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## I. Overview

You can search our online Provider Finder in multiple ways. If you know what you are looking for, you can enter information in the tool bar at the top of the screen. If you are having trouble finding what you need, you can use the home page buttons to show you what to do.

After you finish a basic search, you can choose what you want to see: by distance, if the doctor is taking new patients, doctor’s gender, etc. You can also find doctors’ quality details, as well as hospital and medical groups they are a part of.

**NOTE:** The Provider Finder tool is best viewed using the current versions Google Chrome, Safari, or Firefox web browsers. If you are using Microsoft’s Internet Explorer™ (IE), please change your browser to access the Provider Finder. Click on any of the following links to update your web browser:



Mozilla Firefox  
Download [Mozilla Firefox](#)



Safari  
Download [Safari](#)



Google Chrome  
Download [Chrome](#)

The next pages will show you how to access the Provider Finder and use its three main search options.


### A. IMPORTANT—Information in Other Languages


If you, or someone you’re helping, has questions about FirstCare Health Plans, you have the right to get help and information in [your language](#) at no cost. Contact [FirstCare Customer Service](#) to talk to an interpreter today.

*Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de FirstCare Health Plans, tiene derecho a obtener ayuda e información en [su idioma](#) sin costo alguno. Póngase en contacto con [Servicio al Cliente de FirstCare](#) para hablar con un intérprete en la actualidad.*

## II. Locating the Provider Finder

Log on to [www.FirstCare.com/ProviderFinder](http://www.FirstCare.com/ProviderFinder) and: **1)** click on the “Online Provider Directory” option in the right margin, or **2)** choose from the list of network directory links on the page.





**INDIVIDUALS & FAMILIES** ▼

[Find a Provider](#)

[Contact Us](#)

[Español](#)



[Find a Provider](#)

## Find a Provider

FirstCare's provider networks are comprised of select groups of doctors, hospitals, clinics, pharmacies and other health care professionals who provide you with a full range of covered health care services. **Your health plan or network is shown on the front of your FirstCare member ID card.**

If you have questions about which network you have, call our Customer Service team at the number on the back of your card. For instructions on using the Provider Finder tool, click [here](#).

**IMPORTANT:** Stay in-network to get the most out of your plan benefits and avoid higher fees and out-of-pocket costs.

### In-Network Provider Directories

The table below lists the available FirstCare provider networks, as well as which plans are a part of those networks. Click the link for your network/plan to access your plan's online directory, and (when required) select your network from the dropdown box:

**NOTE:** Our online provider directories are best viewed using the current versions of Google Chrome, Safari, and Firefox. If you are using Microsoft's Internet Explorer™ (IE) or an older version of the browsers mentioned here, you may not be able to access the site's optimal functionality.


| FirstCare Networks                                     | Plan Types   |
|--|--|
| <a href="#">FirstCare Select Plus HMO Network</a>      | <ul style="list-style-type: none"> <li>Small Group HMO (including ACA)</li> <li>Large Group HMO</li> <li>TRS-Active Care</li> </ul>                    |
| <a href="#">FirstCare Access PPO Network</a>           | <ul style="list-style-type: none"> <li>Small Group PPO (including ACA)</li> <li>Large Group PPO</li> </ul>   |
| <a href="#">FirstCare Select HMO Network</a>           | <ul style="list-style-type: none"> <li>Large Group HMO</li> <li>Individual/Family HMO (including Marketplace)</li> <li>Covenant Self-Funded</li> </ul> |
| <a href="#">CHIP</a>                                   | <ul style="list-style-type: none"> <li>CHIP</li> </ul>   |
| <a href="#">FirstCare Advantage Dual SNP (HMO SNP)</a> | <ul style="list-style-type: none"> <li>Medicare Advantage Special Needs Plan</li> </ul>  |
| <a href="#">FirstCare MyChoice™ PPO Network</a>        | <ul style="list-style-type: none"> <li>MyChoice™ PPO (3-Tier)</li> </ul>   |
| <a href="#">STAR (Medicaid)</a>                        | <ul style="list-style-type: none"> <li>STAR</li> </ul>   |
| <a href="#">STAR (Medicaid)—MRSA</a>                   | <ul style="list-style-type: none"> <li>STAR-MRSA</li> </ul>  |
| <a href="#">Texas Health Steps (THSteps)</a>           | <ul style="list-style-type: none"> <li>THSteps</li> </ul>  |

