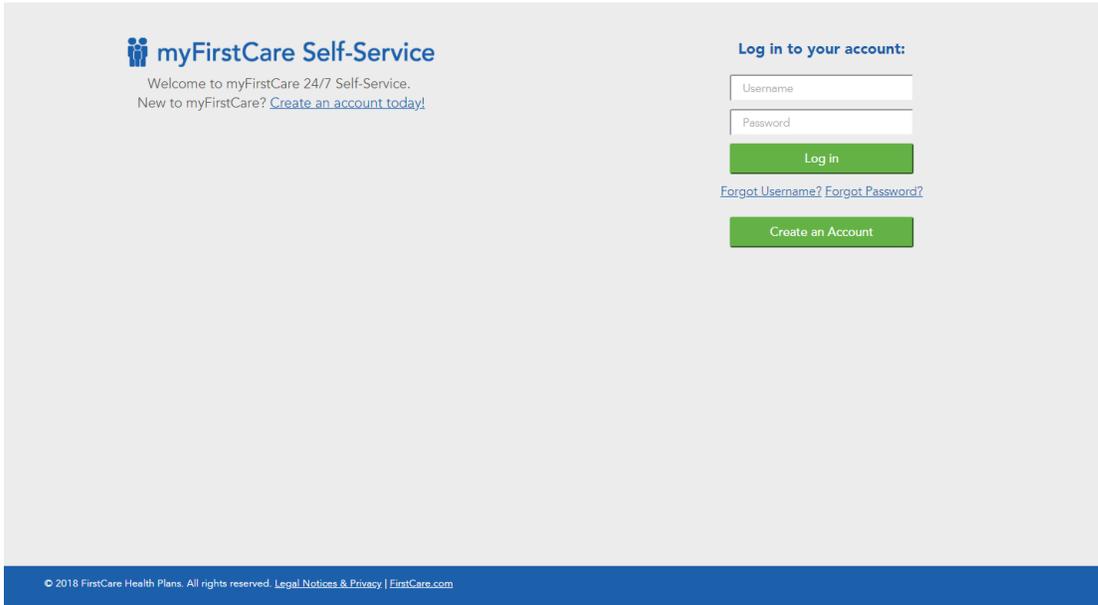


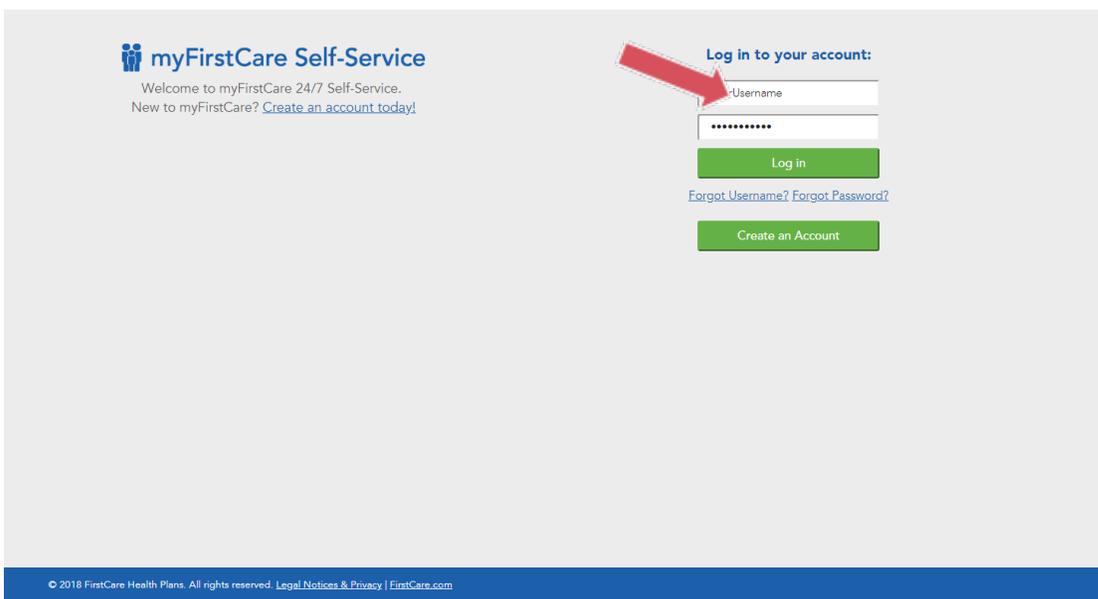
Step 1

Go to my.firstcare.com

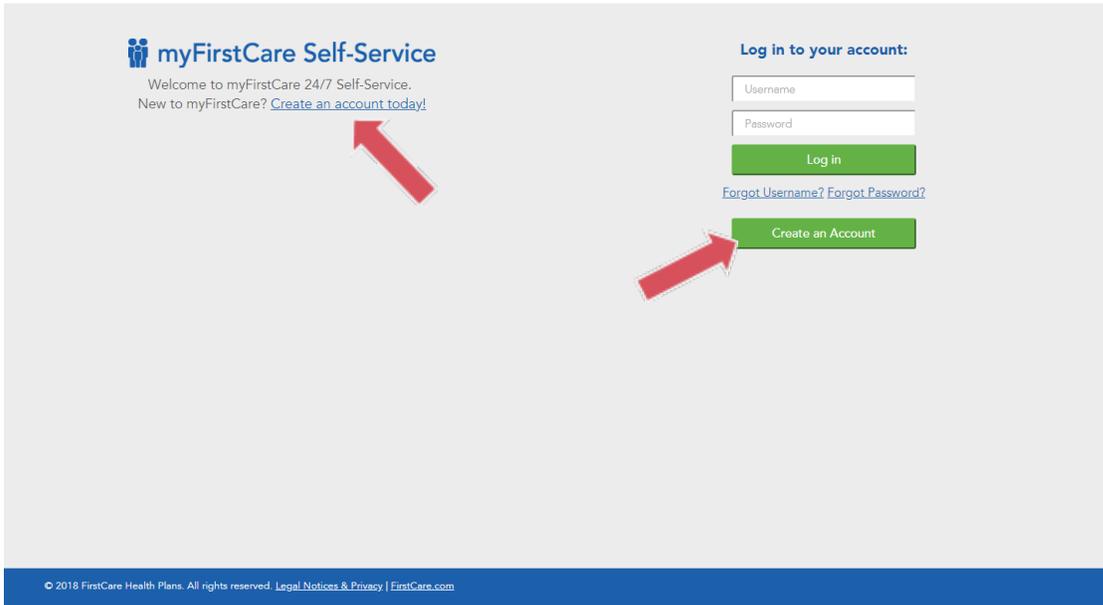


Step 2

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



NOTE: If you do not yet have a FirstCare portal account, visit my.firstcare.com, click on the **Create an Account** link and follow the instructions.



Step 3

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



Create my Provider User Account

1. Add Providers 2. Contact Information 3. Account 4. Security Questions 5. Privacy Policy

To create your Provider User Account:

1. If you are a Billing Provider, enter your Tax ID and NPI, and information for a claim within the last 90 days.
If you are a Practitioner, enter the Tax ID, NPI, and information for a claim within the last 90 days for one of your Billing Providers.
If you do not have a Claim ID, click the "Use Activation Code" checkbox below, and then contact your Provider Relations Representative [here](#) to obtain the code.
2. Click "Validate" to begin your Portal Account registration.
3. You will be able to add more providers to your account after it is created, by clicking 'View/Edit My Info' in the left navigation bar, and then 'Registered Providers'
4. If you need further assistance with your registration, contact your Provider Relations Representative [here](#).

Use Activation Code (Check only if you don't have a Claim ID)

Billing Provider Tax ID*

Billing Provider NPI*

Claim ID*

Member ID*

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Select **Use Activation Code** only if you do not have a claim with FirstCare (must be a recent claim submitted within the last 90 days).

FirstCare
HEALTH PLANS
PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

Create my Provider User Account

1. Add Providers
2. Contact Information
3. Account
4. Security Questions
5. Privacy Policy

To create your Provider User Account:

1. If you are a Billing Provider, enter your Tax ID and NPI, and information for a claim within the last 90 days.
If you are a Practitioner, enter the Tax ID, NPI, and information for a claim within the last 90 days for one of your Billing Providers.
If you do not have a Claim ID, click the "Use Activation Code" checkbox below, and then contact your Provider Relations Representative [here](#) to obtain the code.
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4. If you need further assistance with your registration, contact your Provider Relations Representative [here](#).

