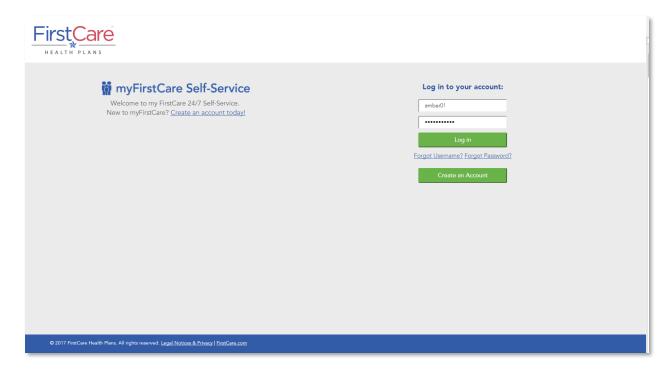


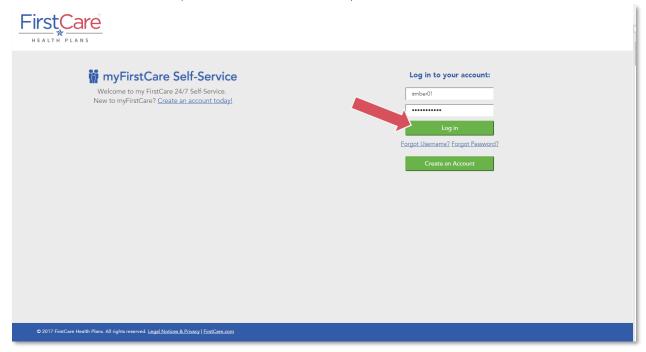
Temporary ID Cards

Locating/printing your cards on myFirstCare Self-Service

<u>Step 1</u> Go to <u>my.firstcare.com</u>.



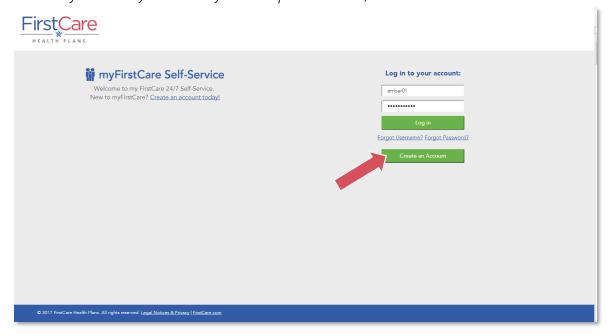
<u>Step 2</u> Enter your user name and password. Click <u>Log In</u> to proceed.



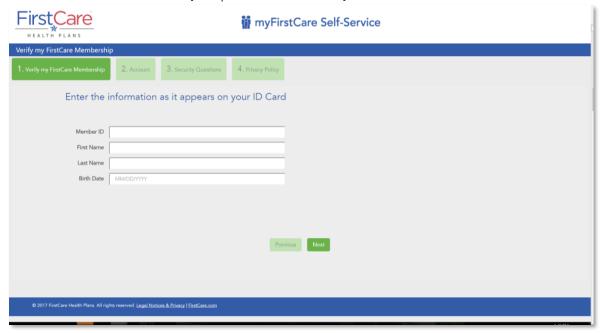
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Accessing the FirstCare Member Portal

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

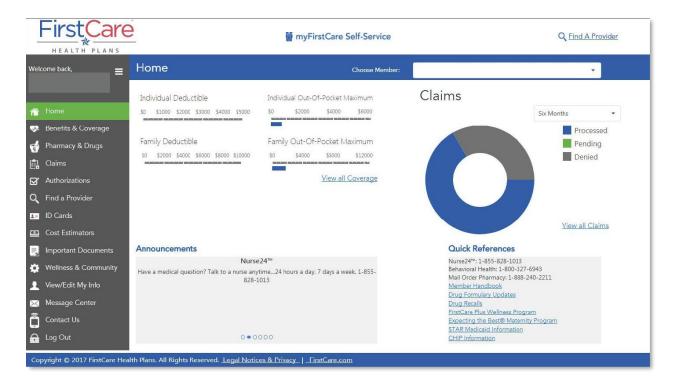


Fill out the information in the fields on the following screens—clicking **Next** to advance from one screen to the next—to activate your profile and access myFirstCare.



Accessing the FirstCare Member Portal

<u>Step 3</u>
Once inside the myFirstCare member portal, click the ID Cards option listed in the left margin.

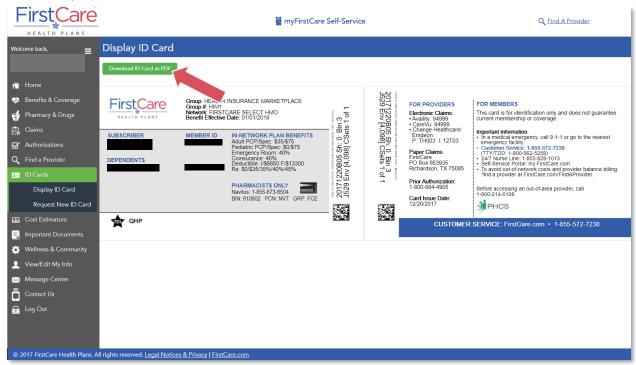


<u>Step 4</u>
From the ID Cards section, select the **Display ID Card** option.



Accessing the FirstCare Member Portal

<u>Step 5</u> From here, click the "Download ID Card as PDF" button



This will trigger the portal to download a copy of the card to your computer. You can then print out this card to use as a temporary copy.

To Request a New ID Card

Step 1

Once inside the ID Cards section, select the Request New ID Card option.

Step 2

Indicate the reason for the card request.

Step 3

Click "Submit" to request the new ID card.

Accessing the FirstCare Member Portal

Questions?

If you have any questions about accessing the FirstCare Member Portal, your eligibility, or accessing your temporary ID cards, please contact our Customer Service team for assistance.

• Email: cservice@firstcare.com

• Call Monday through Friday, from 8 a.m. to 5 p.m. CT

HMO (including TRS)	1.800.884.4901
PPO	1.800.240.3270
Marketplace	1.855.572.7238
Administrative Services	1.888.249.7366
Medicaid (STAR)	1.800.431.7798
CHIP	1.877.639.2447
TTY/TTD (all plans)	1.800.562.5259