**NOTE:** Please call the Customer Service phone number located on the back on your ID card for the following:

- To obtain a non-electronic copy of the current Provider Directory, or for assistance to find available in-network providers;
- Additional provider information, such as provider credentials, not found in the Provider Finder.

### Outside the Network/Service Area

Your FirstCare plan also includes coverage when you're outside the network or outside the service area, with some stipulations.



**1) Online Provider Directory**  
 Click [here](#) to access our online provider directory—powered by Vitals™

### Resources

#### Ask the Pharmacist

Have a question about a specific drug, or a drug benefit in your plan? Email our [Pharmacist](#) for the answers you need!

#### Emergency vs. Urgent Care

A trip to the ER can be costly & time consuming. Follow [these](#) guidelines to help determine when a condition is serious enough to go to the ER versus visiting an Urgent Care center.

#### Talk to a Nurse—Nurse24™

Need care advice? Should you see a doctor? Get the info you need today! FirstCare members can talk to a nurse 24/7 by calling 1-855-828-1013.

#### Service Area Maps

[HMO/PPO](#)  
[Marketplace](#)  
[Medicaid \(STAR/MRSA\)](#)  
[CHIP](#)

### Related Documents

- [Provider Finder Instructions](#)  
Instructional guide for using the online Provider Finder tool.
- [Medical Cost Estimator Instructions](#)  
Instructional guide for using the online Medical Cost Estimator tool.
- [Provider Network Access Plan](#)  
For FirstCare HMO & PPO members.
- [CHIP Pharmacy Directory](#)
- [STAR Medicaid Pharmacy Directory](#)
- [STAR Medicaid \(MRSA\) Pharmacy Directory](#)

## III. Using the Provider Finder


There are three (3) main search options in the tool.

### A. Option 1—You know what you're looking for

If you know what you are looking for, you can fill in the fields below.

#### **Step 1**

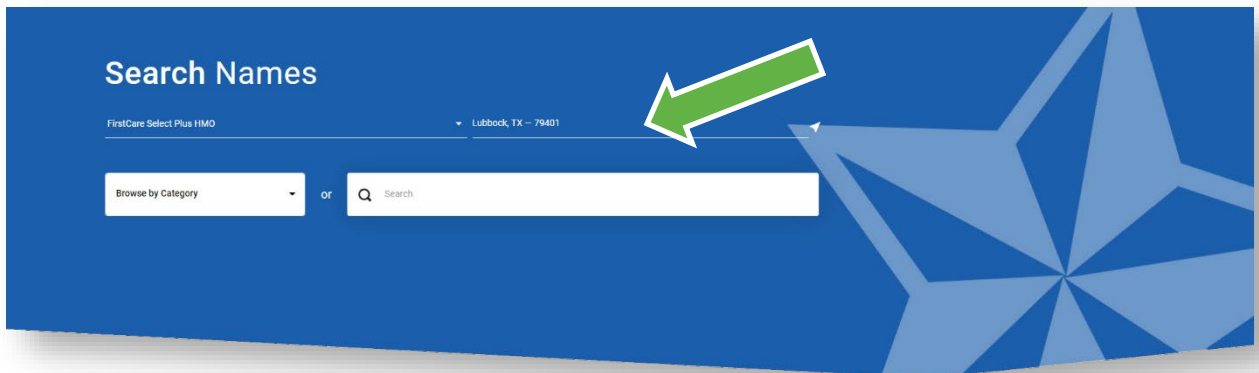
Choose your provider network. If you don't know your provider network, you can find it by looking at your FirstCare member ID card, or call the FirstCare Customer Service phone number on the back of your ID card.



