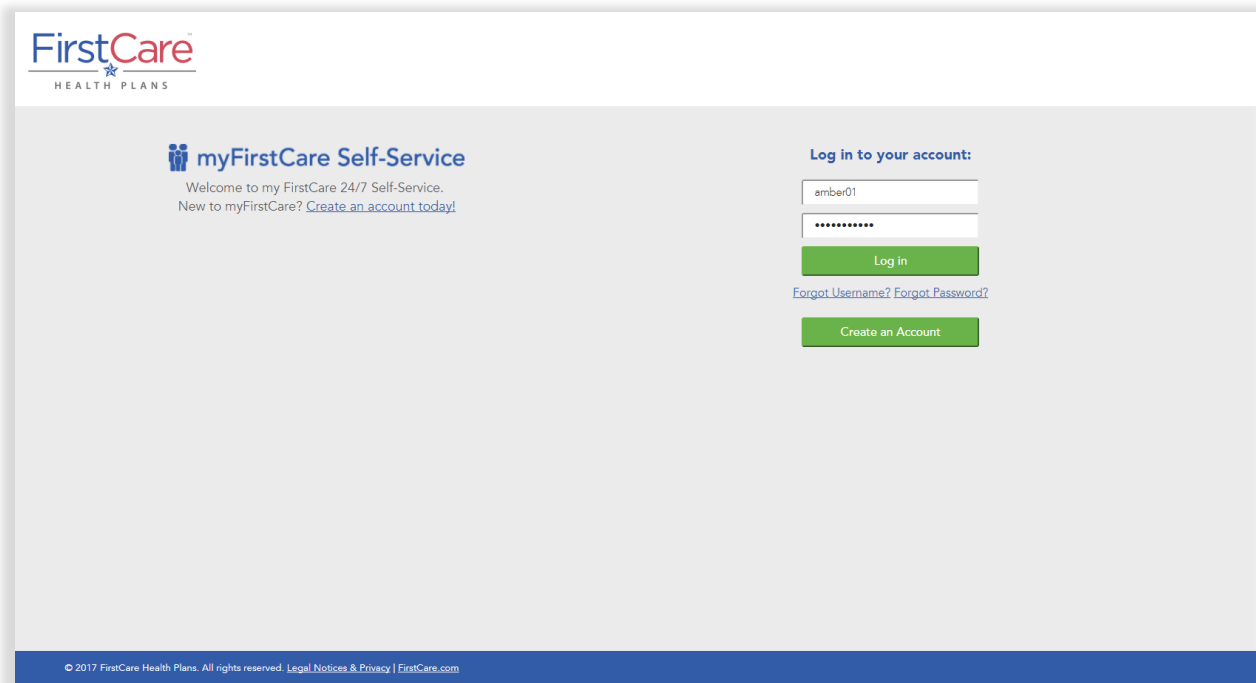


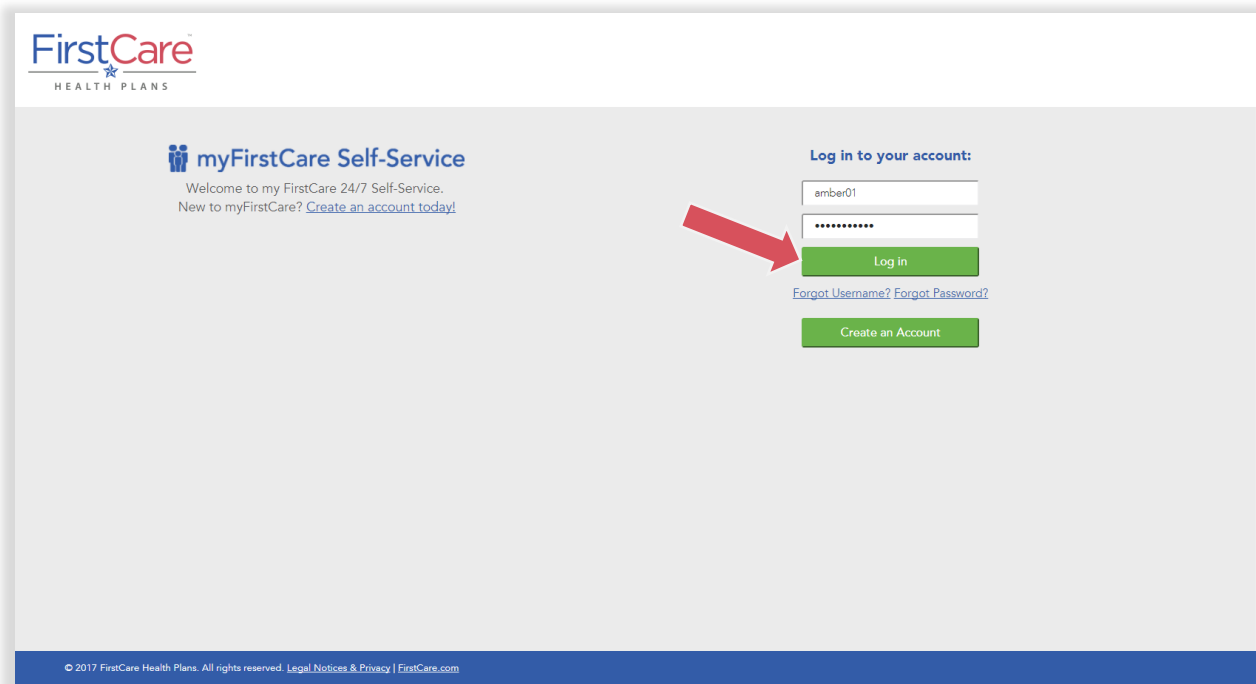
Step 1

Go to my.firstcare.com.



