

Thank you for being a FirstCare Health Plans Member. Please read below for important news.

TTY Services

If you have a hearing or speech disability, call [7-1-1](tel:7-1-1) or any relay service to connect to FirstCare Customer Service.

Changes to FirstCare's Extra Member Benefits

Starting September 1, 2019, FirstCare has new and updated benefits for Members. You must fill out vouchers to receive these benefits. To ask for these extra member benefits, you can visit FirstCare.com/STAR to complete and submit the forms from your phone or computer. Or, you can send us a paper voucher request in the mail.

New Programs:

- Annually, members age 19 or younger can get a sports or school-related physical
- \$25 gift card for members diagnosed with anxiety or depression for getting a follow-up doctor visit within 45 days of discharge from a behavioral health stay or emergency room visit
- \$25 gift card for children ages 1-17 years old taking two or more antipsychotic medications who receive a blood glucose and a cholesterol test
- Access to FirstCare's nurse advice line. Call 1-855-828-1013 for health questions 24 hours a day, 7 days a week
- \$20 gift card for getting a follow-up doctor visit within 7 days of discharge from a behavioral health stay
- \$25 gift card for getting a timely postpartum visit
- \$25 gift card for members participating in FirstCare's Asthma Disease Management

Updated Programs

- \$100 for newborn supplies for members who have a timely prenatal visit (a \$25 increase)

Current Programs

- Expecting the Best Program for pregnant members
- \$15 gift card yearly for getting a timely Texas Health Steps visit

To get these gift cards you must:

- Complete a voucher
Visit FirstCare.com/STAR, or
Fill out and mail a request form to us
- Be a FirstCare member at the time of all visits
- Request a voucher within 3 months of your qualifying visit

For more information on these changes, visit FirstCare.com/STAR or call us at [1-800-431-7798](tel:1-800-431-7798), Monday through Friday, from 8 a.m. to 5 p.m. Central Time.

****Restrictions and limitations apply****

Notice of Privacy Practices

FirstCare is required by Federal law to protect the privacy of Protected Health Information (PHI). We are required to provide you with notice of our legal duties; privacy practices regarding the uses of PHI; and inform you of your individual rights. The notice explains the purposes for which FirstCare is permitted to use and disclose your PHI. A full copy of the current Notice of Privacy Practices can be found on our website at: FirstCare.com/STAR. You can also request a paper copy by calling us at 1-800-431-7798.

Call us at [1-800-431-7798](tel:1-800-431-7798) to get paper copies of helpful information:

- Member Handbook
- Provider Directory
- Privacy Practices
- Members Rights & Responsibilities
- Anything on our website

