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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
Version 35.0 and up
Download [Mozilla Firefox](#)



Safari
Version 8.0 and up
Download [Safari](#)



Google Chrome
Version 39.0.2171.99m
and up
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 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.

FirstCare HEALTH PLANS INDIVIDUALS & FAMILIES Find a Provider Contact Us Español

Find a Provider

Pharmacy Directories

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
FirstCare Select Plus HMO Network	<ul style="list-style-type: none"> Large Group HMO Small Group HMO (including ACA) TRS-Active Care
FirstCare Access PPO Network	<ul style="list-style-type: none"> Large Group PPO Small Group PPO (including ACA)
FirstCare Select HMO Network	<ul style="list-style-type: none"> Large Group HMO Individual/Family HMO (including Marketplace) Covenant Self-Funded
CHIP	<ul style="list-style-type: none"> CHIP
Covenant Focus Network	<ul style="list-style-type: none"> Transitional Lubbock Chamber of Commerce Employer Health Plans
FirstCare MyChoice™ PPO Network	<ul style="list-style-type: none"> MyChoice™ PPO (3-Tier)
STAR (Medicaid)	<ul style="list-style-type: none"> STAR
STAR (Medicaid)—MRSA	<ul style="list-style-type: none"> STAR-MRSA
Texas Health Steps (THSteps)	<ul style="list-style-type: none"> THSteps

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

1) Search FirstCare Site

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!

Talk to a Nurse™

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.

III. Using the Provider Finder

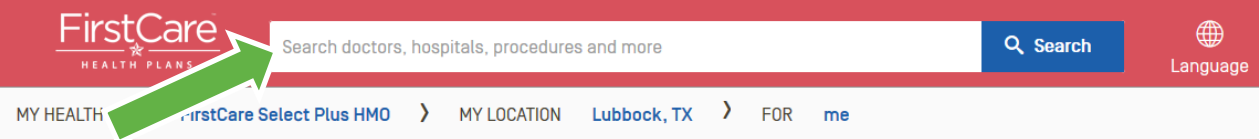
There are three (3) main search options in the tool.

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

If you know what you’re looking for, you can fill in the toolbar fields at the top of the page.

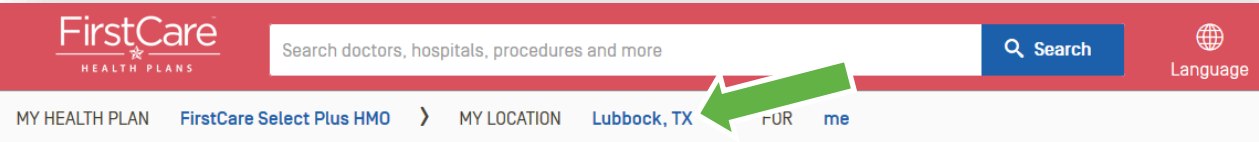
Step 1

Enter the kind of doctor or medical service you want, such as: “primary care doctor” or “hospital”. You can also search by a doctor or hospital name.



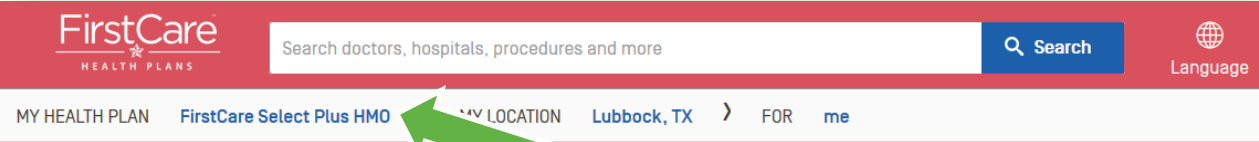
Step 2

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.



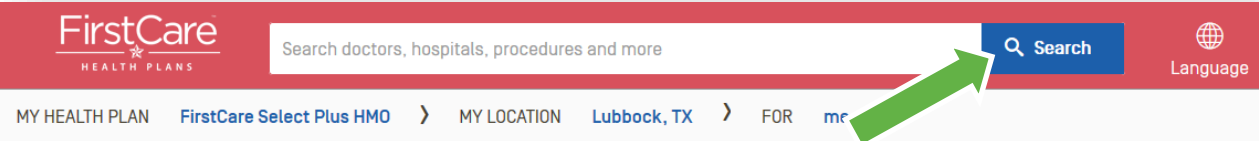
Step 3

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.



Step 4

Click on the blue magnifying glass button to begin your search.