The screenshot shows the 'Search Names' form on a blue background with a white star graphic. The form includes a dropdown menu for the provider network, currently set to 'FirstCare Select Plus HMO'. A green arrow points to this dropdown menu. To the right of the network dropdown is a location dropdown set to 'Lubbock, TX -- 79401'. Below these are two search options: 'Browse by Category' with a dropdown arrow, and a 'Search' text box with a magnifying glass icon.

#### **Step 2**

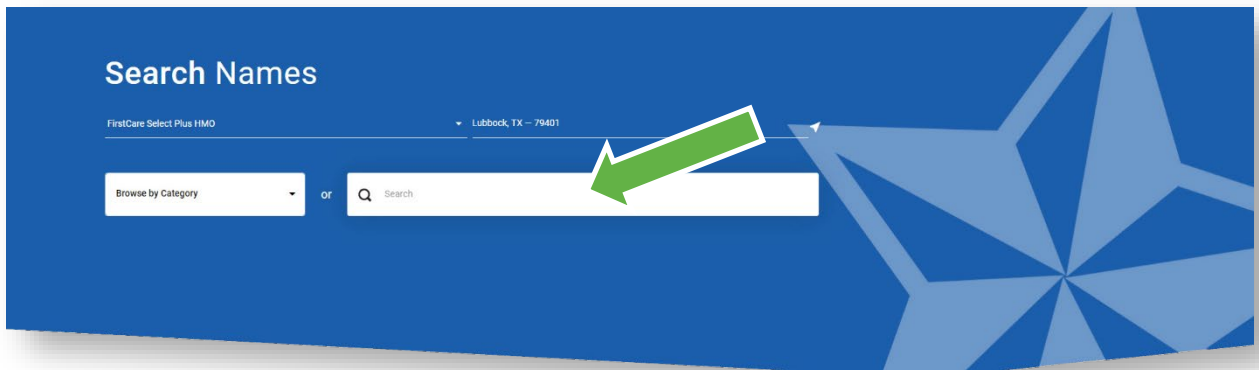
Enter the location where you want to find a doctor or hospital if it is different from what is showing in the box. Enter a city, county or zip code.



This screenshot is identical to the previous one, but the green arrow points to the location dropdown menu, which is currently set to 'Lubbock, TX -- 79401'.

#### **Step 3**

Enter the kind of care, doctor or medical service you want into the Search box and hit enter.



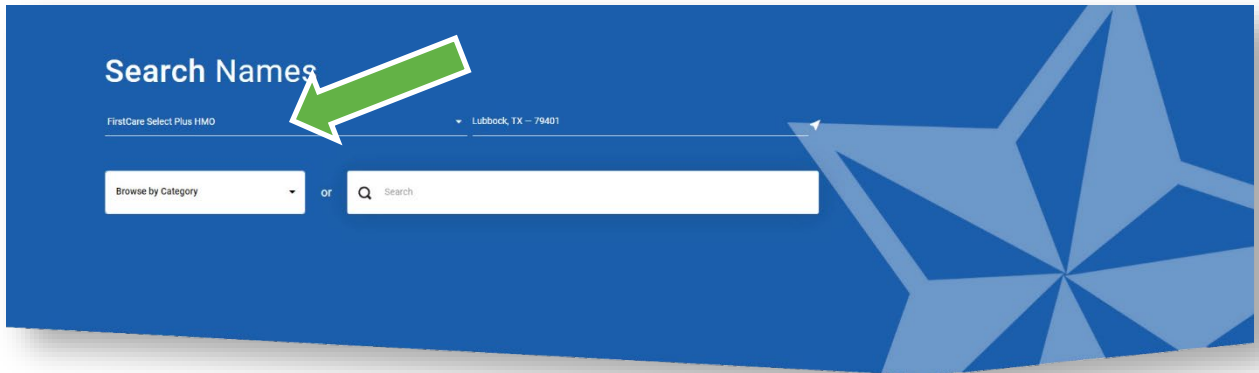
This screenshot is identical to the previous ones, but the green arrow points to the 'Search' text box, indicating where to enter the search criteria.

