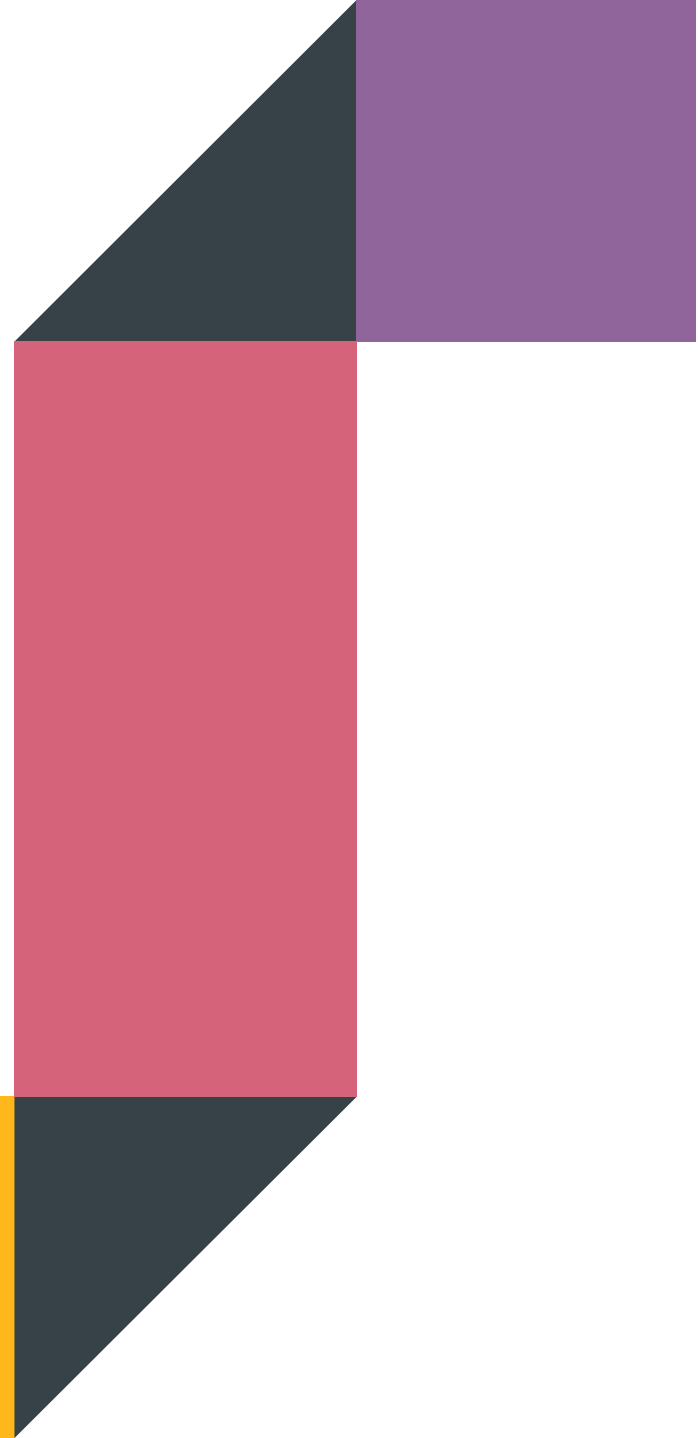


# Provider Self-Service Portal



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# Baylor Scott & White Provider Logos

The logos below will help you identify what provider portals to utilize.

Move your cursor over the image to select your patient's coverage and gain access to the appropriate Provider Portal.



**Baylor Scott & White Health Plan**

**Commercial or Individual/Family Marketplace**  
Providers with Commercial or Individual/Family Marketplace patients with Baylor Scott & White Health Plan (BSWHP) coverage. [User Guide](#)

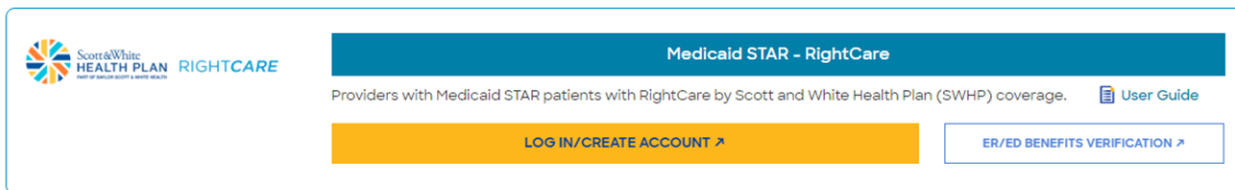
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**Medicare Advantage or BSWH Employee Plan**  
Providers with Medicare Advantage or BSWH Employee Plan patients with Baylor Scott & White Health Plan (BSWHP) coverage. [User Guide](#)

[LOG IN/CREATE ACCOUNT >](#) [ER/ED BENEFITS VERIFICATION >](#)

**Covenant Health Advantage (Medicare)**  
\*Covenant Health Advantage members with Baylor Scott & White Health Plan (BSWHP) coverage. [User Guide](#)

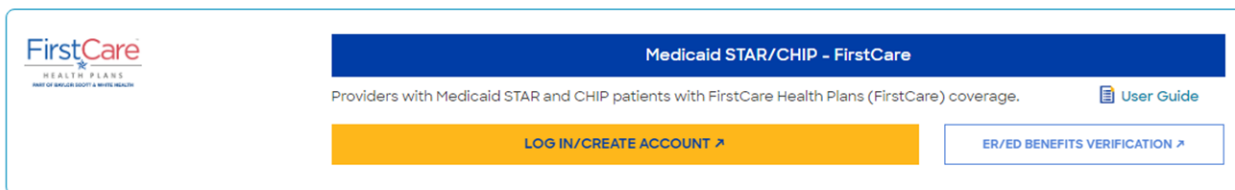
[LOG IN/CREATE ACCOUNT >](#) [ER/ED BENEFITS VERIFICATION >](#)



