



We put you first.

Born in Texas. Trusted by Texans.

FirstCare Health Plans is more than a health plan. We're a family of fellow Texans dedicated to providing the very best, most cost-effective and accessible health care coverage possible.

For more than 30 years, we've taken pride in putting our members first. FirstCare is built on a heritage of caring for our West Texas friends and neighbors — one individual, one family, one business at a time. We work hard every day to provide the highest quality of care and most affordable coverage, plus the friendly support Texans expect.

Just like you, this is where we live. FirstCare was founded in Amarillo in 1985, and we're still Texas based. We're owned by Scott and White Health Plan—part of Baylor Scott & White Health.

How does FirstCare put you first?

- **We're community and member-focused.**

We're proud of where we live and work, and we care about the people we serve. With local offices in Abilene, Amarillo, and Lubbock, we're right here to provide personal attention and real answers, real fast. We're just people helping people, doing the right thing. Like we do here in Texas.

- **We offer plans that make sense.**

FirstCare offers a wide range of health plans that are no-nonsense and easy to understand and use. Whether you're looking for an individual, family or group health plan, we have plenty of options at competitive prices.

- **We connect you with the finest care around.**

We've partnered with some of your community's best hospitals, doctors and services to provide you with access to high-quality care.

- **We've been here for more than thirty years.**

When it comes to an insurance provider, you want trust and stability. At FirstCare, our roots are deep and they are strong.

Contact Us

FirstCare.com

Monday - Friday
8 a.m. to 5 p.m. CT.

HMO.....	1.800.884.4901
PPO.....	1.800.240.3270
Marketplace.....	1.855.572.7238
Administrative Services.....	1.888.249.7366
STAR (Medicaid).....	1.800.431.7798
CHIP.....	1.877.639.2447
Advantage Dual SNP ¹	1.866.229.4969
TTY / TDD (All Plans).....	7-1-1

¹FirstCare Advantage Dual SNP (HMO SNP) Hours of Operation: Oct. 1 - Mar. 31, 8 a.m. - 8 p.m. CT, daily; Apr. 1 - Sept. 30, 8 a.m. - 8 p.m. CT, Monday - Friday.

Our Offices

Corporate Office
FirstCare Health Plans
12940 N. Hwy 183
Austin, TX 78750

Lubbock Office
7005 Salem Park Drive
Suite 100 (1st Floor)
Lubbock, TX 79424

Abilene Office
3300 South 14th St., Suite 333
Abilene, TX 79605

Amarillo Office
6900 I-40 West, Suite 295
Amarillo, TX 79106

Members are our first priority.

Individual & Family Plans

At FirstCare, we are committed to offering a range of individual and family plans with access to the best care in our communities, each one priced to give you a fair deal.

Marketplace Plans

The Health Insurance Marketplace, also known as the Health Care Exchange, is a one-stop shop for health insurance. FirstCare offers a range of Gold, Silver and Bronze Marketplace health plans with different coverage levels, deductibles and costs. All of our Marketplace plans offer 100% coverage for preventive care, routine labs and x-ray services. Pharmacy benefits are also included.

Medicaid

FirstCare STAR is a Medicaid program designed for low-income families, children and pregnant women. Our Medicaid coverage includes doctor visits, prescriptions, value-added services, a maternity program and more.

Children’s Health Insurance Program (CHIP)

We know that some of our neighbors are not eligible for Medicaid, but cannot afford other insurance. We’re here to help, with FirstCare CHIP. This plan includes necessary health coverage for children in qualifying low-income families.

FirstCare Advantage Dual SNP (HMO SNP)

The FirstCare Advantage Dual SNP program is available for those with both Medicaid and Medicare coverage. Our goal with the program is to provide the easiest, most comprehensive benefits possible. Our plans are designed to be affordable, flexible, easy to understand and simple to use.

Employer Health Plans

As part of the Baylor Scott & White Health family—and because we have the real-world experience of being a Texas employer ourselves—FirstCare is uniquely set up to make the most of your group’s health care coverage. We capitalize on local relationships and experience to bring you the best options and rates..

• FirstCare HMO

It is all about staying within the network to help control costs and increase quality. Your employees won’t need a referral to see an in-network specialist. Also, no deductibles and no claim forms to file.

• FirstCare PPO

Maximum coverage is offered for in-network, with out-of-network benefits too. Plus, our network is the largest in the area and now includes Baylor Scott & White Health facilities and providers.

Small Group Plans (50 employees or fewer)

We offer a range of HMO and PPO plans to best meet your employees’ needs. FirstCare small group plans are competitive with other carriers in terms of pricing and plan design.

