

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.



PPO: What You Should Know

A PPO (or Preferred Provider Organization) plan does not require you to choose a Primary Care Provider (PCP). You may receive care from any doctor, specialist or other health care provider without a referral. However, we strongly encourage you to choose a PCP in the FirstCare provider network to help you get the care you need.



Finding a Provider

To search for a PCP or other participating doctors or facilities within your network, visit MyBSWHealth.com, log in and go to Find Care. For assistance, please call Customer Service.

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



FirstCare Virtual Care—powered by MDLIVE

To use your telephone, smartphone, tablet or desktop computer for your virtual appointments, visit FirstCare.com/Virtual-Care 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: XYZ Inc 2 Group #: XYZ Group 3 Network: FirstCare Access PPO 4 Benefit Effective Date: 01/01/2020
SUBSCRIBER John Sample DOB: 00/00/0000	5 MEMBER ID 000000000000	IN-NETWORK PLAN BENEFITS Adult Non-Spec/Spec: \$00/\$00 Pediatric Non-Spec/Spec: \$00/\$00 Emergency Room: 00%* Coinsurance: 00% Deductible: I/\$0000 F/\$0000 Rx: \$00/\$00/\$00/\$00/00%* <small>*Deductible may apply.</small>
DEPENDENTS Jane Sample Jack Sample Jill Sample James Sample Julie Sample Joe Sample Jackie Sample	000000000000 000000000000 000000000000 000000000000 000000000000 000000000000 000000000000	PHARMACISTS ONLY OptumRx® Help Desk: 000-000-0000 BIN: 000 PCN: 000 GRP: 000

- 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

Phone number located on the back of your ID card.

TTY/TDD

7-1-1

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

Call Customer Service.

7-1-1 (TTY/TDD)

Behavioral Health Services

1-800-327-6943



Member Resources

MyBSWHealth Online Member Self-Service Portal and App

To access your plan information online, go to MyBSWHealth.com. Sign up and log in to the member portal to:

- View and print ID cards instantly
- View benefits and coverage
- See your claims and Explanations of Benefits (EOBs)
- Take a wellness assessment
- E-mail customer service through secure messaging
- Manage your preferences

Member information is also accessible through smartphones and tablets using the **MyBSWHealth app**, available on both the App Store and Google Play.

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, disease management and utilization management services
- Filing/receiving claims
- Evaluation of new technology towards covered benefits

To access your member handbook, go to FirstCare.com/PPO and click on “PPO 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.

- For more details about your prescription drug plan, including your pharmacy benefits manager (OptumRx®), copayments, drug plan limitations, and exceptions visit FirstCare.com/YourRX.
- To locate an in-network pharmacy near you, log in to MyBSWHealth.com and go to Find Care.
- 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™ Advice 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, disease management and utilization management services. Find out more at FirstCare.com.



Questions? Contact Us!

Call Us

Call the Customer Service phone number located on the back of your ID card, Monday through Friday, 8 a.m. to 5 p.m. CT (TTY/TDD: 7-1-1).

Write or Stop By Our Regional Offices

For our office locations, visit FirstCare.com/ContactUs.

Stay Connected

Join us on social media:



Facebook: facebook.com/firstcarehealthplans



Twitter: [@firstcare](https://twitter.com/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.