**Scott & White Health Plan RIGHTCARE**

**Medicaid STAR - RightCare**  
Providers with Medicaid STAR patients with RightCare by Scott and White Health Plan (SWHP) coverage. [User Guide](#)

[LOG IN/CREATE ACCOUNT >](#) [ER/ED BENEFITS VERIFICATION >](#)



**FirstCare Health Plans**

**Medicaid STAR/CHIP - FirstCare**  
Providers with Medicaid STAR and CHIP patients with FirstCare Health Plans (FirstCare) coverage. [User Guide](#)

[LOG IN/CREATE ACCOUNT >](#) [ER/ED BENEFITS VERIFICATION >](#)



# Create Account

FirstCare<sup>™</sup>  
HEALTH PLANS  
PART OF BAYLOR SCOTT & WHITE HEALTH

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

**Log in to your account:**  
Username  
Password  
 Remember Me  
Log in  
[Forgot Username?](#) [Forgot Password?](#)  
Create an Account

OR

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Choose the link or the button to create an account.



# Create Account – Select Provider

The screenshot displays the FirstCare Health Plans logo at the top left, identifying it as 'PART OF BAYLOR SCOTT & WHITE HEALTH'. Below the logo is the 'myFirstCare Self-Service' header. A 'Log in to your account:' section is visible on the right. A modal dialog box titled 'Select a Portal' is centered on the screen, containing the instruction 'Select the type of account you would like to create from the options below:'. Four blue buttons are arranged in a 2x2 grid: 'Member', 'Provider', 'Agent', and 'Group'. A red arrow points to the 'Provider' button. The background shows a partially obscured login form with fields for 'Email Address' and 'Forgot Password?'.

Select the “Provider” button to continue registration.



# Start Registration using Claim/Member ID

**FirstCare**  
HEALTH PLANS  
PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

### Create my Provider User Account

1. Add Providers | 2. Contact Information | 3. Account | 4. Security Questions | 5. Privacy Policy


To create your Provider User Account:

1. If you are a Billing Provider, enter your Tax ID and NPI, and information for a **claim within the last 90 days**.  
If you are a Practitioner, enter the Tax ID, NPI, and information for a claim within the last 90 days for one of your Billing Providers.  
If you do not have a Claim ID, click the "Use Activation Code" checkbox below, and then contact your Provider Relations Representative [here](#) to obtain the code.
2. Click "Validate" to begin your Portal Account registration.
3. You will be able to add more providers to your account after it is created, by clicking "View/Edit My Info" in the left navigation bar, and then "Registered Providers"
4. If you need further assistance with your registration, contact your Provider Relations Representative [here](#).

Use Activation Code  (Check only if you don't have a Claim ID)

Billing Provider Tax ID\*

Billing Provider NPI\*

 Claim ID\*

Member ID\*

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Self-register using a Billing Provider's Tax ID and NPI, plus a Claim ID and Member ID from a claim submitted within the last 90 days.



# Start Registration using Activation Code

**FirstCare**  
HEALTH PLANS  
PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

### Create my Provider User Account

1. Add Providers | 2. Contact Information | 3. Account | 4. Security Questions | 5. Privacy Policy

To create your Provider User Account:

- If you are a Billing Provider, enter your Tax ID and NPI, and information for a claim within the last 90 days.  
If you are a Practitioner, enter the Tax ID, NPI, and information for a claim within the last 90 days for one of your Billing Providers.  
If you do not have a Claim ID, click the "Use Activation Code" checkbox below, and then contact your Provider Relations Representative [here](#) to obtain the code.
- Click "Validate" to begin your Portal Account registration.
- You will be able to add more providers to your account after it is created, by clicking "View/Edit My Info" in the left navigation bar, and then "Registered Providers"
- If you need further assistance with your registration, contact your Provider Relations Representative [here](#).

Use Activation Code  (Check only if you don't have a Claim ID)

Billing Provider Tax ID\*

Billing Provider NPI\*

Activation Code\*

Validate

Cancel Continue

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If you do NOT have the claim information, you must obtain an Activation Code. (See the following slide.) Enter the same Billing Provider Tax ID and NPI you used for the Activation Code, and then enter the Activation Code here to continue with your registration