Large Group Plans (51 or more employees)

With FirstCare, you can choose a customized plan to fit your business and your employees’ needs. We offer highly competitive HMO, PPO and HSA-compatible plans, allowing you to provide multiple options for your employees.

Dental, Vision & HSAs

To complement and increase the value of FirstCare medical plans, we’ve partnered with Ameritas® to offer dental and vision plans with several levels of benefits and rates for groups.

For FirstCare Health Savings Accounts (HSAs), we’ve partnered with HealthEquity® to combine the flexibility of a higher-deductible medical plan with the cost effectiveness of a tax-advantaged savings account.



FirstCare.com

At FirstCare, our mission is to work together to serve our customers and build healthier communities—one member at a time.

The National Committee for Quality Assurance (NCQA) awarded FirstCare an *Accredited Status (Commercial, Medicaid and Marketplace HMO, recertified 02/2018)*—reflecting our continuous work to fulfill NCQA requirements for consumer protection and quality improvement.



Provider Network

FirstCare's provider networks are comprised of select groups of doctors, hospitals, clinics, pharmacies and other health care professionals who provide a full range of covered health care services.

FirstCare Virtual Care—powered by MDLIVE

We've teamed up with MDLIVE to provide our members with access to board-certified doctors, licensed therapists and more—using smartphones, tablets or desktop computers.

FirstCare Plus

Members are encouraged to take advantage of our FirstCare Plus health and wellness programs so they can take charge of their health, make the most of their benefits and keep feeling and living their best.

Features include:

- Online tools and personalized health assessments
- Wellness tracker
- *Expecting the Best*® Maternity Program
- Disease management programs
- Care management
- 24/7 Nurse Line with online chat access

Employer Health Plan Administrative Services

Self-funding a health plan can be a cost-effective alternative for many businesses. FirstCare can help make creating and managing these programs much easier, with experienced, professional contract administration and local, accurate adjudication of medical claims.

Services include:

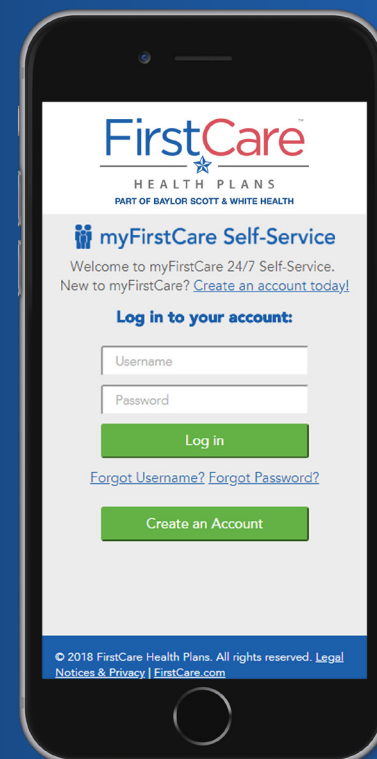
- Detailed design and administration of your customized benefit plan
- Responsive and friendly Texas-based customer service
- Accurate adjudication of medical claims
- Reporting package
- Access to multiple reinsurance carriers to provide excess loss protections for high-dollar claims
- Pharmacy benefits
- Personalized support for you

A healthier you. That's what we do.

myFirstCare Self-Service

Enjoy 24/7 access to FirstCare information, questions and resources.

The portal is accessible from smartphones, tablets or desktop computers via the **myFirstCare App**.