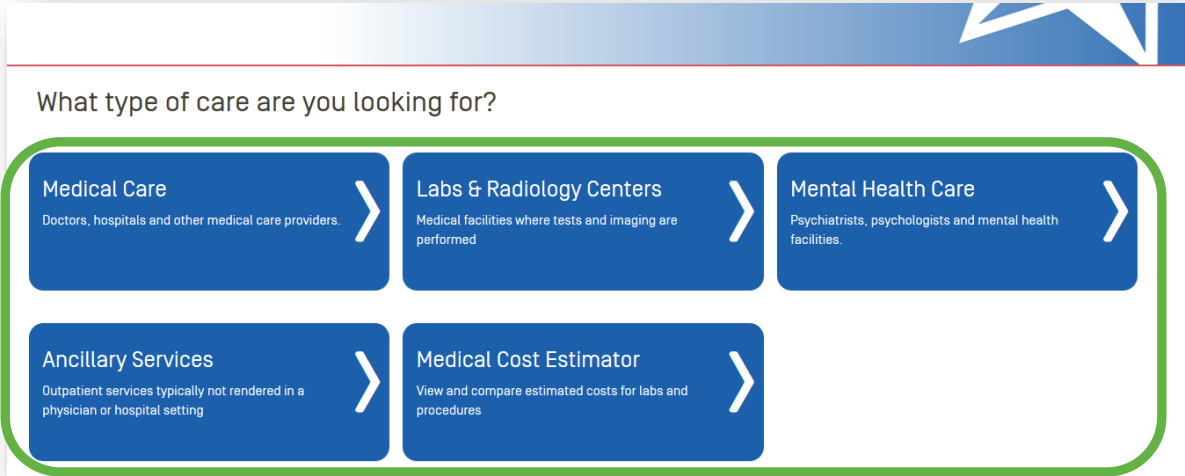


B. Option 2—You need help finding a doctor or medical service

If you want more help finding a doctor or medical service, click on the available buttons to find what you need.

Step 1

Choose the button 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.



Step 2

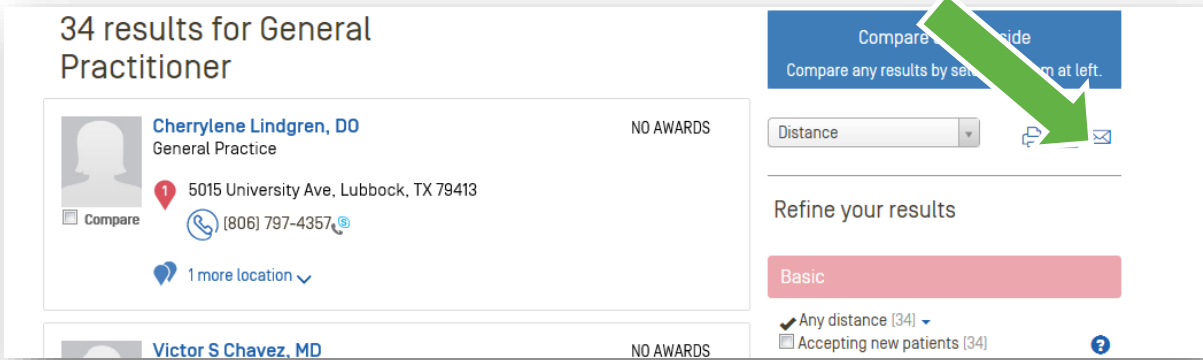
Continue clicking the buttons that best match what you’re looking for. For instance, if you chose the “Medical Care” button, you would then be asked to choose from type of medical care providers.



Online Provider Finder

Step 3

Now you can see the available providers in your network/area. Click on the “Download” icon to save this page.