# Obtain an Activation Code

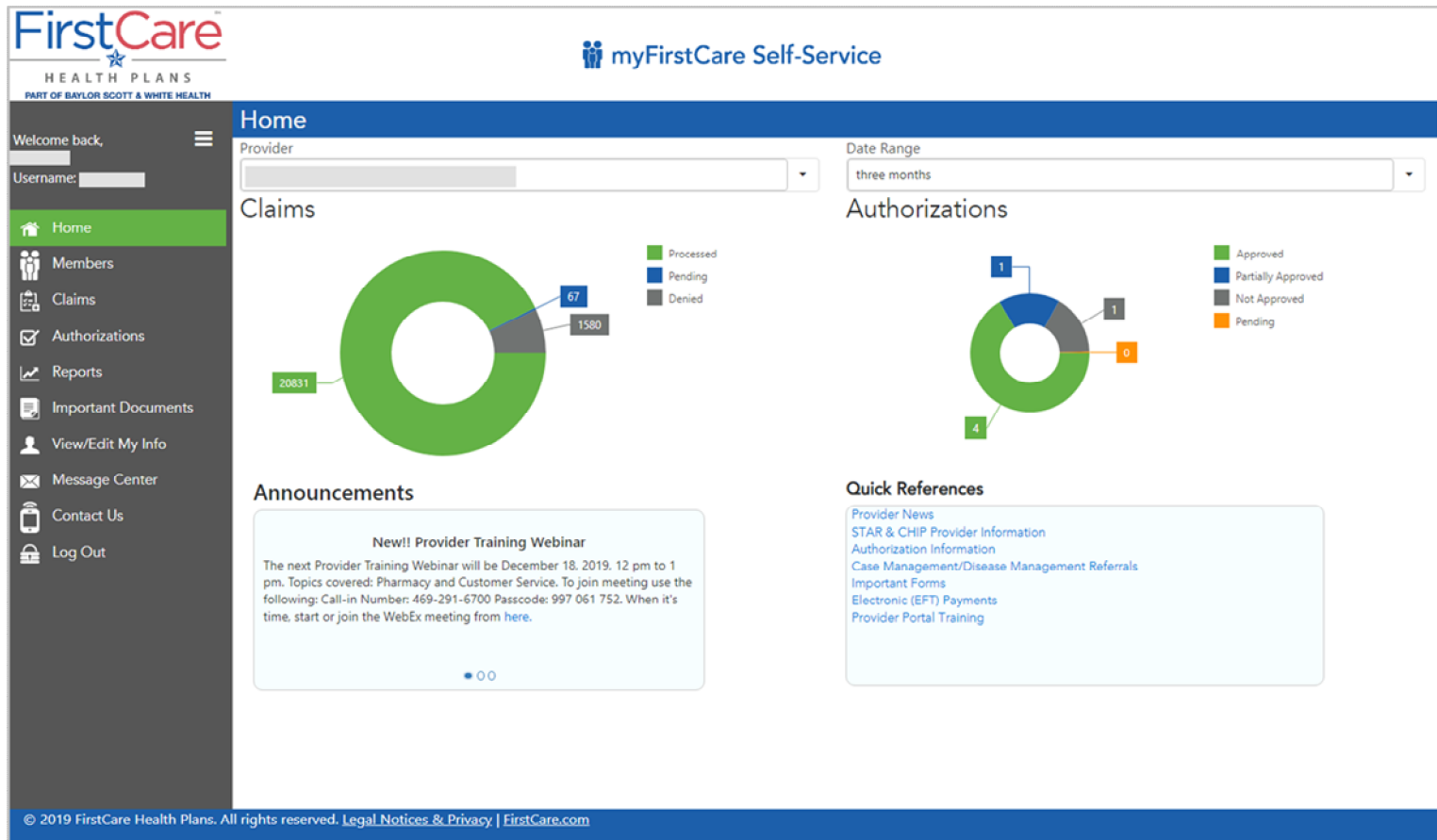
If you do not have a claim, an activation code is required. To obtain an activation code, click **Use Activation Code**, and contact us by chatbot. Please include the following information:

- First and last name
- Email address
- Billing address
- Job title
- Name of organization
- Phone number
- Group NPI
- Tax ID number





# Dashboard



Upon log-in, the Provider Dashboard displays, which includes a quick one-month summary, important announcements, and reference links



# Collapsed Navigation Bar

The screenshot displays the FirstCare myFirstCare Self-Service interface. At the top left is the FirstCare logo with 'HEALTH PLANS' and 'PART OF BAYLOR SCOTT & WHITE HEALTH' below it. To the right is the 'myFirstCare Self-Service' logo. A dark blue navigation bar is collapsed on the left, showing a hamburger menu icon and the word 'Home'. Below the navigation bar, there are search filters for 'Provider' and 'Date Range' (set to 'three months').

The main content area is divided into four sections:

- Claims:** A donut chart showing the status of claims. The legend indicates: Processed (green), Pending (blue), and Denied (grey). The chart shows 20831 processed claims, 67 pending claims, and 1580 denied claims.
- Authorizations:** A donut chart showing the status of authorizations. The legend indicates: Approved (green), Partially Approved (blue), Not Approved (grey), and Pending (orange). The chart shows 4 approved authorizations, 1 partially approved, 1 not approved, and 0 pending.
- Announcements:** A section titled 'New!! Provider Training Webinar' with a text box containing details about a webinar on December 18, 2019.
- Quick References:** A list of links for 'Provider News', 'STAR & CHIP Provider Information', 'Authorization Information', 'Case Management/Disease Management Referrals', 'Important Forms', 'Electronic (EFT) Payments', and 'Provider Portal Training'.

At the bottom of the page, there is a copyright notice: '© 2019 FirstCare Health Plans. All rights reserved. [Legal Notices & Privacy](#) | [FirstCare.com](#)'.

Click the “hamburger” icon to provide more viewing space.



**Home**

Provider:  Date Range:

**Claims**

- Processed
- Pending
- Denied

**Authorizations**

- Approved
- Partially Approved
- Not Approved
- Pending

**Announcements**

**Provider Satisfaction Survey**

In an ongoing effort to meet the needs of our providers and measure provider satisfaction with our utilization management activities, we hope that you take

**Quick References**

- [Provider News](#)
- [STAR & CHIP Provider Information](#)
- [Authorization Information](#)
- [Case Management/Disease Management](#)
- [Important Forms](#)
- [Electronic \(EFT\) Payments](#)
- [Provider Portal Training](#)

# Responsive / Mobile Friendly

The Provider Portal is a responsive web app, automatically adjusting the display to fit the size of the user's device. This is an iPad view of the Landing Page.



# Member Information

FirstCare HEALTH PLANS PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

Members

Welcome back, [Username]

Member ID:

Choose Member:

[View ID Cards](#) [View Claims](#) [View Authorizations](#) [Request New Authorization](#)

Personal Information	Benefits & Coverage	Accumulators	PCP/OBGYN	Other Coverage	Additional IDs
Current Status: Active	Benefit Network: FirstCare Select Plus HMO				
Account Id: <input type="text"/>	Account Name: <input type="text"/>				
Birth Date: <input type="text"/>	Home: <input type="text"/>				
Gender: Male	Mailing: <input type="text"/>				
Relationship: Self	Billing: <input type="text"/>				
Phone: <input type="text"/>					

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The Members page allows you to verify eligibility and plan benefits, view the member's ID card, look up auth and claims status, see provider selections, and more.