Step 2

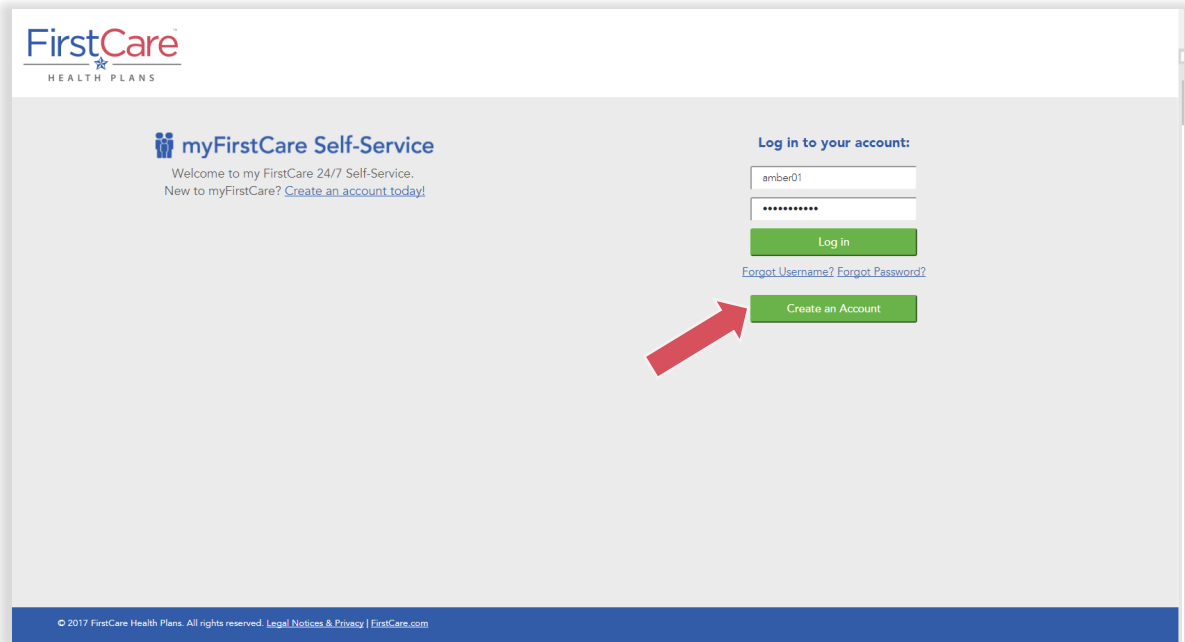
Enter your user name and password. Click **Log In** to proceed.



