

Quick Reference Guide

Thank you for being a FirstCare Member! Our priority is to provide you with an exceptional health care coverage experience. This Quick Reference Guide is designed to help you get the most out of your plan.

HMO: What You Should Know

At FirstCare Health Plans, we encourage our HMO (Health Maintenance Organization) members to choose a Primary Care Provider (PCP) in the FirstCare provider network. Your PCP can help coordinate and manage your health care needs, including seeing a specialist. Your PCP helps provide you with the right care and keep your out-of-pocket costs low by coordinating your care with in-network specialists.

Finding a Provider

To search for a PCP or other participating doctors or facilities within the FirstCare network visit FirstCare.com/FindAProvider and select the network name listed on your ID card.

For instructions on using the Provider Finder tool, click on “*Provider Finder Instructions*” under “*Related Documents*”. To choose or update your PCP, see “*Online Member Self-Service Portal*” (page 2 of this document). For additional provider information, please call the Customer Service phone number located on the back of your ID card.

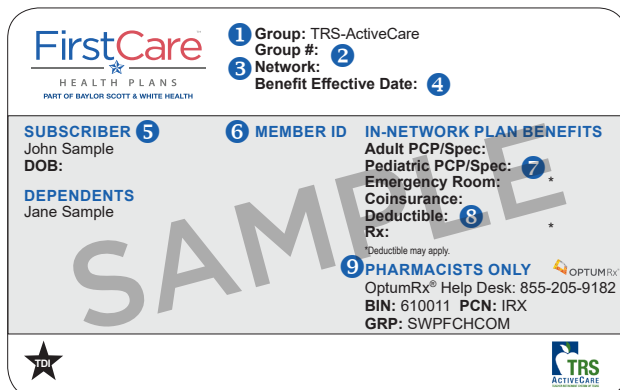
TIP: Stay in-network to get the most out of your plan benefits and avoid higher fees and out-of-pocket costs.

FirstCare Virtual Care—powered by MDLIVE

Access our telehealth program today, via your telephone, smartphone, tablet or desktop computer for your virtual appointments. Visit FirstCare.com/TRS/Virtual-Care for more details, or call **1-800-718-5082**.

Understanding Your ID Card

Remember to carry your FirstCare member ID card with you at all times. You will need to show it to receive covered services at in-network providers. Below is a sample ID card. Information shown on your ID card may vary based on your plan benefits.



- 1 Group name
- 2 Group ID number
- 3 Network name
- 4 Benefit effective date
- 5 Member name
- 6 Member ID number
- 7 Copays/coinsurance
- 8 Deductible
- 9 Pharmacy/prescription drug info

Important Numbers

Customer Service

1-800-884-4901
7-1-1 (TTY/TDD)

Virtual Care—powered by MDLIVE

1-800-718-5082

Nurse24™

1-855-828-1013
1-800-955-8771 (TTY/TDD)

Mail Order Pharmacy

1-817-388-3090 (Baylor Scott & White)
1-855-205-9182 (OptumRx)

Case Management

1-800-884-4901
7-1-1 (TTY/TDD)

Behavioral Health Services

1-800-327-6943



Member Resources

Online Member Self-Service Portal

To access your plan information online, go to my.FirstCare.com. Once you are logged in to myFirstCare Self-Service, click the various options listed in the left margin to access a number of functions/actions:

- Choose, update, and/or look up your PCP
(Click “View/Edit My Info”, select “PCP/OBGYN”, then “Change Primary Care Provider”)
- View your ID card
- Review your benefits and coverage, including copayments and other charges
- Access the Medical Cost Estimator
(View estimated cost of a procedure, compare costs across providers, and understand your out-of-pocket costs)
- Review your Member Handbook and Member Rights & Responsibilities
- Update your personal information
- Check the status of a claim
- Access the FirstCare Plus Wellness Program website

The portal is also accessible from smartphones and tablets via the **myFirstCare App**, available on both the App Store and Google Play. Learn more at FirstCare.com/myFirstCare.

Member Handbook

Tap into a variety of information about your FirstCare plan:

- Making appointments
- Specialist referrals
- After-hours care
- Behavioral health care
- OB/GYN care
- Accessing hospital care
- Plan benefits, restrictions and exclusions
- Out-of-network/out-of-area care
- Complaints and appeals
- Prescription drug benefits (including mail order and specialty pharmacy)
- Case management services
- Filing/receiving claims
- Evaluation of new technology towards covered benefits

To access your member handbook, go to FirstCare.com/TRS and click on “HMO Member Handbook” under the “Related Documents” section. By visiting this link, you can also view other important member information.