# Member with Additional IDs

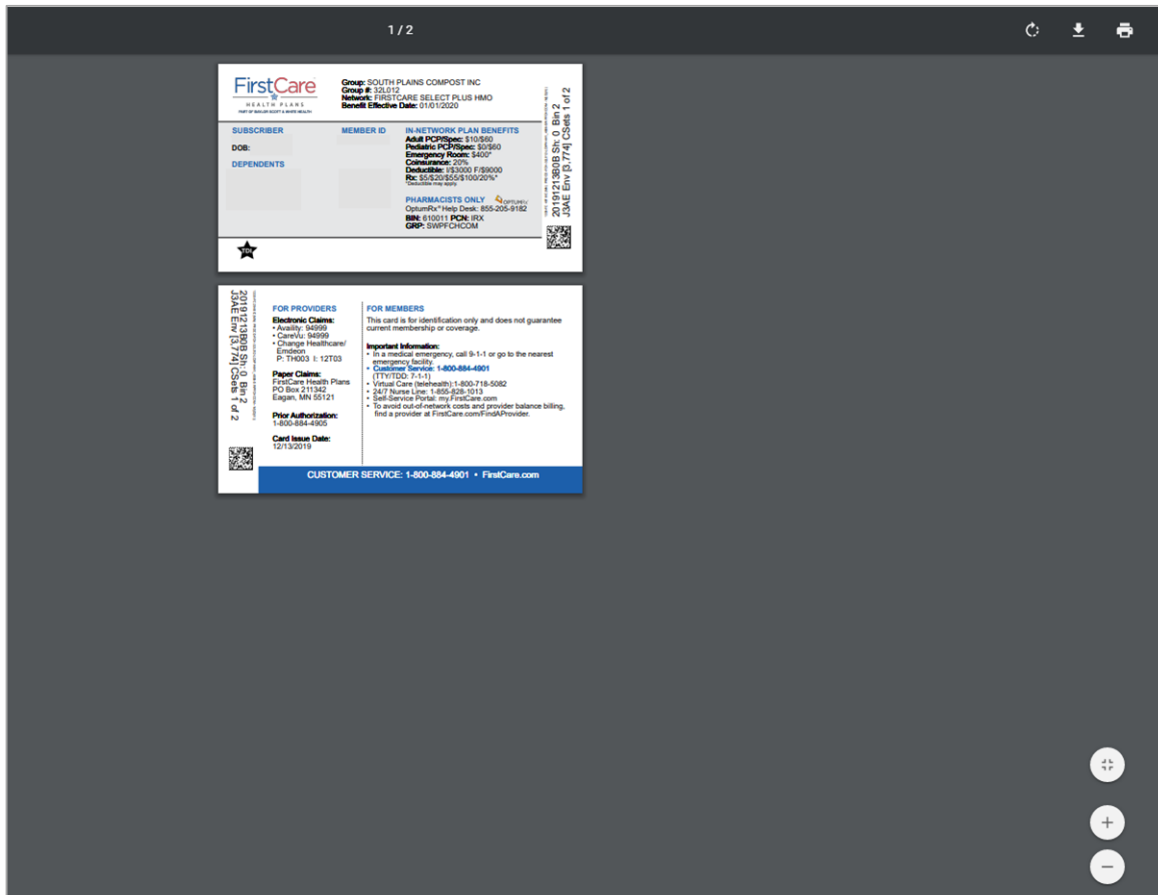
The screenshot displays the 'myFirstCare Self-Service' interface. The top left features the 'FirstCare HEALTH PLANS PART OF BAYLOR SCOTT & WHITE HEALTH' logo. The top right shows the 'myFirstCare Self-Service' title. A left-hand navigation menu includes options like Home, Members (highlighted), Claims, Authorizations, Reports, Important Documents, View/Edit My Info, Message Center, Contact Us, and Log Out. The main content area is titled 'Members' and contains a search form with a 'Member ID' input field, a 'Submit' button, and a 'Find Member ID' button. Below the search form, a message states: 'This member has additional IDs. See "Additional IDs" tab below.' A 'Choose Member' dropdown menu is present. Below this are links for 'View ID Cards', 'View Claims', 'View Authorizations', and 'Request New Authorization'. A tabbed interface shows several tabs: 'Personal Information', 'Benefits & Coverage', 'Accumulators', 'PCP/OBGYN', 'Other Coverage', and 'Additional IDs' (which is selected and highlighted in green). Under the 'Additional IDs' tab, there is a table with two columns: 'Member ID' and 'Account Status'. The table contains two rows: one with an active ID and one with an inactive ID.

Member ID	Account Status
[Redacted]	Active
[Redacted]	Inactive

Providers are alerted when Members have additional FirstCare active or terminated IDs. The IDs can be viewed on the “Additional IDs” tab.



# Member ID Cards



Easily view, download, and print Member ID cards.



# Member Benefits

The screenshot displays the 'Members' section of the myFirstCare Self-Service portal. It includes a search bar for Member ID, a 'Choose Member' dropdown, and navigation links for 'View ID Cards', 'View Claims', 'View Authorizations', and 'Request New Authorization'. The 'Benefits & Coverage' tab is active, showing a dropdown for the plan '07/01/2018 - Current (LC8PH2D1\_4806)'. Below this, there are two tables: 'Medical Benefits' and 'Pharmacy Benefits'.

Medical Benefits	
Medical Benefit Summary	Value
Diagnostic Copay	\$250.00
ER Copay	\$400.00
In Network Coinsurance	80%
In Network Family Deductible	\$2,000.00
In Network Family Out Of Pocket Maximum	\$7,000.00
In Network Individual Deductible	\$1,000.00
In Network Individual Out Of Pocket Maximum	\$3,500.00
PCP Office Copay	\$25.00
Pediatric Office Copay	\$0.00
Specialist Office Copay	\$55.00
Urgent Care Copay	\$50.00

Pharmacy Benefits	
Pharmacy Benefit Summary	Value
Family RX Deductible	\$0.00

Members' current Benefits & Coverage display here, as well as the option to view past benefits & coverage using the dropdown.



# Member Accumulators

**FirstCare** HEALTH PLANS PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

Welcome back, [Username]

Members

Member ID:

Choose Member:

[View ID Cards](#) [View Claims](#) [View Authorizations](#) [Request New Authorization](#)

Personal Information Benefits & Coverage **Accumulators** PCP/OBGYN Other Coverage Additional IDs

**Deductible/Out-of-Pocket Maximums**  
This information is based on claims processed as of the previous business day. Recent services may not yet be included.

