

Provider portal self-service features

For Commercial/ASO/IFP/BSW SeniorCare Advantage and Group, Medicare and Marketplace: Provider.BSWHealthPlan.com

FirstCare Medicaid: My.FirstCare.com

RightCare Medicaid: Rightcare.FirstCare.com

You can find the following information on the provider portal:

ELIGIBILITY

- ▼ Eligibility status
- ▼ Plan network name
- ▼ PCP name and effective date
- ▼ Other insurance

COMMERCIAL & IND/FAM BENEFITS

- ▼ ER coinsurance
- ▼ Individual and family deductible and coinsurance
- ▼ Individual and family deductible and coinsurance accumulators
- ▼ PCP OV
- ▼ Specialist OV
- ▼ Urgent care
- ▼ EOCs available

PRIOR AUTHORIZATION

- ▼ Status/exemption status
- ▼ Auth code search tool¹
(only applies to Medicaid)
- ▼ Auth request form

CLAIMS

- ▼ Claim #
- ▼ DOS
- ▼ Date claim received
- ▼ EOP - detailed provider information
- ▼ Member ID
- ▼ Member name
- ▼ Billed amount
- ▼ Paid amount
- ▼ Appeal option
- ▼ Claim status
- ▼ Breakdown for each CPT code
- ▼ Claims by check number
- ▼ Payment dates
- ▼ Negative balances
- ▼ Refund request with letters

¹ The Provider Service Center will assist with Prior Authorization requirements