

FirstCare Health Plans (FirstCare) offers various wellness and condition management programs designed to promote health and provide support for our members. These services include specialized medical, behavioral health and maternity (Expecting the Best[®]) case management programs, access to a 24-hour nurse advice line and MDLIVE virtual care, health education opportunities, quarterly wellness newsletters and more.

Read below to learn more about the valuable benefits included in your plan.

Case Management Services

Our specialized medical, behavioral health and maternity case managers are available to help you with complex health conditions. Our nurses and social workers offer personalized, one-on-one assistance to help you manage your care, find providers in your plan, and understand your benefits. Case Managers are trained to help you identify any needed community services, even if you have reached the limits of what is covered in your plan. We also offer services for children transitioning to adult care.

Wellness and Condition Management

Our wellness programs offer you personalized health support tools, health education opportunities, quarterly newsletters and online resources designed to help you with long-term conditions, such as:

- Asthma
- Heart or artery disease
- Breathing trouble (Bronchitis, Emphysema)
- Diabetes

You may receive:

- Educational materials to explain your condition
- Access to a nurse to answer questions
- Online health news
- Online health education seminars
- Online tools, including a wellbeing assessment, digital health coaching modules, fitness tracker integration and a digital health library. *Note: Online tools may vary by plan.*

Wellness and Condition Management tools are included as part of your FirstCare benefits. Find out more at [Firstcare.com/Wellness](https://www.firstcare.com/Wellness).

Expecting the Best[®] Maternity Program

Expecting the Best[®] is a no-cost maternity program offered to help pregnant members have a healthy pregnancy. Expecting the Best[®] participants receive:

- Personal support during and after your pregnancy, including access to a nurse 24 hours a day, seven days a week, for questions about pregnancy and infant care.
- Maternity reading materials, including *Your Journey through Pregnancy*.
- Tools to help you track your pregnancy, plan for delivery and postpartum resources.

Nurse24[™]

Do you have health or medication questions? Not sure if you should see a doctor? For non-emergency questions about your symptoms or treatment options, you can speak one-on-one with a registered nurse to make an informed decision and gain peace of mind.

Signing Up for Assistance

A Case Manager may invite you to enroll in case management or condition management programs when we receive a doctor's referral or insurance claim related to chronic conditions. You can also refer yourself.

Sign up or opt-out of these programs at any time by emailing CaseManagement@bswhealth.org or by calling **855.828.1013** (Monday - Thursday, 9 a.m. - 7 p.m. CT; Friday - Sunday, 9 a.m. - 6 p.m. CT). We also provide services to meet special language needs. TTY users can call 711 or 800.955.8771. Voice communication is available at 800.955.8770.

Need to Talk to Someone for Mental Health Concerns?

In addition to FirstCare's network of Mental Health Providers, your benefits also include access to a telemedicine "virtual visit" with a mental health counselor. FirstCare partners with MDLIVE, which provides board-certified medical and behavioral health providers to make it easy for you to connect with a mental health counselor or psychiatrist right from your home. MDLIVE makes it easy and uncomplicated to get the care you need at a time that is right for you, 24/7, 365 days a year. To use MDLIVE:

1. **Log on** to the FirstCare member portal at MyBSWHealth.com

- Go to Insurance and Billing
- Select FirstCare Health Plans
- Click 'Virtual Care'

OR **Download** the MDLIVE mobile app: MDLIVE.com/mobileapp

OR **Call** 800.718.5082 to speak to an MDLIVE representative

2. Register in about 15 minutes.
3. See a doctor right away or schedule an appointment time that works for you.
4. Start your virtual visit.

If you need help getting information in your language, please contact [Customer Service](#).