Benefit	Progress	Maximum	Satisfied	Remaining	Effective	End
▶ Accumulator Type: Deductible						
▶ Accumulator Type: OOP Max						
▼ Accumulator Type: Service Category (Continues on the next page)						
Service 01996	Progress: 0%	1	0	1	3/22/2019	3/22/2019
Adult Physical (CM)	Progress: 0%	1	0	1	7/1/2018	6/30/2019
Cardiovascular Disease Testing (CM)	Progress: 0%	200.00	0.00	200.00	7/1/2014	6/30/2019
Chiropractic Services, Spinal Manipulation (CM)	Progress: 0%	35	0	35	7/1/2018	6/30/2019
Digital Breast Tomosynthesis (CM)	Progress: 0%	1	0	1	7/1/2018	6/30/2019
Durable Medical Equipment, Apnea Monitor (CM)	Progress: 0%	1	0	1		
Durable Medical Equipment, CPAP (CM)	Progress: 0%	1	0	1		

5 10 20 Page 1 of 2 (21 items) 1 2

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Check the status of a Member's Deductible, OOP Max, or Service Category Accumulators. Click the down arrows to see all the details.





# Electronic Claims Submission

The screenshot displays the myFirstCare Self-Service portal. At the top left is the FirstCare Health Plans logo, with the text "HEALTH PLANS" and "PART OF BAYLOR SCOTT & WHITE HEALTH" below it. To the right of the logo is the "myFirstCare Self-Service" header. A dark grey sidebar on the left contains a navigation menu with the following items: Home, Members, Claims (highlighted in green), Claim Search, Electronic Claims Status, Claim Submission, Payments, Payment Negative Balance, Refund Requests, Authorizations, Reports, Important Documents, View/Edit My Info, Message Center, Contact Us, and Log Out. The main content area is titled "Claim Submission" and contains the text: "We offer Batch Claim Submission and Online Claim Entry for our providers - ClaimShuttle™ for secure EDI file transfer and SolAce EMC™ for online claim entry and billing. Click [here](#) to Login or Register to use these services". At the bottom of the page, a blue footer contains the text: "© 2019 FirstCare Health Plans. All rights reserved. [Legal Notices & Privacy](#) | [FirstCare.com](#)".

Most providers use a third-party service or clearinghouse for electronic claims submissions. A small number, however, submit claims electronically through our portal.



# Electronic Claims Status

**Electronic Claims Status**

Provider:

Received Date From:  To:  Patient Control Number:   View only rejected claims

Service Start Date:  Service End Date:

Mem... ID	Claim Number	Charge	Sta...	Service Start Date	Received Date	Tax ID	Provi... ID	NPI	Compliance Error	Patient Ctrl #
		44,869.51	Accepted	07/02/2018	06/04/2019					
		44,869.51	Accepted	07/02/2018	06/06/2019					
		23,042.05	Accepted	10/30/2018	06/08/2019					
		6,046.76	Accepted	11/22/2018	06/05/2019					
		71,560.17	Rejected	11/27/2018	06/06/2019				NDC was invalid or missing for date of service	
		14,992.07	Accepted	11/30/2018	06/06/2019					
		51,669.96	Rejected	01/04/2019	06/12/2019				Coordination of Benefits (COB) Payer Paid Amount (2320, AMT) is required when there is a Claim Check or Remittance Date, (2330B, DTP) present or the Line Adjudication Information (2430, SVD) Loop present.	
		6,778.66	Accepted	01/05/2019	06/12/2019					
		2,785.76	Accepted	01/13/2019	06/13/2019					
		2,785.76	Accepted	01/13/2019	06/06/2019					

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*View the status of your electronically submitted claims, including the reason (compliance error) for any rejections. The “Accepted” claims have been submitted for processing.*

*The “Rejected” claims require you to review and re-submit before they will be submitted for processing.*



# Electronic Claims Status – Rejected Claims Only

The screenshot shows the 'Electronic Claims Status' page in the myFirstCare Self-Service portal. The page includes a search filter for 'View only rejected claims' which is highlighted with a yellow box. Below the search filters is a table of rejected claims.

Member ID	Claim Number	Charge	Sta...	Service Start Date	Received Date	Tax ID	Provi... ID	NPI	Compliance Error	Patient Ctrl #
		71,560.17	Rejected	11/27/2018	06/06/2019				NDC was invalid or missing for date of service	
		51,669.96	Rejected	01/04/2019	06/12/2019				Coordination of Benefits (COB) Payer Paid Amount (2320, AMT) is required when there is a Claim Check or Remittance Date, (2330B, DTP) present or the Line Adjudication Information (2430, SVD) Loop present.	
		11,543.54	Rejected	03/31/2019	06/04/2019				NDC was invalid or missing for date of service	
		25,769.53	Rejected	04/08/2019	06/07/2019				NDC was invalid or missing for date of service	
		54,905.44	Rejected	05/01/2019	06/08/2019				NDC was invalid or missing for date of service	
		54,905.44	Rejected	05/01/2019	06/06/2019				NDC was invalid or missing for date of service	
		67,317.35	Rejected	05/09/2019	06/04/2019				NDC was invalid or missing for date of service	
		65,650.87	Rejected	05/10/2019	06/05/2019				NDC was invalid or missing for date of service	
		1,791.44	Rejected	05/15/2019	06/08/2019				Contract DOB Not on File	
		68,516.17	Rejected	05/21/2019	06/04/2019				NDC was invalid or missing for date of service	

*You have the option to view only the rejected claims. This enables you to remediate and re-submit quickly.*



# Grid Global Search (Claims, Auths, etc.)

Member ID:  Claim Status: (All) Provider\*:

