



Provider Portal Reference Guide



Registration & Access

To access the FirstCare 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. That's all you'll need to proceed with your self-guided registration.
- 3 If you do not have a claim, an activation code is required. To obtain an activation code, you will need to click the *here* link and call your Provider Relations Representative.

 Please have the following information on hand:
 - First and last name
- Billing address
- Group NPI

- Name of organization
- Job title
- Group tax ID number

- Email address
- Phone Number
- Name of group
- Click the 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, simply follow the same steps above once logged into your account at **View/Edit My Info** and **Registered Providers**.



Getting Help

Our Provider Relations Team is here for you. Please contact us at prsupport@bswhealth.org or by calling one of the numbers below:

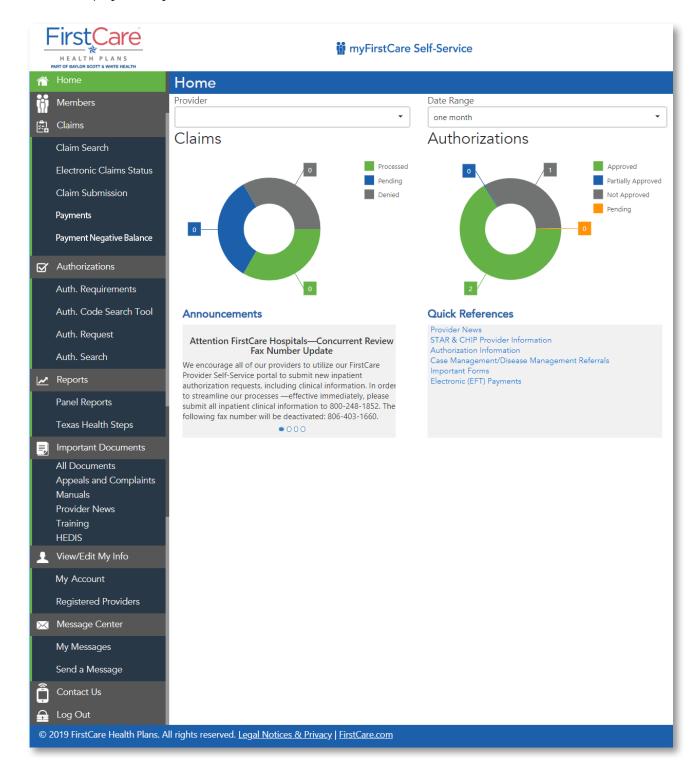
- FirstCare Amarillo area: 1-806-321-7947
- FirstCare Lubbock, Waco and all other areas: 1-806-784-4380



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**.

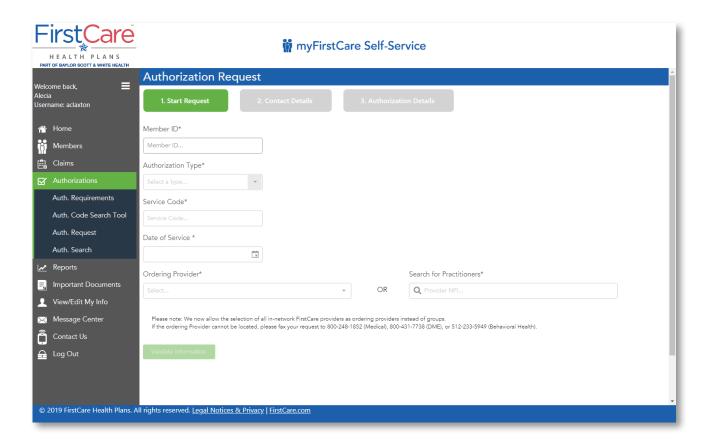
NOTE: This example shows all of the navigation bar options open for display purposes only. These will not display unless you click on the section header.





Requesting an Authorization

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





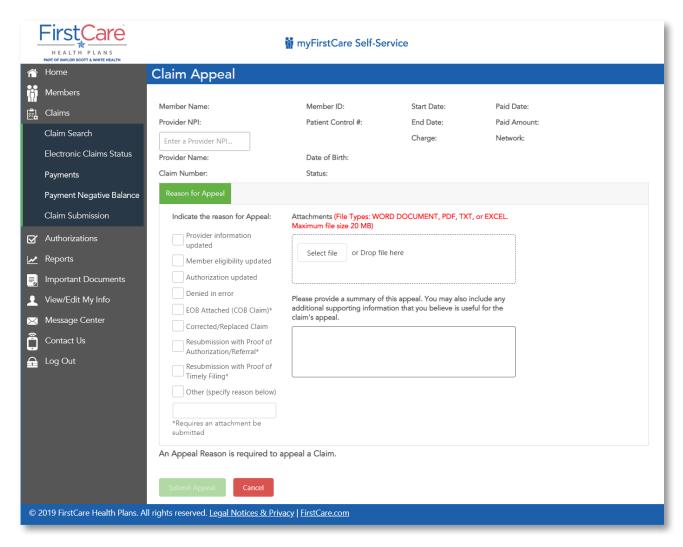
Appealing a Claim

- 1 Perform a claim search to find the claim or claim line to be appealed.
- 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.
- Click Submit Appeal.



Appealing a Claim (cont.)

See below for screen image of Claim Appeal window.



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**.