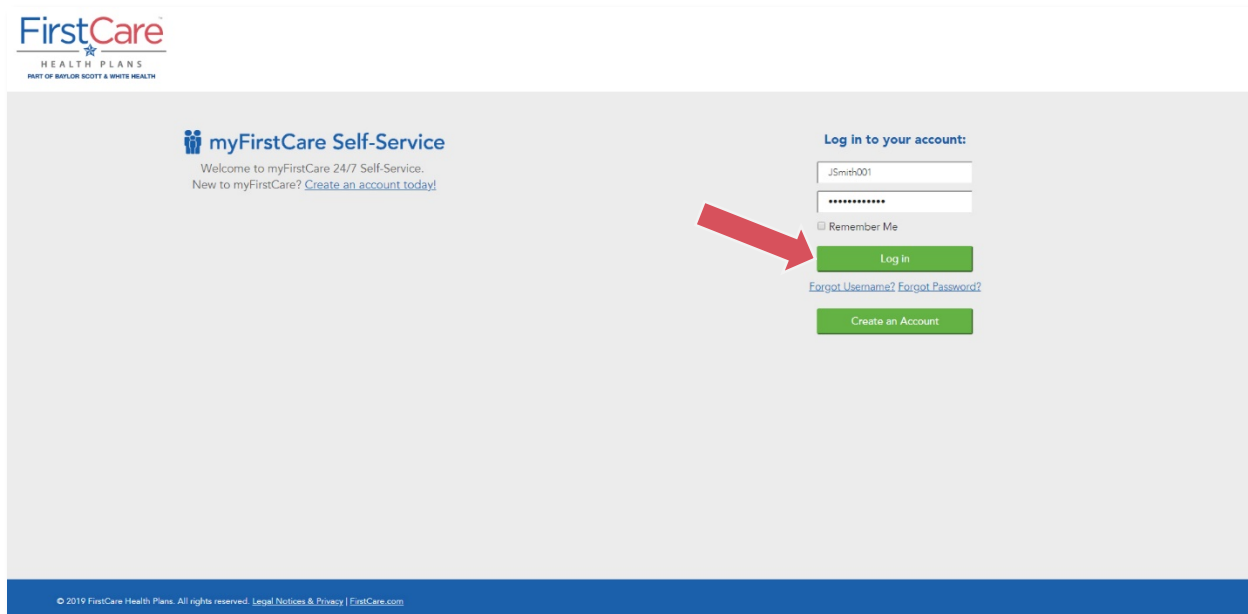


Step 1

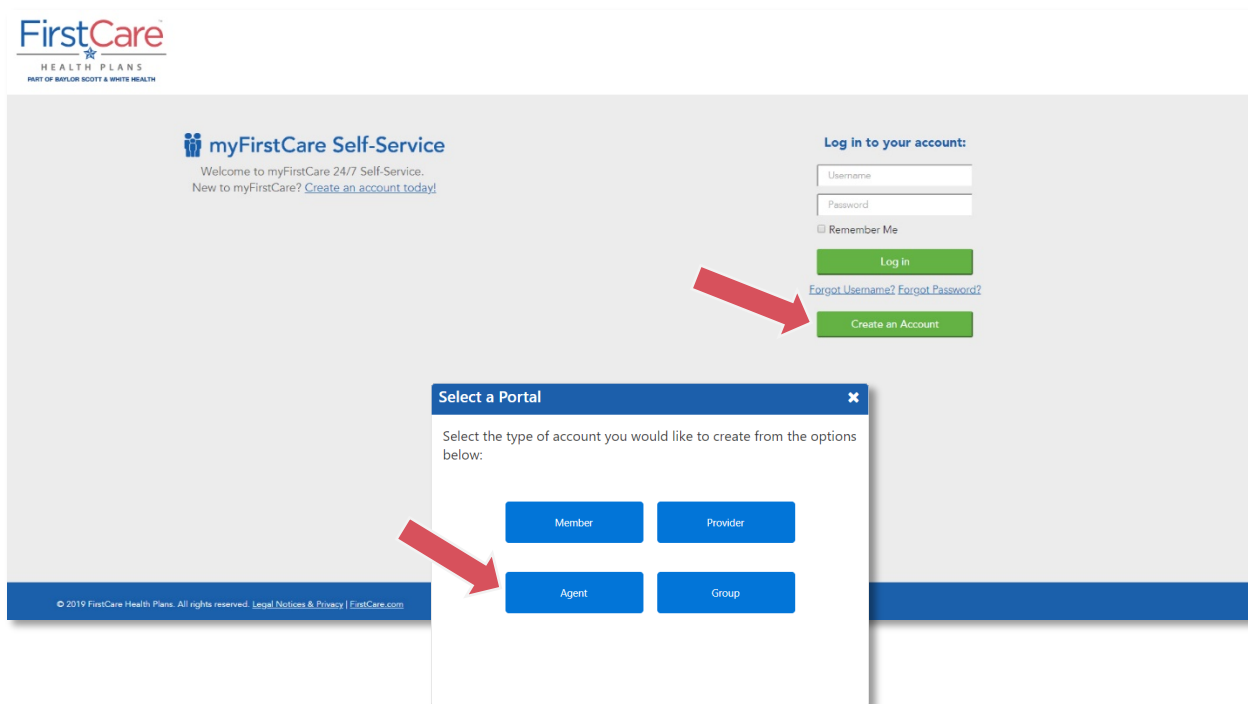
Go to my.FirstCare.com.