Service Start Date Between\*: 3/11/2019 And\*: 4/11/2019

Claim ID	Start Date	Receipt Date	EOP	Member ID	Member Name	Billed	Paid	Appeal	Status	Provider Name	Deduc...	End Date
▶ 20190313P04822	3/12/2019	3/13/2019	<a href="#">View</a>		HERNANDEZ, TRINIDAD	319.15	0.00	<a href="#">Appeal</a>	DENIED		0.00	
▶ 20190318P00204	3/14/2019	3/18/2019	<a href="#">View</a>	5497	LOPEZ, JOSIAH	314.14	184.60	<a href="#">Appeal</a>	PROCESSED		0.00	
▶ 20190318P00198	3/13/2019	3/18/2019	<a href="#">View</a>		MARTINEZ, NEHIMIAH	315.60	184.60	<a href="#">Appeal</a>	PROCESSED		0.00	
▶ 20190318P00329	3/13/2019	3/18/2019	<a href="#">View</a>		MARTINEZ, EDWARD	374.60	184.60	<a href="#">Appeal</a>	PROCESSED		0.00	
▶ 20190318P00353	3/13/2019	3/18/2019	<a href="#">View</a>	447	WHITE, ELSA	449.60	184.60	<a href="#">Appeal</a>	PROCESSED		0.00	
▶ 20190318P00335	3/13/2019	3/18/2019	<a href="#">View</a>		RAMIREZ, MAKAYLA	449.62	184.60	<a href="#">Appeal</a>	PROCESSED		0.00	
▶ 20190319P04654	3/18/2019	3/19/2019	<a href="#">View</a>	426	GONZALES, BRAXTON	374.60	184.60	<a href="#">Appeal</a>	PROCESSED		0.00	
▶ 20190319P04670	3/17/2019	3/19/2019	<a href="#">View</a>		PEREZ, ANTONIO	75.00	0.00	<a href="#">Appeal</a>	DENIED		0.00	
▶ 20190319P04664	3/15/2019	3/19/2019	<a href="#">View</a>	547	CLAYSON, MEILI	298.84	184.60	<a href="#">Appeal</a>	PROCESSED		0.00	
▶ 20190319P04665	3/15/2019	3/19/2019	<a href="#">View</a>	528186335	BERNAL MARIN, ADYEN	24.60	184.60	<a href="#">Appeal</a>	PROCESSED		0.00	

Page 1 of 68 (671 items) 1 2 3 4 5 ... 68

*Here's a tip to search the entire grid of any grid in the portal: Using the search field above the grid, type in one or more numeric and/or alphabetic characters and hit Enter or the spyglass icon.*



# Claim Search by Provider/Member

**FirstCare**  
HEALTH PLANS  
PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

### Claim Search

Welcome back, Username: [redacted]

Home  
Members  
**Claims**  
Claim Search  
Electronic Claims Status  
Claim Submission  
Payments  
Payment Negative Balance  
Refund Requests  
Authorizations  
Reports  
Important Documents  
View/Edit My Info  
Message Center  
Contact Us  
Log Out

Search By: Member / Provider Claim Number Check Number 835 Trace Number

Member ID: [Member ID...]  
Claim Status: (All)  
Provider\*: [Provider\*]  
Service Start Date Between\*: 3/11/2019  
And\*: 4/11/2019  
[Search] [Clear]

Claim ID	Start Date	Receipt Date	EOP	Member ID	Member Name	Billed	Paid	Appeal	Status	Provider Name	Deduct...	End Date
▶ 20190313P00271	3/11/2019	3/13/2019	View			298.79	184.60	Appeal	PROCESSED		0.00	
▶ 20190313P00222	3/11/2019	3/13/2019	View			298.79	184.60	Appeal	PROCESSED		0.00	
▶ 20190313P04821	3/12/2019	3/13/2019	View			340.66	184.60	Appeal	PROCESSED		0.00	
▶ 20190313P04813	3/12/2019	3/13/2019	View			298.84	184.60	Appeal	PROCESSED		0.00	
▶ 20190313P04824	3/12/2019	3/13/2019	View			298.84	184.60	Appeal	PROCESSED		0.00	
▶ 20190313P04801	3/11/2019	3/13/2019	View			424.60	184.60	Appeal	PROCESSED		0.00	
▶ 20190315P04885	3/12/2019	3/15/2019	View			184.60	0.00	Appeal	DENIED		0.00	
▶ 20190318P00333	3/13/2019	3/18/2019	View			349.60	184.60	Appeal	PROCESSED		0.00	
▶ 20190318P00351	3/14/2019	3/18/2019	View			298.84	184.60	Appeal	PROCESSED		0.00	
▶ 20190319P03569	3/15/2019	3/19/2019	View			185.24	96.79	Appeal	PROCESSED		0.00	

Page 1 of 68 (672 items) 1 2 3 4 5 ... 68

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*From the Claims page, you can search for claims by Member ID, Provider, claim number, check number, status, and DOS.*

*NOTE that the default date range is 1 month. Maximum date range is any 12-month timespan*



# Claim Lines – Denied Reason

The screenshot displays the FirstCare myFirstCare Self-Service portal. A search bar at the top allows filtering by Member / Provider, Claim Number, Check Number, or 835 Trace Number. Below the search bar, there are filters for Member ID, Claim Status (set to (All)), and Provider\*. A date range filter for Service Start Date is set to 2/16/2018. A table of claim lines is shown, with a pop-up window titled "Reason" open over the first row. The pop-up window contains a table with columns for Code, Responsibility, and Description. The first row shows Code "EXIL" and Description "IL DENY / RESUBMIT WITH PRIMARY CARRIER'S EOB OR PRIMARY PAID AMOUNT." The second row shows Code "EXIL" and Responsibility "Supplier Responsibility" with the same description. A "Create Filter" button is also visible in the pop-up. The main table below has columns for Line Item, Start Date, Diagnosis, Procedure, Charge, Count, Status, Reason, Location, Processed Date, Indicator(s)/Modifier, and End Date. The first two rows are marked as "DENIED" and have "Reason" buttons. The first row is for Line Item 1, Start Date 2/16/2018, Diagnosis T1015, Charge 177.61, Count 1, Status DENIED, Reason Reason, Location 50 - Federally Qualified Health Center, Processed Date 4/9/2018, and End Date. The second row is for Line Item 2, Start Date 2/16/2018, Diagnosis 99214, Charge 165.00, Count 1, Status DENIED, Reason Reason, Location 11 - Office, Processed Date 4/9/2018, and End Date. A footer at the bottom of the page reads "© 2019 FirstCare Health Plans. All rights reserved. Legal Notices & Privacy | FirstCare.com".

