

At FirstCare Health Plans, our goal is to serve our customers and build healthier communities—one member at a time. In addition to your FirstCare Marketplace plan coverage, you also have access to benefits and resources to help you get the most out of your plan. Check out your options—tools like telehealth, lifestyle and wellness discounts, automatic payments and myFirstCare—your 24/7 self-service portal.

FirstCare. We put you first.



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—all available 24/7, using your smartphone, tablet, desktop computer, or myFirstCare self-service. Visit [FirstCare.com/Virtual-Care](https://www.firstcare.com/Virtual-Care) for more information.

How to Connect with FirstCare Virtual Care

Connect with a doctor and get quality health care advice without ever leaving your home, your job or wherever you are.

- Log on **myFirstCare Self-Service** at [my.FirstCare.com](https://www.firstcare.com)—click on the **Virtual Care** option;
IMPORTANT: FirstCare Virtual Care is best viewed using current versions of Google Chrome, Firefox, Safari and/or Microsoft Edge.
- Download the **MDLIVE mobile app** (Apple iOS or Android)—<https://www.mdlive.com/mobileapp/>;
- Text "**FIRSTCARE**" to "**MDLIVE**" (**635483**); or
- Call **1-800-718-5082** and speak to an MDLIVE representative.



Lifestyle and Wellness Discounts

powered by LifeBalance

FirstCare offers our members the chance to take advantage of lifestyle and wellness discounts—powered by LifeBalance.

Using LifeBalance Discounts

With LifeBalance, you can save on the things we all love most—fun family time, the great outdoors, health, fitness, travel, sports, the arts, and above all, a good deal. Discounts are available year-round for you and your family members.

To access, log on to **myFirstCare Self-Service** at [my.FirstCare.com](https://www.firstcare.com)—click on the **Wellness & Community** option, then select the link under the **LifeBalance** heading.

IMPORTANT NOTE: You must have a valid email in your myFirstCare Self-Service account to sign up and receive the discounts from LifeBalance.

Visit [FirstCare.com/LifeBalance](https://www.firstcare.com/LifeBalance) for more information.



Setting up Automatic Payments & Paperless Billing in the FirstCare Direct Enrollment Portal

To set up automatic payments for your plan premiums:

- Visit the FirstCare Direct Enrollment Portal at: FirstCare.softheon.com/Marketplace/.
- Enter your username and password then click **Sign In**.

If you do not have a user account, click on **Create an Account**. Follow the instructions for creating an account. Once you have created an account, sign in with your username and password.

NOTE: If you already enrolled through HealthCare.gov, you will need to enter your Exchange Member ID to create an account.

- Click on **View My Account**.
- Click on **My Account** to access your account settings.
- Click on **Manage Recurring Payments** in the left column.
- Click on **Add a New Automatic Payment**.

Follow the instructions and enter all required information to set up automatic recurring payments.

*NOTE: Select **Total Amount Due** so that your coverage does not terminate for non-payment.*

To subscribe to paperless billing:

- Visit the FirstCare Direct Enrollment Portal at: FirstCare.softheon.com/Marketplace/.
- Go to the **What would you like to do?** menu, and select the **Paperless Preferences** option.
- Select the **I would like to enroll in paperless billing** option.
- Enter a **valid email address** so you can receive paperless billing notifications.
- Click **Submit**.
NOTE: A confirmation email will be sent to the email address provided.
- Upon confirmation of your email, paperless billing will begin the **next** statement cycle.



myFirstCare Self-Service 24/7 access to online tools and resources

As a FirstCare member, we're committed to providing you with access to high-quality health care in your community, as well as tools and resources to help you understand and manage your health plan benefits. With [myFirstCare Self-Service](https://myFirstCare.com) you can enjoy access to your health plan through intuitive and mobile-friendly navigation—all within a secure environment that includes the resources you can count on from FirstCare.

[myFirstCare Self-Service](https://myFirstCare.com) gives you access to:

- See your eligibility information and any applicable authorizations;
- See what services your plan covers;
- Choose/update your PCP;
- Check the status of your claim(s);
- View, print or order an ID card;
- Find doctors, hospitals and pharmacies that are part of your plan;
- And more!

Visit [my.FirstCare.com](https://myFirstCare.com) to register for self-service today!