




Remember to carry your FirstCare member ID card with you at all times. You will need to show it at each office visit as well as the pharmacy. FirstCare member ID cards enable doctors and other health care providers to quickly and easily access member eligibility and benefit information.

For questions about your ID card or to request a new card in the mail, please contact FirstCare Customer Service at the phone number located on the back of the card.

SAMPLE ID CARD

(Front)

		
Group: XYZ Inc Group #: 000000 Network: FirstCare Select Plus HMO Benefit Effective Date: 01/01/2020		
SUBSCRIBER John Sample DOB: 00/00/0000	MEMBER ID 00000000000	IN-NETWORK PLAN BENEFITS Adult PCP/Spec: 00% Pediatric PCP/Spec: 00% Emergency Room: 00%* Coinsurance: N/A Deductible: I/\$0000 F/\$0000 Rx: 00%* <small>*Deductible may apply.</small>
DEPENDENTS Jane Sample Jack Sample Jill Sample James Sample Julie Sample Joe Sample Jackie Sample	00000000000 00000000000 00000000000 00000000000 00000000000 00000000000 00000000000	PHARMACISTS ONLY  OptumRx® Help Desk: 855-205-9182 BIN: 610011 PCN: IRX GRP: SWPFCHCOM
		

(Back)

FOR PROVIDERS Electronic Claims: • Availity: 94999 • CareVu: 94999 • Change Healthcare/Emdeon P: TH003 I: 12T03 Paper Claims: FirstCare Health Plans PO Box 211342 Eagan, MN 55121 Prior Authorization: 1-800-884-4905 Card Issue Date: 12/01/2019	FOR MEMBERS This card is for identification only and does not guarantee current membership or coverage. Important Information: • In a medical emergency, call 9-1-1 or go to the nearest emergency facility. • Customer Service: 1-800-884-4901 (TTY/TDD: 7-1-1) • Virtual Care (telehealth): 1-800-718-5082 • 24/7 Nurse Line: 1-855-828-1013 • Self-Service Portal: my.FirstCare.com • To avoid out-of-network costs and provider balance billing, find a provider at FirstCare.com/FindAProvider .
CUSTOMER SERVICE: 1-800-884-4901 • FirstCare.com	

Note: Information on the card may vary based on plan benefits.

TIPS

- Your ID card contains important information: your plan name, member ID number, copay/coinsurance amounts, and customer service phone number(s) to call if you have questions.
- Stay in-network to get the most out of your plan benefits and avoid higher fees and out-of-pocket costs.
- Access your plan information online through the **myFirstCare Self Service Portal** at my.FirstCare.com. Enjoy a mobile-friendly experience—making it your one-stop shop for most information and questions, accessible from your smartphone, tablet or computer.
- Need care advice? Should you see a doctor? Get the info you need today. Talk to a nurse 24/7 by calling the **24/7 Nurse Line** at **1.855.828.1013**.
- FirstCare Virtual Care—Powered by MDLIVE. Get 24/7 access to board-certified doctors, licensed therapists and more—using your smartphone, tablet or desktop computer. Login to my.FirstCare.com to get started.



myFirstCare App

24/7 Self-Service Access for Members

The **myFirstCare app** is available on both the App Store and Google Play. Download it today for easy access to your FirstCare information.