*Claims can be expanded to show line detail with a single click of the arrow next to the Claim ID. For each claim line, Providers can view status and get a full description of the reason for any denials.*

*You can also, by clicking the “View” buttons on a claim line, view details about the Diagnosis codes and the Indicators & Modifiers.*



# EOPs and Electronic Remittance Advice

**FirstCare**  
HEALTH PLANS  
PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

Welcome back, [Username]

Home  
Members  
**Claims**  
Claim Search  
Electronic Claims Status  
Claim Submission  
Payments  
Payment Negative Balance  
Refund Requests  
Authorizations  
Reports  
Important Documents  
View/Edit My Info  
Message Center  
Contact Us  
Log Out

### Claim Search

Search By: Member / Provider | Claim Number | Check Number | 835 Trace Number

Member ID: [Member ID...]  
Claim Status: (All)  
Provider\*: [Provider\*...]

Service Start Date Between\*: 3/11/2019 - 4/11/2019  
[Search] [Clear]

Claim ID	Start Date	Receipt Date	EOP	Member ID	Member Name	Billed	Paid	Appeal	Status	Provider Name	Deduct...	End Date
20190313P00271	3/11/2019	3/13/2019	<a href="#">View</a>			298.79	184.60	<a href="#">Appeal</a>	PROCESSED		0.00	
20190313P00222	3/11/2019	3/13/2019	<a href="#">View</a>			298.79	184.60	<a href="#">Appeal</a>	PROCESSED		0.00	
20190313P04821	3/12/2019	3/13/2019	<a href="#">View</a>			340.66	184.60	<a href="#">Appeal</a>	PROCESSED		0.00	
20190313P04813	3/12/2019	3/13/2019	<a href="#">View</a>			298.84	184.60	<a href="#">Appeal</a>	PROCESSED		0.00	
20190313P04824	3/12/2019	3/13/2019	<a href="#">View</a>			298.84	184.60	<a href="#">Appeal</a>	PROCESSED		0.00	
20190313P04801	3/11/2019	3/13/2019	<a href="#">View</a>			424.60	184.60	<a href="#">Appeal</a>	PROCESSED		0.00	
20190315P04885	3/12/2019	3/15/2019	<a href="#">View</a>			184.60	0.00	<a href="#">Appeal</a>	DENIED		0.00	
20190318P00333	3/13/2019	3/18/2019	<a href="#">View</a>			349.60	184.60	<a href="#">Appeal</a>	PROCESSED		0.00	
20190318P00351	3/14/2019	3/18/2019	<a href="#">View</a>			298.84	184.60	<a href="#">Appeal</a>	PROCESSED		0.00	
20190319P03569	3/15/2019	3/19/2019	<a href="#">View</a>			185.24	96.79	<a href="#">Appeal</a>	PROCESSED		0.00	

Page 1 of 68 (672 items) | 1 2 3 4 5 ... 68

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*Providers can view EOPs and associated remittance information from the Claim Search page by locating the claim and clicking the View button in the EOP column.*



# Claim Appeal – Medicaid & Medicare

The screenshot displays the 'Claim Appeal' page in the myFirstCare Self-Service portal. The page is divided into a left-hand navigation menu and a main content area. The navigation menu includes options like Home, Members, Claims, Claim Search, Electronic Claims Status, Claim Submission, Payments, Payment Negative Balance, Refund Requests, Authorizations, Reports, Important Documents, View/Edit My Info, Message Center, Contact Us, and Log Out. The main content area is titled 'Claim Appeal' and shows member information: Member Name, Member ID, Start Date (5/17/19), Paid Date (5/28/19), Provider NPI, Patient Control #, End Date (5/17/19), Paid Amount (\$95.14), Provider Name, Date of Birth (7/27/2003), Charge (\$2,578.97), Network (Medicaid Lubbock), Claim Number, and Status (PROCESSED). Below this information are two tabs: 'Reason for Appeal' (selected) and 'Claim Lines'. The 'Reason for Appeal' section contains a list of reasons with checkboxes: 'Provider information updated', 'Member eligibility updated', 'Authorization updated', 'Denied in error', 'EOB Attached (COB Claim)\*', 'Corrected/Replaced Claim', 'Resubmission with Proof of Authorization/Referral\*', 'Resubmission with Proof of Timely Filing\*', and 'Other (specify reason below)'. A red arrow points to the 'EOB Attached (COB Claim)\*' option. To the right of these options is an 'Attachments' section with a file upload area and a text box for a summary of the appeal. A note at the bottom states: 'An Appeal Reason is required to appeal a Claim. If you want to review or edit Claim Lines, please do so BEFORE clicking the "Submit Appeal" button. Select the "Claim Lines" tab above.' At the bottom of the form are 'Submit Appeal' and 'Cancel' buttons. The footer contains copyright information: '© 2019 FirstCare Health Plans. All rights reserved. Legal Notices & Privacy | FirstCare.com'.