## B. Option 2—You need help finding a doctor or medical service

If you need some guidance in finding a kind of care, doctor or medical service.

### **Step 1**

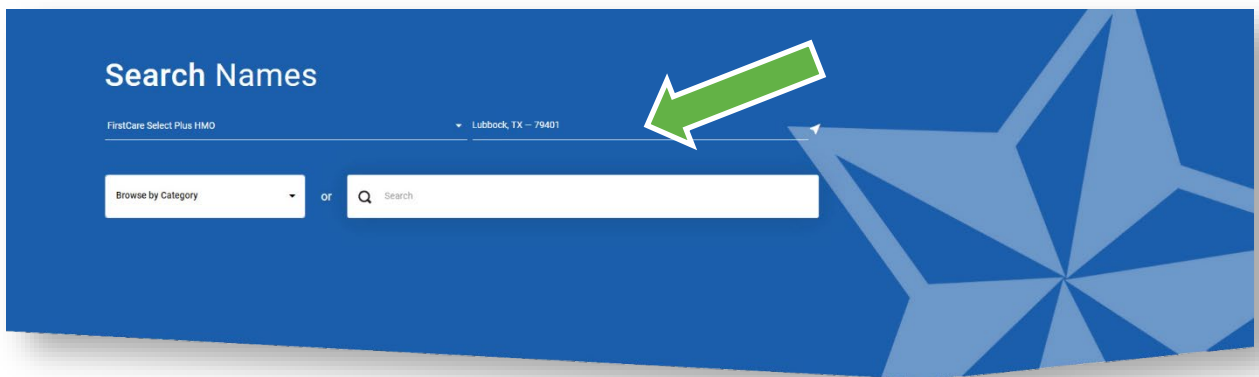
Choose your provider network. If you don't know your provider network, you can find it by looking at your FirstCare member ID card, or call the FirstCare Customer Service phone number on the back of your ID card.



The screenshot shows the top section of the 'Online Provider Finder' interface. It has a blue background with a large, stylized star graphic on the right. The title 'Search Names' is at the top left. Below it, there are two dropdown menus: 'FirstCare Select Plus HMO' and 'Lubbock, TX -- 79401'. Below these, there is a 'Browse by Category' dropdown menu and a search bar with a magnifying glass icon and the word 'Search'.

### **Step 2**

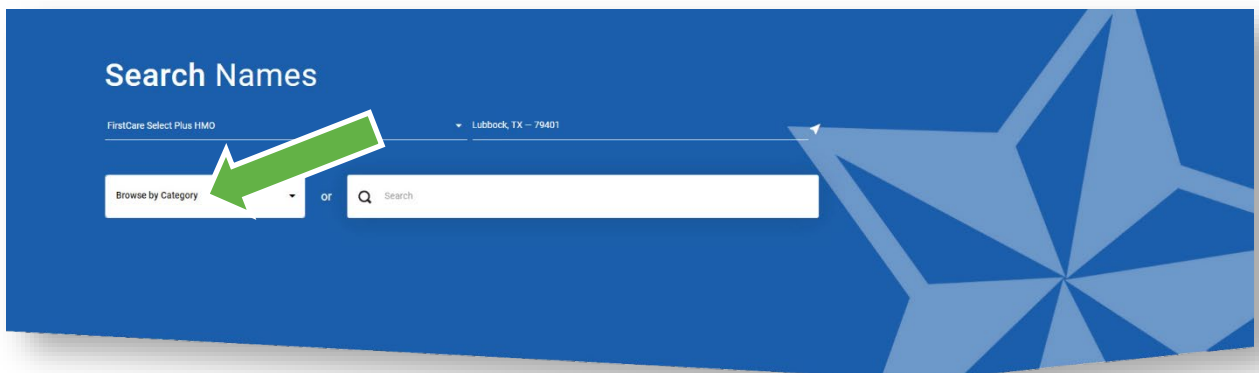
Enter the location where you want to find a doctor or hospital if it is different from what is showing in the box. Enter a city, county or zip code.



