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**Media Contact:** Karen Inglis  
Corporate Communications  
FirstCare Health Plans  
512-257-6218  
[kinglis@firstcare.com](mailto:kinglis@firstcare.com)

**FirstCare Health Plans Makes Special Arrangements for Waco Area Members and Clients Following West, Texas Explosion**

**AUSTIN, Texas** (April 18, 2013) – In response to the plant explosion at West, Texas, [FirstCare Health Plans](#) has made special arrangements for Waco area members and clients for medical and behavioral health needs.

FirstCare has established special Community Response Teams to provide assistance. Members and providers with medical or pharmacy questions may contact the Community Response Team at 1-800-884-4901. Employers who sponsor FirstCare insurance for their employees may contact the Employer Response Team at 254-761-5802. Also, in recognition of the need for behavioral health services during a community crisis, FirstCare Health Plans has established a Behavioral Health Team that can be reached at 1-800-327-6943.

"FirstCare not only serves the Waco region and communities like West, but we live here, too," said Darnell Dent, FirstCare CEO. "We want to do our part to respond to those affected by this terrible event. Members who need assistance should call us. We know that the impact of this event will play out over many months. For our employers, members and their families, we are committed to speeding their healing and recovery and reducing the financial stresses of this tragedy."

**About FirstCare Health Plans**

*At FirstCare Health Plans, we believe that Texans and our communities should be healthy. As a result, we work with premier doctors and hospitals to provide Texans access to affordable, high-quality care.*

*Since 1985, we've been serving the health care needs of members across North, West, and Central Texas. FirstCare offers a wide range of HMO, PPO, HSA and ASO products through a variety of programs, including: small and large employer plans; state, federal and teacher plans; government programs; and the Health Insurance Marketplace.*

*With the support of our owners—Covenant Health in Lubbock and Hendrick Health System in Abilene—we now serve approximately 165,000 members. Our corporate headquarters are located in Austin, Texas. We also have offices in Abilene, Amarillo, Lubbock and Waco. For information, please visit [www.firstcare.com](http://www.firstcare.com).*