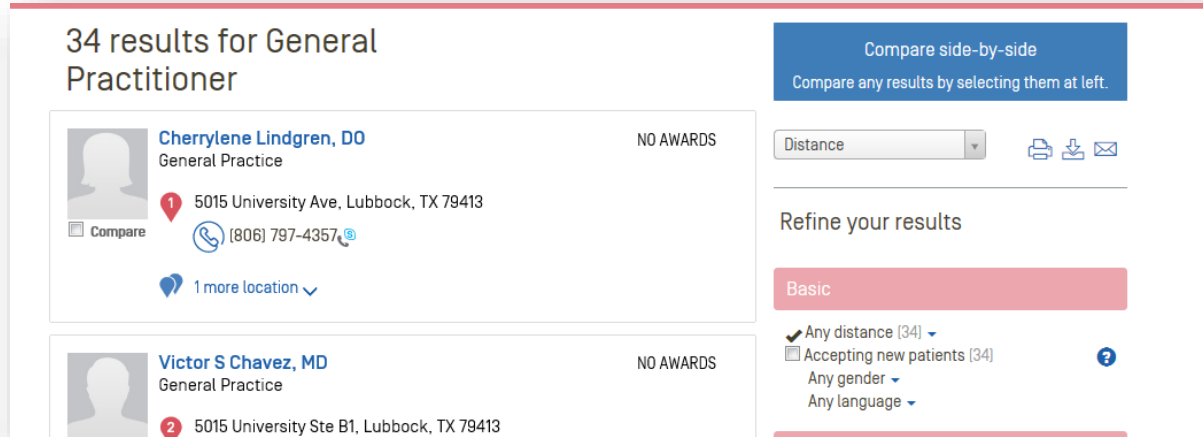


C. Option 3—Narrowing your search

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

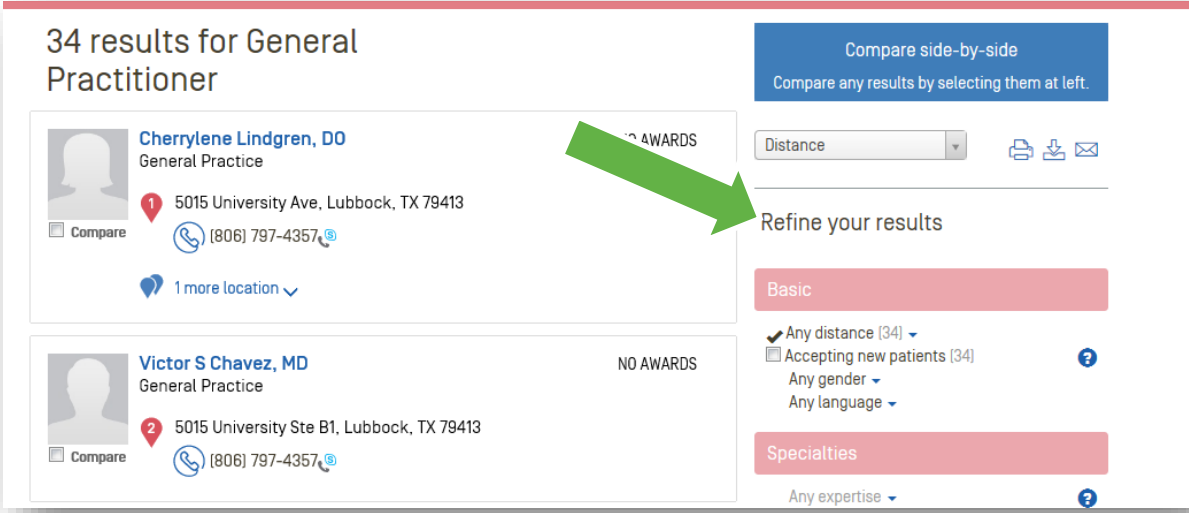
Step 1

Follow directions for your initial search until you get to a page that looks like the one below:



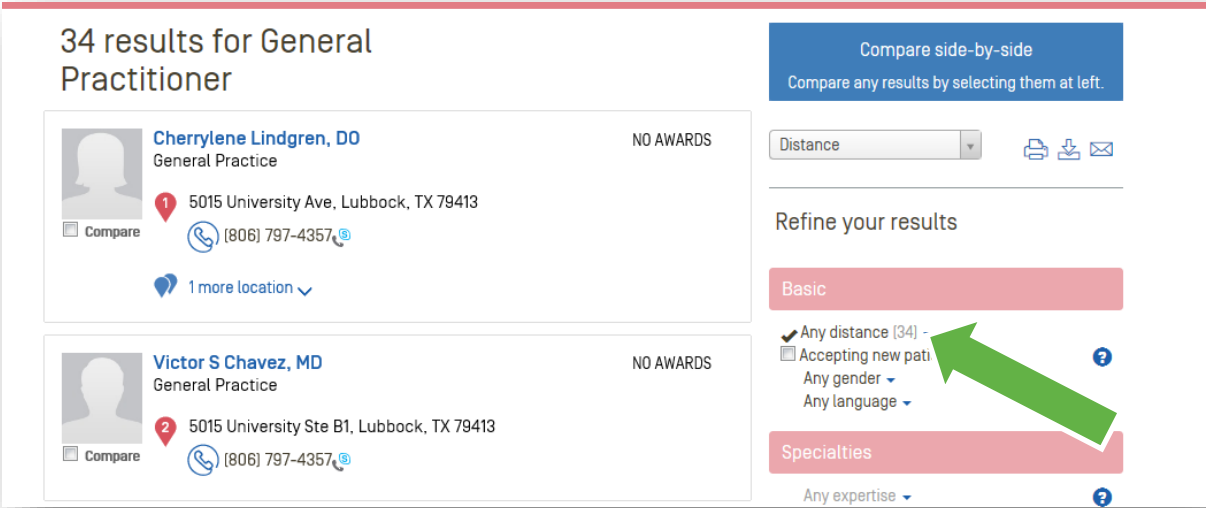
Step 2

On the right side of the screen, find the area called “Refine your results.”



Step 3

Click on the things you'd like to see (i.e., “distance”) for a dropdown menu with more choices. This updates your search results based on your choices.



NOTE: You can select more than one item at once for your search.

IV. Finding an Out-of-Area Provider

FirstCare members can access services provided by physician and facilities located outside of their plan’s service area. For details on locating/selecting one of these providers, click [here](#).

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; or, email Customer Service at cservice@firstcare.com.