

## Provider Customer Service FAQ

**Q: Has the Customer Service number changed?**

A: Possibly. If a member was recently moved to Scott and White Health Plan from FirstCare, their Customer Service number has changed. Please refer to the member's current ID card for the correct Customer Service number and Provider Portal address.

**Q: How do I know which Customer Service number to call?**

A: Please call the Customer Service number listed on the back of the member's current ID card. To reduce hold time, once connected, please select the option that is most appropriate to your query.

**Q: What can I do in the Provider Portal?**

A: The Provider Portal is a great self-service option for many common actions, including:

- Requesting an authorization
- Submitting a claim
- Appealing a claim
- Sending a secure message to the health plan
- And much more

**Q: Which Provider Portal should I use?**

A: The appropriate portal address for each member is located on the back of that member's current ID card. If the card is not available:

- For current FirstCare members, go to the MyFirstCare Self-Service Portal: [my.firstcare.com](https://my.firstcare.com).
- For *former* FirstCare members who are now covered by Scott and White Health Plan, go to the MyScott&White Self-Service portal: [swhpprovider.firstcare.com](https://swhpprovider.firstcare.com).

**Q: What's the best way to request a Prior Authorization?**

A: You can easily do this in the Provider Portal or by calling 800.844.4905. Consult the member's current ID card to determine which portal should be used for that member.

**Q: How do I contact the Provider Relations Team?**

A: Contact information for the Provider Relations Team may be found [here](#).