Emergency and Urgent Care

For a medical or behavioral health emergency, call 9-1-1 or go directly to the nearest emergency facility. Visit FirstCare.com/FindAProvider to search for in-network urgent care centers near you for non-emergency medical issues and/or after-hours care. *NOTE: Freestanding Emergency Rooms are typically out-of-network for FirstCare plans.*



Pharmacy/Prescription Drug Benefits

You have access to broad prescription drug coverage, including mail order and specialty pharmacy benefits, through your plan. Please make sure to review any changes to your prescription drugs by clicking on the link below or by calling the pharmacy team.

- For more details about your prescription drug plan, visit FirstCare.com/TRS.
- To find an in-network pharmacy near you, visit FirstCare.com/TRS.
- To fill your prescriptions through the mail, call **Baylor Scott & White** at 1-817-388-3090 or **OptumRx®** at 1-855-205-9182.
- For questions about your specialty pharmacy benefit, call **BSW Specialty Care Team** service, at 1-844-288-3179, or **BriovaRx™** at 1-855-427-4682.
- If you have questions about prescription drugs or your prescription drug benefits, contact FirstCare customer service.



Nurse24™ Line

Need care advice? Do you have health or medication questions? For non-emergency symptoms and health or treatment questions, call the Nurse24™ advice line to speak with a registered nurse. Call **1-855-828-1013** (TTY/TDD 1-800-955-8771) to get the answers you need—**24 hours a day, 7 days a week!**



Wellness & Community

FirstCare Plus offers wellness and condition management programs designed to promote health and provide support—online tools and personalized health risk assessments, wellness trackers, the *Expecting the Best™* Maternity Program, as well as case management programs for many chronic conditions. Find out more at my.FirstCare.com.



Questions? Contact Us!

Call Us

Call FirstCare Customer Service at **1-800-884-4901**, Monday through Friday, 8 a.m. - 5 p.m. CT (TTY/TDD: 7-1-1).


Write or Stop By Our Regional Offices

For office locations, visit FirstCare.com/ContactUs.

Stay Connected

Join us on social media:

 Facebook: facebook.com/firstcarehealthplans

 Twitter: @firstcare

 LinkedIn: linkedin.com/company/firstcare

Important Information

FirstCare provides prepaid medical, hospital, and related comprehensive health care services to HMO subscribers and their enrolled dependents within our approved service area. FirstCare also owns Southwest Life & Health Insurance Company which offers the FirstCare PPO and life insurance products. We must collect information about you to provide these services. We call this information “protected health information” or “PHI”. PHI we collect about you and your health is private, as we are required to protect oral, written, and electronic PHI throughout our organization. We do not sell PHI to anyone. We have many internal policies and procedures designed to control and protect the internal security of your PHI. These policies and procedures address, for example, use of PHI by our employees. In addition, we train all employees about these policies and procedures. Our policies and procedures are evaluated and updated for compliance with applicable laws. For more information about our privacy practices, please review the FirstCare Notice of Privacy Practices on FirstCare.com or in your Member Handbook.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-884-4901 (TTY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-884-4901 (TTY: 711).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-884-4901 (TTY: 711).

FirstCare Health Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

FirstCare Health Plans cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

FirstCare Health Plans tuân thủ luật dân quyền hiện hành của Liên bang và không phân biệt đối xử dựa trên chủng tộc, màu da, nguồn gốc quốc gia, độ tuổi, khuyết tật, hoặc giới tính.

Southwest Life & Health Insurance Company is a wholly owned subsidiary of SHA, LLC d/b/a FirstCare Health Plans (a wholly owned subsidiary of Scott and White Health Plan). PPO plans are offered by Southwest Life & Health Insurance Company. HMO, Medicaid and Medicare plans are offered by SHA, LLC.

Southwest Life & Health Insurance Company es una subsidiaria de propiedad total de SHA, LLC d/b/a FirstCare Health Plans (una subsidiaria de propiedad total de Scott and White Health Plan). Los planes PPO son ofrecidos por Southwest Life & Health Insurance Company. SHA, LLC ofrece los planes HMO, Medicaid y Medicare.