This screenshot is identical to the one above, but the green arrow points to the 'Lubbock, TX -- 79401' dropdown menu, indicating where to enter a new location.

### **Step 3**

Choose the Category that best fits the type of care you are looking for. For example, you would choose "Medical Care" if you are looking for a doctor and/or "Labs & Radiology Centers" if you need something like blood work or an x-ray.

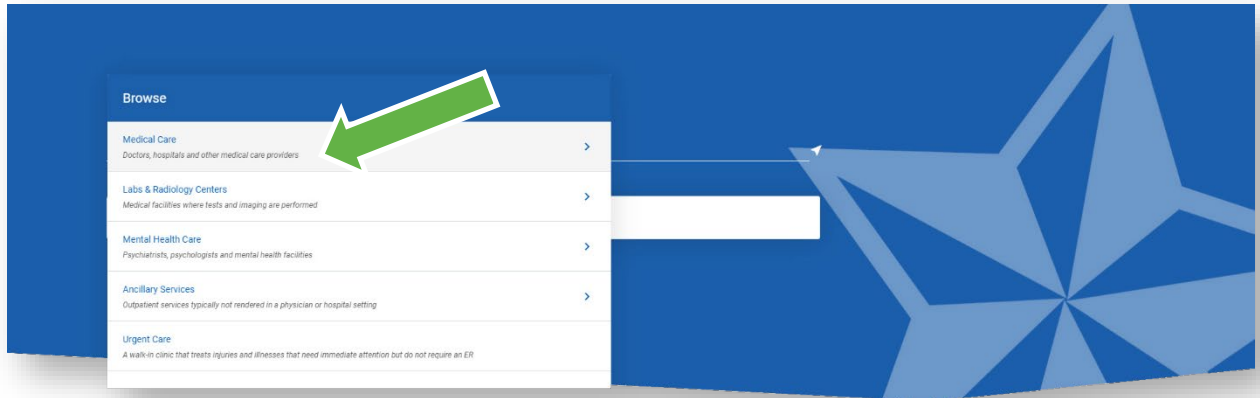


This screenshot is identical to the ones above, but the green arrow points to the 'Browse by Category' dropdown menu, indicating where to select a category of care.