15,000+ primary care & specialty physicians



1,300+ ancillary & other facilities



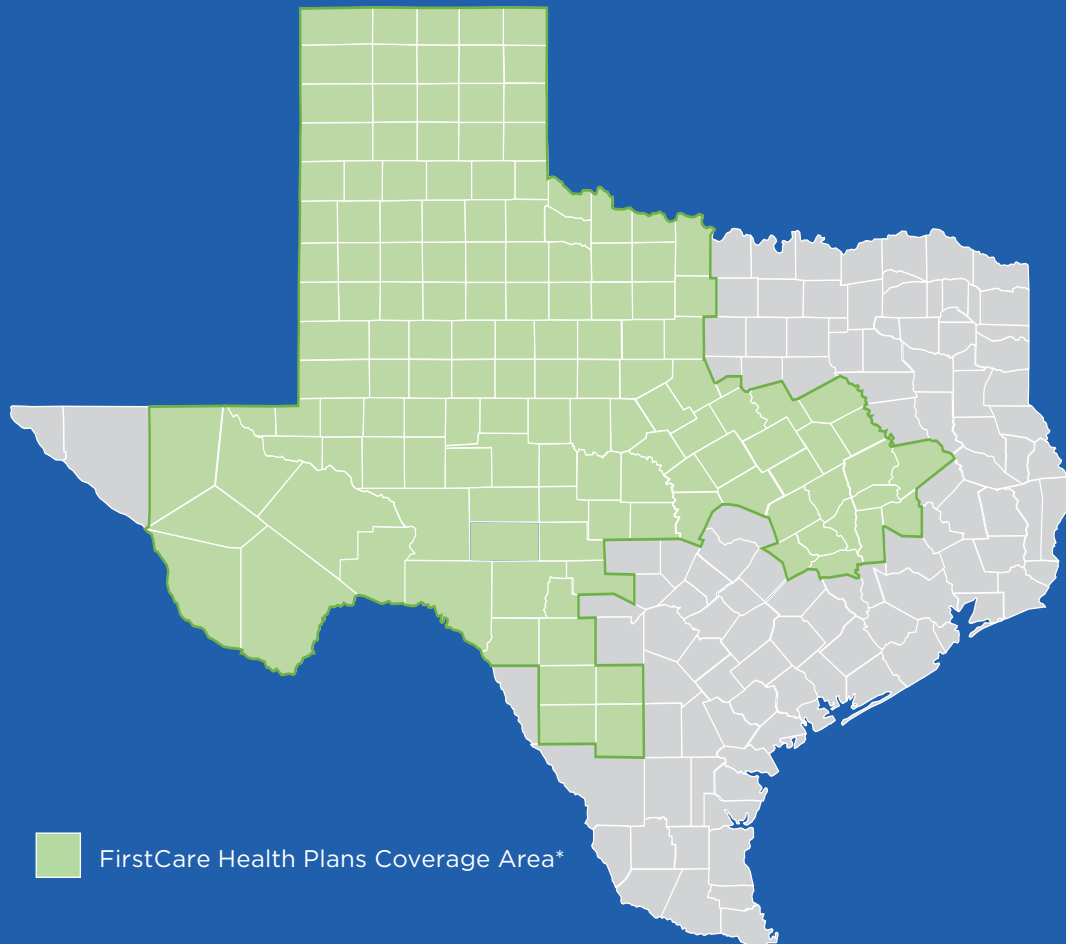
900+ pharmacy locations



193 hospitals

Coverage Area

FirstCare offers coverage in 143 Texas counties.
Local offices in Abilene, Amarillo and Lubbock;
corporate headquarters in Austin.



 FirstCare Health Plans Coverage Area*

Andrews	Crosby	Haskell	Martin	Scurry
Archer	Culberson	Hemphill	Mason	Shackelford
Armstrong	Dallam	Hill	McCulloch	Sherman
Bailey	Dawson	Hockley	McLennan	Somervell
Baylor	Deaf Smith	Houston	Menard	Stephens
Bell	Dickens	Howard	Midland	Sterling
Borden	Dimmit	Hutchinson	Milam	Stonewall
Bosque	Donley	Irion	Mills	Sutton
Brazos	Eastland	Jack	Mitchell	Swisher
Brewster	Ector	Jeff Davis	Moore	Taylor
Briscoe	Edwards	Jones	Motley	Terrell
Brown	Erath	Kent	Navarro	Terry
Burleson	Falls	Kerr	Nolan	Throckmorton
Burnet	Fisher	Kimble	Ochiltree	Tom Green
Callahan	Floyd	King	Oldham	Upton
Carson	Foard	Kinney	Palo Pinto	Uvalde
Castro	Freestone	Knox	Parmer	Val Verde
Childress	Frio	La Salle	Pecos	Walker
Clay	Gaines	Lamb	Potter	Ward
Cochran	Garza	Lampasas	Presidio	Washington
Coke	Glasscock	Lee	Randall	Wheeler
Coleman	Gray	Leon	Reagan	Wichita
Collingsworth	Grimes	Limestone	Real	Wilbarger
Comanche	Hale	Lipscomb	Reeves	Winkler
Concho	Hall	Llano	Roberts	Yoakum
Coryell	Hamilton	Loving	Robertson	Young
Cottle	Hansford	Lubbock	Runnels	Zavala
Crane	Hardeman	Lynn	San Saba	
Crockett	Hartley	Madison	Schleicher	



12940 North Highway 183, Austin, Texas 78750
FirstCare.com

*The FirstCare Health Plans coverage area includes 143 counties in Central and West Texas. Not all FirstCare products are available in all counties. Please visit FirstCare.com for more information.