

Step 1

Go to my.firstcare.com.

The screenshot shows the myFirstCare Self-Service login page. At the top left is the FirstCare Health Plans logo. Below it, the text reads "myFirstCare Self-Service" with a person icon, followed by "Welcome to my FirstCare 24/7 Self-Service. New to myFirstCare? [Create an account today!](#)". On the right side, under the heading "Log in to your account:", there are two input fields: the first contains the username "amber01" and the second contains a masked password "*****". Below these fields is a green "Log in" button. Underneath the button are two links: "Forgot Username?" and "Forgot Password?". At the bottom of the login section is a green "Create an Account" button. The footer of the page contains the copyright notice: "© 2017 FirstCare Health Plans. All rights reserved. [Legal Notices & Privacy](#) | [FirstCare.com](#)".

Step 2

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

This screenshot is identical to the one in Step 1, but it includes a red arrow pointing to the green "Log in" button. The rest of the page content, including the logo, welcome message, input fields, and footer, remains the same.

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

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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

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myFirstCare Self-Service

Accessing the FirstCare Member Portal

Step 3

Once inside the myFirstCare member portal, click the ID Cards option listed in the left margin.

The screenshot shows the myFirstCare Self-Service Home page. The left navigation menu includes: Home, Benefits & Coverage, Pharmacy & Drugs, Claims, Authorizations, Find a Provider, ID Cards, Cost Estimators, Important Documents, Wellness & Community, View/Edit My Info, Message Center, Contact Us, and Log Out. The 'ID Cards' option is highlighted. The main content area displays coverage information for Individual and Family Deductibles and Out-Of-Pocket Maximums. A 'Claims' section features a donut chart showing the status of claims: Processed (blue), Pending (green), and Denied (grey). A 'Quick References' section lists contact numbers and links for Nurse24™, Behavioral Health, Mail Order Pharmacy, Member Handbook, Drug Formulary Updates, Drug Recalls, FirstCare Plus Wellness Program, Expecting the Best® Maternity Program, STAR Medicaid Information, and CHIP Information. The footer contains copyright information for 2017 FirstCare Health Plans.

Step 4

From the ID Cards section, select the Display ID Card option.

This screenshot is identical to the one above, but with a red arrow pointing to the 'Display ID Card' option in the left navigation menu. The 'ID Cards' menu item is highlighted, and 'Display ID Card' is the selected option. The main content area shows updated coverage information, including Individual and Family Deductibles and Out-Of-Pocket Maximums. The 'Claims' section and 'Quick References' section are also visible. The footer contains copyright information for 2017 FirstCare Health Plans.

Step 5

From here, click the "Download ID Card as PDF" button

The screenshot shows the 'myFirstCare Self-Service' portal. The main heading is 'Display ID Card'. A red arrow points to a green button labeled 'Download ID Card as PDF'. Below this, a preview of the ID card is shown. The card includes the FirstCare logo, group information (HEALTH INSURANCE MARKETPLACE, Group # HIM1, Network FIRSTCARE SELECT HMO, Benefit Effective Date: 01/01/2018), subscriber and member IDs, in-network plan benefits (Adult/Pediatric PCP/Spec: \$35/\$75, Emergency Room: 40%, Coinsurance: 40%, Deductible: 1/\$6650 F/\$13300, Rx: \$0/\$35/35%/40%/45%), and pharmacist information (BIN: 610602, PCN: NVT, GRP: FCE). It also features a QR code and a vertical barcode. To the right of the card preview, there are sections for 'FOR PROVIDERS' (Electronic Claims, Paper Claims, Prior Authorization, Card Issue Date) and 'FOR MEMBERS' (Important Information). A footer bar contains 'CUSTOMER SERVICE: FirstCare.com • 1-855-572-7238'.

This will trigger the portal to download a copy of the card to your computer. You can then print out this card to use as a temporary copy.

To Request a New ID Card

Step 1

Once inside the ID Cards section, select the Request New ID Card option.

Step 2

Indicate the reason for the card request.

Step 3

Click "Submit" to request the new ID card.

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

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| 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/TTD (all plans) | 1.800.562.5259 |