Use Activation Code (Check only if you don't have a Claim ID)

Billing Provider Tax ID*

Billing Provider NPI*

Activation Code*

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Step 4

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

FirstCare
HEALTH PLANS
PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

Home

Welcome back, Alecia
Username:

Provider:

Date Range:

Claims

39 Processed, 0 Pending, 5 Denied

Authorizations

3 Approved, 3 Partially Approved, 4 Not Approved

Announcements

Attention Providers!
FirstCare has updated its payment policy regarding reimbursement for anesthesia services. [Click here for details.](#)

Quick References

- Provider News
- STAR & CHIP Provider Information
- Authorization Information
- Case Management/Disease Management Referrals
- Important Forms
- Electronic (EFT) Payments

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

Tab Name	Available Options/Functions
Home	<ul style="list-style-type: none"> • View the dashboard for key information, including: <ul style="list-style-type: none"> • Claims count, • Authorizations count, • Announcements, and • Important quick references
Members	<ul style="list-style-type: none"> • Find a Member ID • View selected member and dependent Information <ul style="list-style-type: none"> • Personal Information • Benefits and Coverage, including Deductible/Out-of-Pocket Maximums • PCP/OBGYN selections • Other Coverage • Links to: <ul style="list-style-type: none"> • View ID card—displays an image of the member ID card. This image file can be downloaded as a PDF and printed. • View Claims for member with providers on your portal account • View Authorizations for member with providers on your portal account • Request a New Authorization for the selected member
Claims	<ul style="list-style-type: none"> • Claim Search by Member ID, one or all providers on your portal account, Claim Number, or Check Number <ul style="list-style-type: none"> • All searches can be selected by date using Service Start and End Date range selections • Claims data includes: claim ID, service start and end dates, claim receipt date, EOP button, member ID, member name, amount billed, amount paid, claim appeal button, claim status, provider name, and deductible amount <ul style="list-style-type: none"> • EOP button links to image file that can be downloaded and printed • Claim Appeal button launches inline claim appeal submission • Electronic Claims Status listing for individual providers on your portal account, filtered by received or service date, or by patient control number. Within any search, you may easily select to view only the rejected claims, and the reason for the rejection. • Electronic Claims Submission link • Payments to the Billing Providers on the account • Payment Negative Balance where applicable
Authorizations	<ul style="list-style-type: none"> • Authorization Search by Member ID, Authorization ID, or one or all providers on your portal account. Filter by authorization status and service date ranges. • Authorization information, including: <ul style="list-style-type: none"> • Authorization number(s); • Member ID and Name; • Referring provider information; • Authorization status; • Alternate authorization number(s)— if applicable; • Admission type; • Authorization type; • Diagnosis; • Received and Start/end dates; and • Service line details.

Tab Name	Available Options/Functions
Authorizations (cont.)	<ul style="list-style-type: none"> Improved Authorization requests screens Updated Authorization Code Search tool, now allowing up to 20 service codes, and the ability to print your search results Link to FirstCare.com for FirstCare authorization guidelines and resources
Reports	<ul style="list-style-type: none"> Panel Reports per provider Texas Health Steps Reports per provider
Important Documents	<ul style="list-style-type: none"> Online repository for provider documents (i.e., provider training, health associations links, provider news, etc.) Information listed includes: <ul style="list-style-type: none"> Document title; Type; Product; Process category; Region Language; and Effective date
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, email address, and/or security questions Registered Providers <ul style="list-style-type: none"> View list of providers included in your portal account Add providers Show or hide the providers you want to see on your dropdown lists
Message Center	<ul style="list-style-type: none"> My Messages <ul style="list-style-type: none"> Lists communications between provider and FirstCare; Includes communications regarding claim appeals, claims, authorizations, adding provider(s) to the portal account, etc. Query/sort by time (30-days, 90-days, all open) or by date range Send a Message <ul style="list-style-type: none"> Allows provider to send secure message to FirstCare; Attach files (Word doc, PDF, .txt, or Excel files)
Contact Us	<ul style="list-style-type: none"> Link to “We’re here to help” page at www.firstcare.com
Log Out	<ul style="list-style-type: none"> Logs you out of myFirstCare Self-Service.

Questions?

Our Provider Relations Team is here for you. Please contact us by calling one of the numbers below:

- FirstCare Amarillo area: 1-806-321-7947
- FirstCare Lubbock, Waco and all other areas: 1-806-784-4380