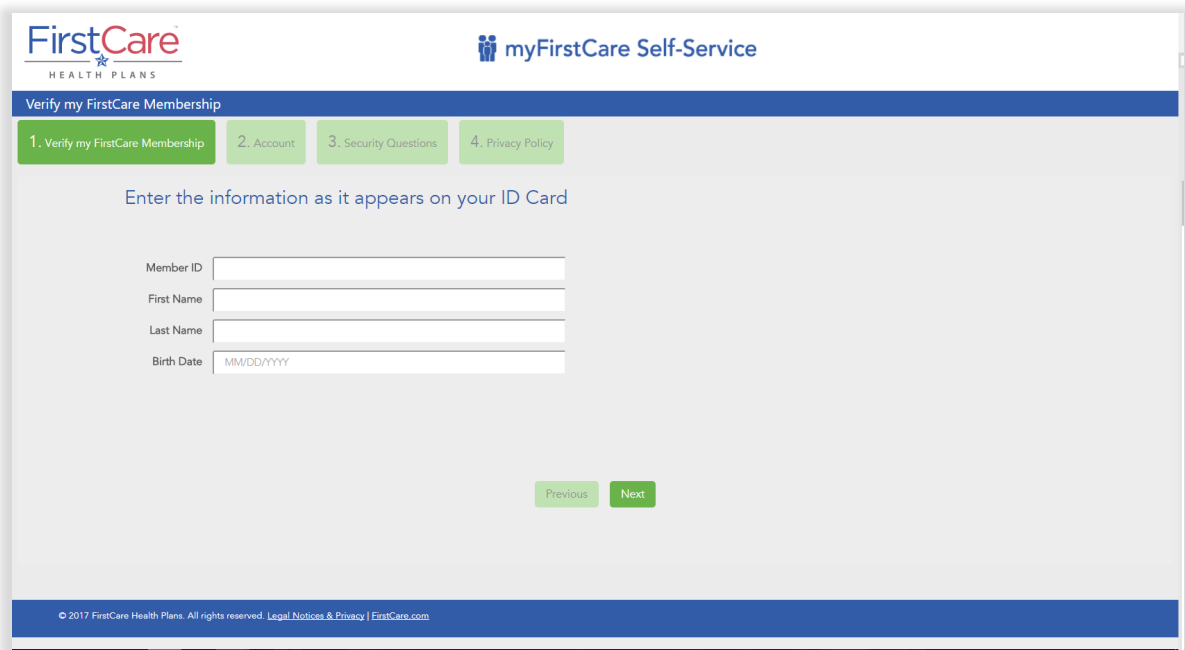
myFirstCare Self-Service

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.



Step 3

Once inside the myFirstCare member portal, click the various options listed in the left margin to access a number of functions/actions...

myFirstCare Self-Service

Accessing the FirstCare Member Portal

For a breakdown of the various tabs and their function, see the table below.

Tab Name	Available Options/Functions
Home	<ul style="list-style-type: none"> See a dashboard for your plan information, including: <ul style="list-style-type: none"> Deductibles, Out-of-pocket maximums, Claims overview, Announcements, and Quick reference phone numbers and important links.
Benefits & Coverage	<ul style="list-style-type: none"> Benefit Summaries for medical and prescription drug benefits Links to benefit documents Tracker for benefit expenses (i.e., deductibles/out-of-pocket maximums, etc.)
Pharmacy & Drugs	<ul style="list-style-type: none"> Summary of prescription drug benefits and dollar amounts associated with each benefit Messaging about prescription drug/health issues (i.e., cold/flu season, drug updates, etc.)
Claims	<ul style="list-style-type: none"> Listing of claims information for member(s) enrolled on plan Results can be sorted by time (30-days, 60-days, 6 months, or for date range) Claims data includes: claim ID, provider name, date(s) of service, claim received date, Explanation of Benefits (EOB) link, billed/allowed charges, FirstCare member number, deductible amount, claim status, paid date, and appeal date

