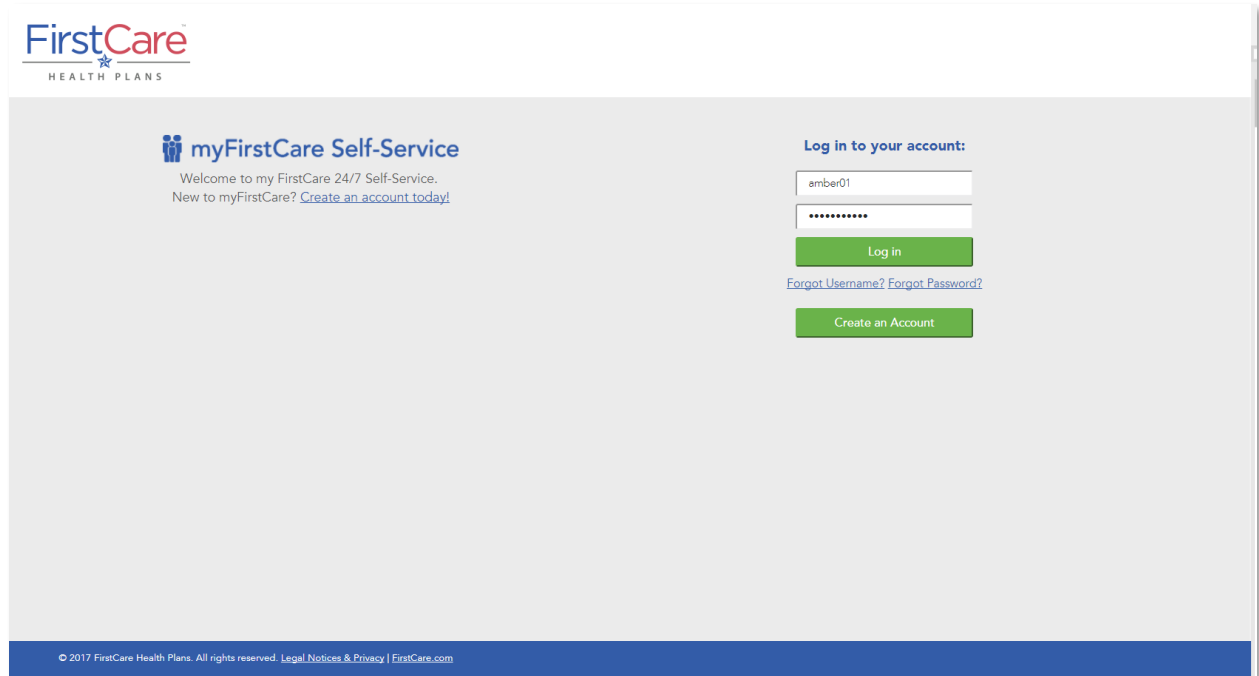


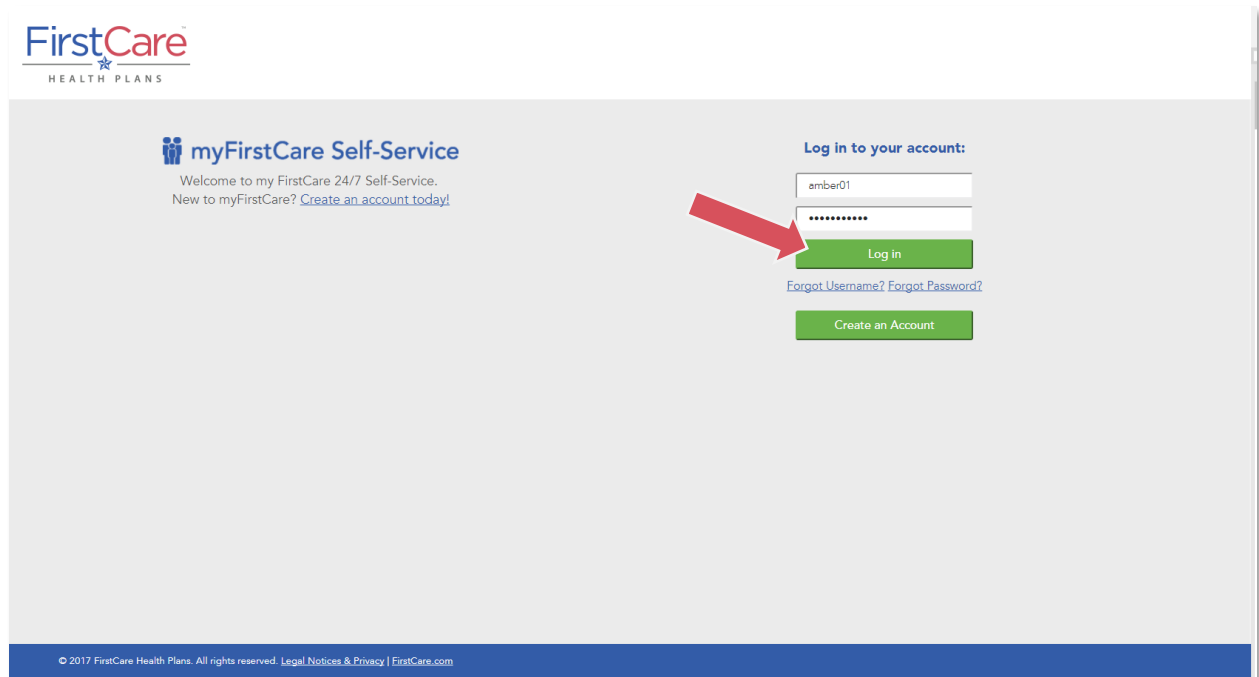
Step 1

Go to my.firstcare.com.



Step 2

Enter your user name and password. Click **Log In** to proceed.



myFirstCare Self-Service

Accessing the FirstCare Member Portal

NOTE: If you do not yet have a myFirstCare portal account, click the *Create an Account* button.

FirstCare
HEALTH PLANS

myFirstCare Self-Service
Welcome to my FirstCare 24/7 Self-Service.
New to myFirstCare? [Create an account today!](#)

Log in to your account:

ember01

Log in

[Forgot Username?](#) [Forgot Password?](#)

Create an Account

© 2017 FirstCare Health Plans. All rights reserved. [Legal Notices & Privacy](#) | [FirstCare.com](#)

Fill out the information in the fields on the following screens—clicking *Next* to advance from one screen to the next—to activate your profile and access myFirstCare.

FirstCare
HEALTH PLANS

myFirstCare Self-Service

Verify my FirstCare Membership

1. Verify my FirstCare Membership 2. Account 3. Security Questions 4. Privacy Policy

Enter the information as it appears on your ID Card

Member ID

First Name

Last Name

Birth Date MM/DD/YYYY

Previous Next

© 2017 FirstCare Health Plans. All rights reserved. [Legal Notices & Privacy](#) | [FirstCare.com](#)

Step 3

Once inside the myFirstCare member portal, click the various options listed in the left margin to access a number of functions/actions...

myFirstCare Self-Service

Accessing the FirstCare Member Portal

For a breakdown of the various tabs and their function, see the table below.

Tab Name	Available Options/Functions
Home	<ul style="list-style-type: none"> See a dashboard for your plan information, including: <ul style="list-style-type: none"> Deductibles, Out-of-pocket maximums, Claims overview, Announcements, and Quick reference phone numbers and important links.
Benefits & Coverage	<ul style="list-style-type: none"> Benefit Summaries for medical and prescription drug benefits Links to benefit documents Tracker for benefit expenses (i.e., deductibles/out-of-pocket maximums, etc.)
Pharmacy & Drugs	<ul style="list-style-type: none"> Summary of prescription drug benefits and dollar amounts associated with each benefit Messaging about prescription drug/health issues (i.e., cold/flu season, drug updates, etc.)
Claims	<ul style="list-style-type: none"> Listing of claims information for member(s) enrolled on plan Results can be sorted by time (30-days, 60-days, 6 months, or for date range) Claims data includes: claim ID, provider name, date(s) of service, claim received date, Explanation of Benefits (EOB) link, billed/allowed charges, FirstCare member number, deductible amount, claim status, paid date, and appeal date

