

MyBSWHealth Member Portal User Guide

Introducing the new MyBSWHealth Member Portal for FirstCare Health Plans

We teamed up with our parent company, Baylor Scott & White Health, to create a new portal experience for our members. Beginning **Tuesday, September 1, 2020**, FirstCare Individual & Family, Group and Medicare members will enjoy convenient access to health plan information on the [MyBSWHealth](#) member portal using any computer, tablet or smartphone device.

What is MyBSWHealth?



MyBSWHealth is a secure, online tool that connects you to your personal health and insurance information, offering 24/7 self-service features, including:

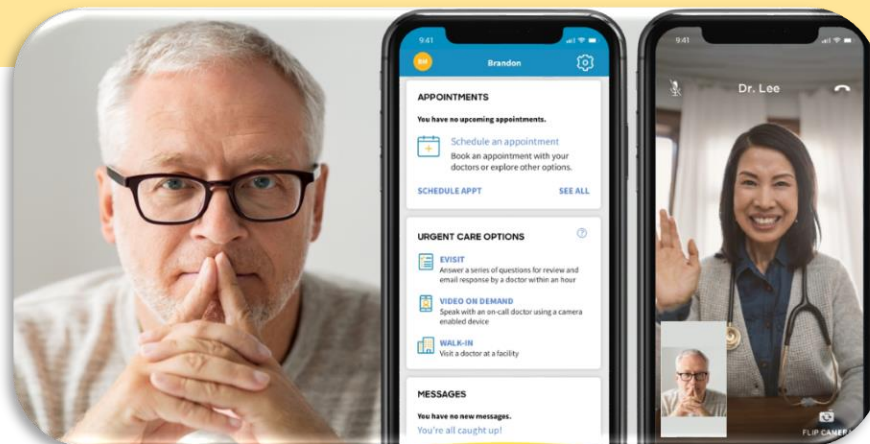


- ID cards
- Plan benefits
- Find a provider
- Claims, authorizations and deductibles
- Wellness features
- Member support
- Telehealth options
- And more!



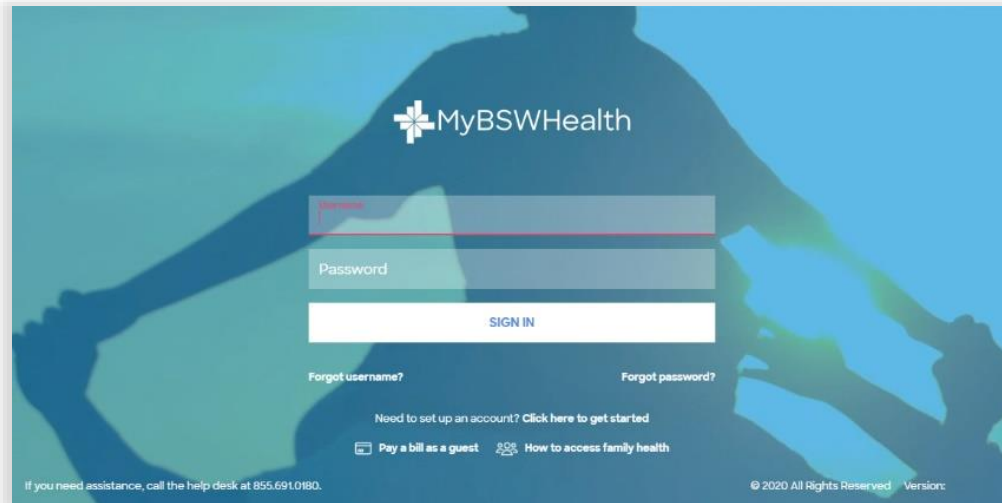
In addition to the online member portal experience, you can install the award-winning **MyBSWHealth App** on your mobile device:

- Text BETTER to 88408, or
- Download **MyBSWHealth** in the [App Store](#) or [Google Play](#)



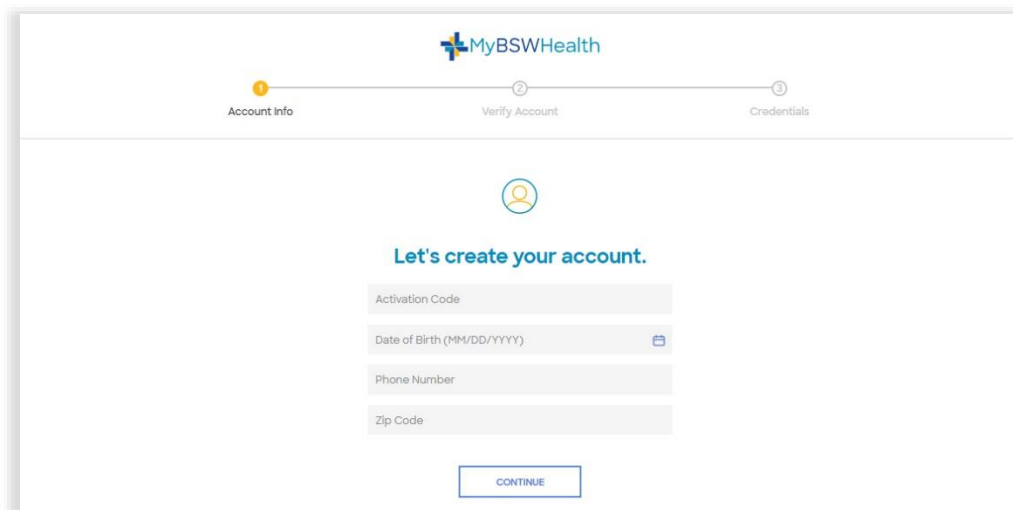
Get Started with MyBSWHealth

Step 1



Visit [MyBSWHealth.com](https://www.MyBSWHealth.com)

- If you are a current FirstCare portal user, you can log in on or after **September 1, 2020**, using your previous portal **username** and **password**. Click **Sign In** to proceed.
- If you're new to the portal, you will see: **Need to set up an account? Click here to get started.**



Fill out the information in the fields on the following screens—click **Continue** to advance from one screen to the next. This will activate your **MyBSWHealth** profile.