# Online Provider Finder

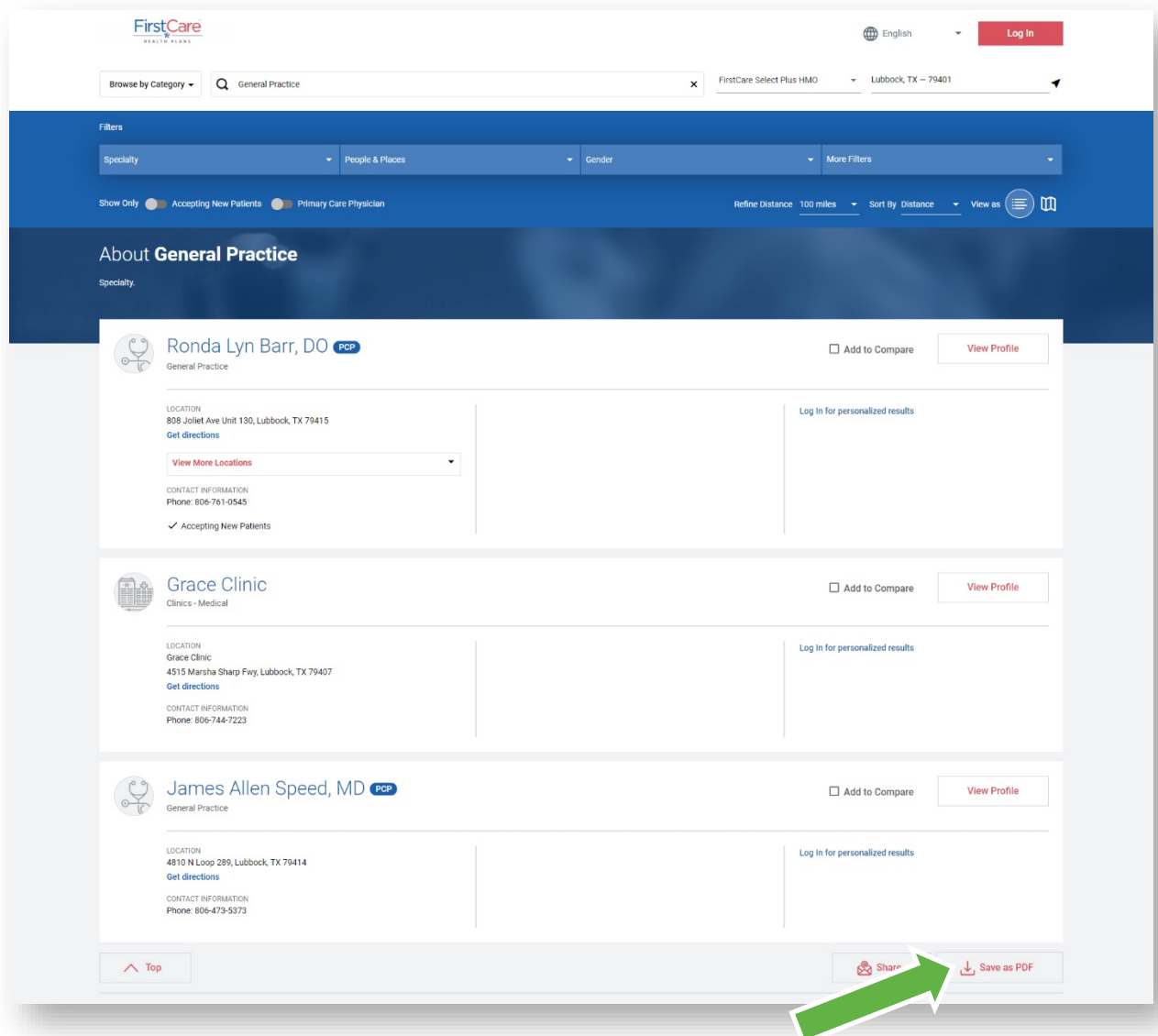
## Step 4

Browse the options that best match what you're looking for. For instance, if you chose "Medical Care", you would then be asked to choose from type of medical care providers.



## Step 5

Now you can see the available providers in your network/area. You can click on the "Save as PDF" button to save and/or download the information.



## C. Option 3—Refining your search

If you're still having trouble finding what you are looking for, narrow your search to see the items you need.

### **Step 1**

Follow directions for your initial search.

### **Step 2**

Click on the filters you'd like to see (i.e., "distance") applied. This updates your search results based on your choices.

**NOTE:** You can apply more than one filter at a time to your search.

The screenshot shows the FirstCare Health Plans Online Provider Finder interface. The search results are filtered for 'General Practice' in 'Lubbock, TX ~ 79401'. A green arrow points to the 'Distance' filter dropdown menu, which is open and showing options: 5 miles, 10 miles, 25 miles, 50 miles, 100 miles, and Any distance. The results list three providers: Ronda Lyn Barr, DO (PCP), Grace Clinic (Clinics - Medical), and James Allen Speed, MD (PCP). Each provider card includes location, contact information, and a 'View Profile' button.