myFirstCare Self-Service

Accessing the FirstCare Member Portal

Tab Name	Available Options/Functions
Authorizations	<ul style="list-style-type: none"> • Authorization information, including: <ul style="list-style-type: none"> ○ Results for prior 30-days, 60-days, 6 months, or for date range; ○ Authorization number(s); ○ Alternate authorization number(s)— if applicable; ○ Admission type; ○ Authorization type; ○ Diagnosis; ○ Start/end dates; ○ Referring provider information; and ○ Authorization status.
Find a Provider	<ul style="list-style-type: none"> • Link to FirstCare’s online provider finder—powered by Vitals™.
ID Cards	<ul style="list-style-type: none"> • Display ID Card—displays an image of your member ID card. This image file can be downloaded as a PDF and printed for use as a temporary ID card. • Request New ID Card—indicate the reason for card request (radio buttons) and click “Submit” to send the request to FirstCare.
Cost Estimators	<ul style="list-style-type: none"> • Links to various cost estimators: <ul style="list-style-type: none"> ○ Medical and prescription drug costs ○ HSA contribution calculator
Important Documents	<ul style="list-style-type: none"> • Online repository for member documents (i.e., plan documents, member materials, sales collateral, etc.) • Information listed includes: <ul style="list-style-type: none"> ○ Document title; ○ Type; ○ Product; ○ Process category; ○ Region; and ○ Language
Wellness & Community	<ul style="list-style-type: none"> • Links to wellness information and valuable health care programs/events in areas throughout state, as well as to Health Associations.
View/Edit My Info	<ul style="list-style-type: none"> • Here you can edit/update the following: <ul style="list-style-type: none"> ○ myFirstCare Account <ul style="list-style-type: none"> ▪ Change password and/or email address ○ Personal Information <ul style="list-style-type: none"> ▪ Edit personal info (i.e., address, phone number, etc.) ○ PCP/OBGYN <ul style="list-style-type: none"> ▪ Select/change PCP or OBGYN selection ▪ Can be done on the member level ○ Other Coverage <ul style="list-style-type: none"> ▪ Add/edit other insurance info for member. ▪ Also option to update other insurance info by mail (i.e., online survey with mailing instructions)

myFirstCare Self-Service

Accessing the FirstCare Member Portal

Tab Name	Available Options/Functions
Message Center	<ul style="list-style-type: none">• My Messages<ul style="list-style-type: none">○ Lists messages sent to you by FirstCare;○ Query/sort by time (7-days, 30-days, all time) or by date range• Send a Message<ul style="list-style-type: none">○ Allows member to send secure message to FirstCare;○ Attach files (Word doc, PDF, .txt, or Excel files)
Contact Us	<ul style="list-style-type: none">• Links to "Contact Us" page at www.firstcare.com/contact
Log Out	<ul style="list-style-type: none">• Logs you out of myFirstCare Self-Service.

Create a Shortcut

Once you've accessed myFirstCare Self-Service, follow these steps to create a shortcut so that you can connect quickly and easily next time you log on:

Apple (iOS) device

- Open Safari
- Open <https://my.firstcare.com>
- Tap **Upload** icon in bottom nav bar
- Tap **Add** to Home screen icon
- Confirm or adjust the title you wish to display below the shortcut icon
- Tap **Add**

Android device

- Launch the web browser on your device
- Tap **Menu** button
- Select **Bookmarks**
- Long-press any bookmark and then tap **Add Shortcut to Home screen**

Questions?

If you have any questions about accessing the FirstCare Member Portal, your eligibility, or accessing your temporary ID cards, please contact our Customer Service team for assistance.

- Email: cservice@firstcare.com
- Call Monday through Friday, from 8 a.m. to 5 p.m. CT

HMO (including TRS)	1.800.884.4901
PPO	1.800.240.3270
Marketplace	1.855.572.7238
Administrative Services	1.888.249.7366
Medicaid (STAR)	1.800.431.7798
CHIP	1.877.639.2447
TTY/TDD (all plans)	1.800.562.5259