Step 2

Once inside the **MyBSWHealth** member portal, you will notice a variety of helpful features in the home screen, including:

- **FirstCare Health Plans** – Features links to your ID Card and other popular plan details.
- **Get Care** – Features BSWH scheduling and virtual care options.
- You can also access test results, message BSWH providers, and more - creating one-stop access for all your personal health and insurance data. [Click here](#) to learn more.

Step 3

Click **Insurance & Billing** in the left margin to access additional health plan features.

MyBSWHealth

Good morning, Samuel ▾ SH +3

INSURANCE & BILLING

APPOINTMENTS

Annual Physical
Regina Smith, MD
1234 Main St., Dallas, TX 75000
214.555.6789
OCT 24 10:00 AM
eCheck-in Available
Save time before your visit

GET CARE

In Person
See a doctor or walk-in to a clinic

Virtual
Get care in the comfort of home

SCHEDULE
WALK-IN
VIDEO VISIT
EVISIT

MESSAGES

From: Christopher Alexander Stuart, MD FEB 7
Following up about your question
SEND A MESSAGE SEE ALL 1

FIRSTCARE HEALTH PLANS

Family Out-of-Pocket Max
In-Network Only
\$500.00 \$1000.00
VIEW CARD
CLAIMS PLAN BENEFITS SUPPORT

TEST RESULTS
0 NEW

PREVENTIVE CARE
0 TO DO

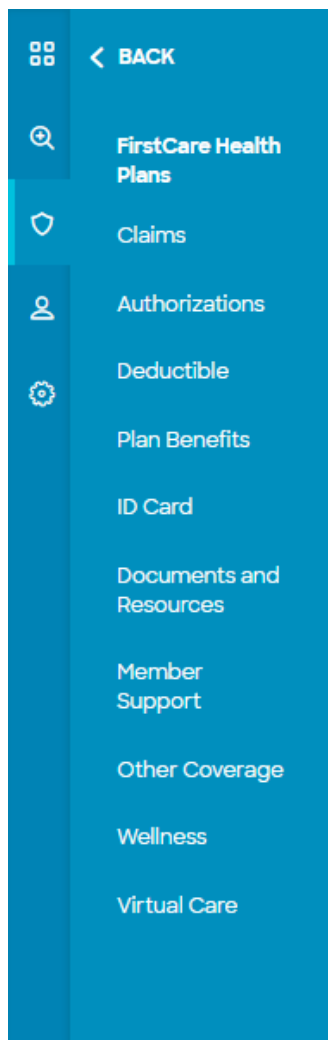
BILLING
\$50.13 DUE TO BSWH
\$459.58 INSURANCE PREMIUM DUE

PHARMACY

0 READY FOR PICKUP 0 READY TO REFILL 0 ACTIVE TRANSFERS
Arrington Road Pharmacy 214.555.1234
VIEW PRESCRIPTIONS

MyBSWHealth Insurance & Billing Features

MyBSWHealth Insurance & Billing features are described below:



| Tab Name | Available Options/Functions |
|-----------------------|---|
| Claims | <ul style="list-style-type: none"> List of Claims information for member(s) enrolled on plan. Results can be filtered by Date of Service, Member, Claim Number, Provider, or Status. Click Claim Status to see full Claim Details, plus an Explanation of Benefits (EOB) link. |
| Authorizations | <ul style="list-style-type: none"> List of Authorization information for member(s) enrolled on plan. Results can be filtered by Date of Service, Member, Referrer, Authorization Number, Alt Number, Type, admit Type, Approval Letter or Status. Click Authorization Status to see full Authorization Details. |
| Deductible | <p>Lists various plan details, including:</p> <ul style="list-style-type: none"> Member Name Effective Date Status Member Number Group Number Family and Individual Deductible Family & Individual Out-of-Pocket Maximum RX Deductible & Out-of-Pocket Maximum Progress toward reaching Maximums |

| Tab Name | Available Options/Functions |
|--------------------------------|---|
| Plan Benefits | <ul style="list-style-type: none"> • Listing of In-Network Copays and Other Copays. • Detailed Explanation of Coverage and usage progress for current year. • Link to detailed Pharmacy Benefits. • Link to downloadable Benefits Documents. |
| ID Card | <ul style="list-style-type: none"> • 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—verify the address and click Submit Request. |
| Documents and Resources | <ul style="list-style-type: none"> • Online repository for member documents (i.e., Member Handbook, Formulary, Member Rights and Responsibilities, Notice of Privacy Practices, etc.) |
| Member Support | <ul style="list-style-type: none"> • Create a new Request for Support and message with Customer Advocates. • Please allow two (2) business days for a response. |
| Other Coverage | <ul style="list-style-type: none"> • List of additional insurance coverage. |
| Wellness | <ul style="list-style-type: none"> • Includes links to wellness programs and educational resources. |
| Virtual Care | <ul style="list-style-type: none"> • Click Launch MDLIVE to connect with MDLIVE, your 24/7 resource for easy, convenient online doctor visits. Doctors are available for help with more than 50 minor illnesses, from colds and sinus infections to allergies and more. • Use Chrome, Safari or Edge for the best experience. |

Questions?

If you have any questions about accessing the **MyBSWHealth** Member Portal or your plan, please [visit our website](#) for Customer Advocate contact information and additional resources.