Step 2

If you have an account, enter your user name and password. Click Log In to proceed.



NOTE: If you do not yet have a myFirstCare portal account, click the Create an Account button.



myFirstCare Self-Service

Accessing the FirstCare Agent Portal

Fill out the information in the fields on the following screens—starting with entering your **Agent ID**, and clicking Continue to advance from one screen to the next—to activate your profile and access myFirstCare.

FirstCare
HEALTH PLANS

myFirstCare Self-Service

Create my Agent User Account

1. Agent ID 2. Contact Information 3. Account 4. Security Questions 5. Privacy Policy 6. Message

Enter your Agent number:

Agent ID

Cancel Continue

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Step 3

Once inside the myFirstCare agent portal, click the various options listed in the left margin to access a number of functions/actions...



For a breakdown of the various tabs and their function, see the table below.

Tab Name	Available Options/Functions
Home	<ul style="list-style-type: none"> See a dashboard for your group's information, including: <ul style="list-style-type: none"> Total active groups and members (by month); Announcements, and Quick reference links.
Member Search	<ul style="list-style-type: none"> Search by Member ID Select Member information (dropdown menu) View ID Cards for group member(s)
Enrollment	<ul style="list-style-type: none"> The Accounts screen lists all of your group accounts. <ul style="list-style-type: none"> Click on the hyperlinked Account Name to open that group's detail page <p>NOTE: Click the arrow next to the Group Name to access functionality for Add Subscriber.</p> Click on New Quote to open a prospective quote in StepWise Click on HealthConnect to manage HealthConnect accounts Click FC Marketplace to open our Marketplace portal—powered by Softheon. Choose between Online and File Upload options

myFirstCare Self-Service

Accessing the FirstCare Agent Portal

Tab Name	Available Options/Functions
Invoices	<ul style="list-style-type: none"> • Listing of account invoices for your group(s) • Results can be sorted by time (30-days, 60-days, 6 months, or for date range) • Displayed by Invoice Number, from/to dates, premium due date • View invoices by clicking the “View PDF” button
Commissions	<ul style="list-style-type: none"> • Split between Marketplace and Commercial commissions <ul style="list-style-type: none"> ○ Marketplace commissions are displayed via our Iconixx portal <ul style="list-style-type: none"> ▪ Reporting period can be selected via the dropdown menu, and targeted by region (if necessary) ○ Commercial group commissions are listed by Group ID and Group Name <ul style="list-style-type: none"> ▪ Report from/to dates can be adjusted for specified time periods
Group Reports	<ul style="list-style-type: none"> • Standardized reports for your group clients (by account number/name)
Important Documents	<ul style="list-style-type: none"> • Online repository for documents (i.e., plan documents, member materials, sales collateral, etc.) • Information listed includes: <ul style="list-style-type: none"> ○ Document title; ○ Type; ○ Product; ○ Process category; ○ Region; and ○ Language • Benefit Plans documents are accessed via the FirstCare Resource Center
View/Edit My Info	<ul style="list-style-type: none"> • Here you can edit/update the following: <ul style="list-style-type: none"> ○ myFirstCare Account <ul style="list-style-type: none"> ▪ Change password and/or email address ○ Agent Information <ul style="list-style-type: none"> ▪ Edit contact info (i.e., address, phone number, etc.)
Message Center	<ul style="list-style-type: none"> • My Messages <ul style="list-style-type: none"> ○ Lists messages sent to the agent by FirstCare; ○ Query/sort by time (7-days, 30-days, all time) or by date range • Send a Message <ul style="list-style-type: none"> ○ Allows agent to send secure message to FirstCare; ○ Attach files (Word doc, PDF, .txt, or Excel files)
Contact Us	<ul style="list-style-type: none"> • Links to the Agents section of the FirstCare website— FirstCare.com/Agents.
Log Out	<ul style="list-style-type: none"> • Logs you out of myFirstCare Self-Service.

Create a Shortcut

Once you've accessed myFirstCare Self-Service, you can create a shortcut so that you can connect quickly and easily next time you log on:

Apple (iOS) device

- Open Safari
- Open my.FirstCare.com
- Tap Upload icon in bottom nav bar
- Tap Add to Home screen icon
- Confirm or adjust the title you wish to display below the shortcut icon
- Tap Add

Android device

- Launch the web browser on your device
- Tap Menu button
- Select Bookmarks
- Long-press any bookmark and then tap Add Shortcut to Home screen

Questions?

If you have any questions about accessing the FirstCare Agent Portal, please contact your [Regional Sales Representative](#) or the Broker VIP Line at 1.877.514.8999 for assistance.