myFirstCare Self-Service

Accessing the FirstCare Member Portal

Tab Name	Available Options/Functions
Authorizations	<ul style="list-style-type: none"> • Authorization information, including: <ul style="list-style-type: none"> ○ Results for prior 30-days, 60-days, 6 months, or for date range; ○ Authorization number(s); ○ Alternate authorization number(s)— if applicable; ○ Admission type; ○ Authorization type; ○ Diagnosis; ○ Start/end dates; ○ Referring provider information; and ○ Authorization status.
Find a Provider	<ul style="list-style-type: none"> • Link to FirstCare’s online provider finder.
ID Cards	<ul style="list-style-type: none"> • Display ID Card—displays an image of your member ID card. This image file can be downloaded as a PDF and printed for use as a temporary ID card. • Request New ID Card—indicate the reason for card request (radio buttons) and click “Submit” to send the request to FirstCare.
Cost Estimators	<ul style="list-style-type: none"> • Links to various cost estimators: <ul style="list-style-type: none"> ○ Medical and prescription drug costs ○ HSA contribution calculator
Important Documents	<ul style="list-style-type: none"> • Online repository for member documents (i.e., plan documents, member materials, sales collateral, etc.) • Information listed includes: <ul style="list-style-type: none"> ○ Document title; ○ Type; ○ Product; ○ Process category; ○ Region; and ○ Language
Wellness & Community	<ul style="list-style-type: none"> • Links to wellness information and valuable health care programs/events in areas throughout state, as well as to Health Associations.
View/Edit My Info	<ul style="list-style-type: none"> • Here you can edit/update the following: <ul style="list-style-type: none"> ○ myFirstCare Account <ul style="list-style-type: none"> ▪ Change password and/or email address ○ Personal Information <ul style="list-style-type: none"> ▪ Edit personal info (i.e., address, phone number, etc.) ○ PCP/OBGYN <ul style="list-style-type: none"> ▪ Select/change PCP or OBGYN selection ▪ Can be done on the member level ○ Other Coverage <ul style="list-style-type: none"> ▪ Add/edit other insurance info for member. ▪ Also option to update other insurance info by mail (i.e., online survey with mailing instructions)

myFirstCare Self-Service

Accessing the FirstCare Member Portal

Tab Name	Available Options/Functions
Message Center	<ul style="list-style-type: none">• My Messages<ul style="list-style-type: none">○ Lists messages sent to you by FirstCare;○ Query/sort by time (7-days, 30-days, all time) or by date range• Send a Message<ul style="list-style-type: none">○ Allows member to send secure message to FirstCare;○ Attach files (Word doc, PDF, .txt, or Excel files)
Contact Us	<ul style="list-style-type: none">• Links to "Contact Us" web page
Log Out	<ul style="list-style-type: none">• Logs you out of myFirstCare Self-Service.

Download the Mobile App or Create a Shortcut

Once you've accessed myFirstCare Self-Service, you can download the myFirstCare mobile app:

- Android users—[Google Play store](#)
- Apple iOS users—the [App Store](#)

If you don't want to download the app, you can also create a shortcut so that you can connect quickly and easily next time you log on:

Apple (iOS) device

- Open Safari
- Open [my.FirstCare.com](#)
- Tap **Upload** icon in bottom nav bar
- Tap **Add** to Home screen icon
- Confirm or adjust the title you wish to display below the shortcut icon
- Tap **Add**

Android device

- Launch the web browser on your device
- Tap **Menu** button
- Select **Bookmarks**
- Long-press any bookmark and then tap **Add Shortcut to Home screen**

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.

- 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/TDD (all plans) 1.800.562.5259