**FirstCare Health Plans**

English Log In

Browse by Category General Practice FirstCare Select Plus HMO Lubbock, TX ~ 79401

**Filters**

Specialty People & Places Gender More Filters

Show Only ☒ Accepting New Patients ☐ Primary Care Physician

**About General Practice**

Specialty

**Ronda Lyn Barr, DO PCP**

General Practice

LOCATION  
808 Joliet Ave Unit 130, Lubbock, TX 79415  
[Get directions](#)  
[View More Locations](#)

CONTACT INFORMATION  
Phone: 806-761-0545

✓ Accepting New Patients

[Add to Compare](#) [View Profile](#)

**Grace Clinic**

Clinics - Medical

LOCATION  
Grace Clinic  
4515 Marsha Sharp Fwy, Lubbock, TX 79407  
[Get directions](#)

CONTACT INFORMATION  
Phone: 806-744-7223

[Add to Compare](#) [View Profile](#)

**James Allen Speed, MD PCP**

General Practice

LOCATION  
4810 N Loop 289, Lubbock, TX 79414  
[Get directions](#)

CONTACT INFORMATION  
Phone: 806-473-5373

[Add to Compare](#) [View Profile](#)

[Top](#) [Share](#) [Save as PDF](#)



# Online Provider Finder

## Step 3

You can also compare up to four providers by checking the “Add to Compare” boxes on the providers of your choice.

FirstCare  
HEALTH PLANS

English Log In

Browse by Category General Practice FirstCare Select Plus HMO Lubbock, TX - 79401

Filters  
Specialty People & Places Gender More Filters

Show Only ☒ Accepting New Patients ☐ Primary Care Physician Refine Distance 100 miles Sort By Distance View as

About General Practice  
Specialty.

Ronda Lyn Barr, DO RCP  
General Practice

LOCATION  
808 Joliet Ave Unit 130, Lubbock, TX 79415  
Get directions  
View More Locations

CONTACT INFORMATION  
Phone: 806-761-0545  
✓ Accepting New Patients

Log in for personalized results

Add to Compare View Profile

Grace Clinic  
Clinics - Medical

LOCATION  
Grace Clinic  
4515 Marsha Sharp Fwy, Lubbock, TX 79407  
Get directions

CONTACT INFORMATION  
Phone: 806-744-7223

Log in for personalized results

Add to Compare View Profile

Select up to 4 Providers to Compare Clear all providers Compare 2/4

Ronda Lyn Barr  
General Practice

Grace Clinic  
Clinics - Medical

Compare Providers

Grace Clinic Ronda Lyn Barr, DO

View Profile View Profile

Highlights

|                        |                   |                                   |
|------------------------|-------------------|-----------------------------------|
| Distance               | 1.7 mi            | 1.8 mi                            |
| Accepting New Patients | —                 | ✓                                 |
| Specialties            | Clinics - Medical | Family Practice, General Practice |

Ratings & Reviews - (No Data)

Provider Details

### IV. Out-of-Area Providers

FirstCare Members should only use providers in the FirstCare Network for In-Network coverage. However, Urgent and Emergency care is available at the same copay as In-Network. Members can also take advantage of:

- **Baylor Scott & White Health** providers and facilities throughout Texas
- **FirstCare Virtual Care**—*Powered by MDLIVE*  
Avoid waiting rooms and the inconvenience of going to the doctor's office. Members can visit a doctor by phone, secure video, the MDLIVE App, or through myFirstCare Self-Service ([my.FirstCare.com](https://my.FirstCare.com)), all available 24/7.
- **Nurse24™**  
Need care advice? Should you see a doctor? Get the info you need today! Talk to a nurse 24/7 by calling **1-855-828-1013** to get answers 24 hours a day, 7 days a week!

### V. Questions?

If you still have questions, or are not sure about using the Provider Finder, call the FirstCare Customer Service phone number on the back of your FirstCare Member ID card.