*Claims can be appealed by clicking the “Appeal” button from the Claim Search grid.*





# Claim Appeal – Claim Lines



myFirstCare Self-Service

Welcome back, Username: [redacted]

- Home
- Members
- Claims
  - Claim Search
  - Electronic Claims Status
  - Claim Submission
  - Payments
  - Payment Negative Balance
  - Refund Requests
- Authorizations
- Reports
- Important Documents
- View/Edit My Info
- Message Center
- Contact Us
- Log Out

### Claim Appeal

Member Name: [redacted] Member ID: [redacted] Start Date: 5/17/19 Paid Date: 5/28/19  
Provider NPI: [redacted] Patient Control #: [redacted] End Date: 5/17/19 Paid Amount: \$95.14  
Provider Name: [redacted] Date of Birth: 7/27/2003 Charge: \$2,578.97 Network: Medicaid Lubbock  
Claim Number: [redacted] Status: PROCESSED

Reason for Appeal **Claim Lines**

Add Claim Line

Line Item	Start Date	Diagnosis	Procedure	Charge	Units (Count)	Status	Paid	Location	Processed Date	Indicators / Modifiers	End Date	
1	5/17/19	S83.92XA, S89.92XA, X50.0XXA, Y92.39, Y93.02		4.00	2	PAID	0.43		5/27/19		5/17/19	Edit
2	5/17/19	S83.92XA, S89.92XA, X50.0XXA, Y92.39, Y93.02	73562	1,095.56	1	PAID	38.01		5/27/19	LT, TC	5/17/19	Edit
3	5/17/19	S83.92XA, S89.92XA, X50.0XXA, Y92.39, Y93.02	99283	1,479.41	1	PAID	56.70		5/27/19		5/17/19	Edit

An Appeal Reason is required to appeal a Claim. If you want to review or edit Claim Lines, please do so BEFORE clicking the "Submit Appeal" button. Select the "Claim Lines" tab above.

Submit Appeal Cancel

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*The "Claim Lines" tab displays, providing the option to edit the line(s) or add new line(s).*



# Claim Appeal – Edit Claim Lines

The screenshot displays the FirstCare Health Plans web portal. The main page is titled 'Claim Appeal' and contains a sidebar with navigation options like 'Home', 'Members', 'Claims', 'Claim Search', 'Electronic Claims Status', 'Claim Submission', 'Payments', 'Payment Negative Balance', 'Refund Requests', 'Authorizations', 'Reports', 'Important Documents', 'View/Edit My Info', 'Message Center', 'Contact Us', and 'Log Out'. The main content area shows a 'Reason for Appeal' dropdown and a table of claim lines. A 'Submit Appeal' button is visible at the bottom of the main content area.

An 'Edit Claim Line' popup form is overlaid on the main page. The form contains the following fields:

- Line Item: 2
- Start Date: 5/17/2019
- End Date: 5/17/2019
- Processed Date: 5/27/2019
- Diagnosis Codes: S83.92XA,S89.92XA,X50.0XXA,Y92.39,Y93.02.
- Procedure Codes: 73562
- Charge: 1095.56
- Paid: 38.01
- Units: 1
- Status: PAID
- Indicators / Modifiers: LT, TC
- Location: Select a location...

At the bottom of the popup form are three buttons: 'Save' (green), 'Delete' (red), and 'Cancel' (blue).

The background page shows a table with columns: 'Processed Date', 'Indicators / Modifiers', 'End Date', and 'Edit'. The table contains three rows of data, each with an 'Edit' button.

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*A popup form enables full editing of a claim line.*



# Claim Appeal – Submission Confirmation

The screenshot shows the 'myFirstCare Self-Service' interface. The main content area is titled 'Claim Appeal' and displays member information: Member Name, Member ID, Start Date (5/17/19), Paid Date (5/28/19), Provider NPI, Patient Control #, End Date (5/17/19), Paid Amount (\$95.14), Provider Name, Date of Birth (7/27/2003), Charge (\$2,578.97), Network (Medicaid Lubbock), Claim Number, and Status (PROCESSED). Below this, there are tabs for 'Reason for Appeal' and 'Claim Lines'. The 'Reason for Appeal' section has a list of checkboxes: 'Provider information updated', 'Member eligibility updated', 'Authorization updated', 'Denied in error', 'EOB Attached (COB Claim)\*', 'Corrected/Replaced Claim' (checked), 'Resubmission with Proof of Authorization/Referral\*', 'Resubmission with Proof of Timely Filing\*', and 'Other (specify reason below)'. There is also an 'Attachments' section with a file upload area and a text box for 'Appeal to enter an additional service'. A green 'Submit Appeal' button and a red 'Cancel' button are at the bottom. A white popup window with a close button (x) is centered over the form, containing the text: 'Appeal Request Submitted' and 'Your Appeal has been submitted and will be processed shortly. Your request id is 3324223'. A footer note states: 'An Appeal Reason is required to appeal a Claim. If you want to review or edit Claim Lines, please do so BEFORE clicking the "Submit Appeal" button. Select the "Claim Lines" tab above.'

*Once you submit the appeal, a popup will show you the confirmation of your submission. You can also go to Message Center/My Messages to see your Claim Appeal submission ID.*



# Claim Review Request – Commercial & Baylor Employee



myFirstCare Self-Service

Claim Search

Search By: Member / Provider Claim Number Check Number 835 Trace Number

Member ID: Member ID... Claim Status: (All) Provider\*: Baylor Scott and White Medical Center Temple (NP1477516466)

Service Start Date Between\*: 9/1/2023 And\*: 3/22/2024 Search Clear

Claim ID	Start Date	Receipt Date	EOP	Member ID	Member Name	Billed	Paid	Appeal	Status	Provider Name	Deductible	End Date
20230923001599	9/3/2023	9/23/2023	View	626524404	RASBERRY, AMI	23,927.88	4,077.38	Appeal	PROCESSED	Baylor Scott and White Medical Center Temple (NP1477516466)	0.00	9/4/2023
20230911003548	9/6/2023	9/11/2023	View	HIM107966000	Mills, Christine	1,191.34	121.68	Contact Us	PROCESSED	Baylor Scott and White Medical Center Temple (NP1477516466)	0.00	9/6/2023
20230911003571	9/6/2023	9/11/2023	View	626524404	RASBERRY, AMI	325.00	39.78	Appeal	PROCESSED	Baylor Scott and White Medical Center Temple (NP1477516466)	0.00	9/6/2023
20230912007836	9/8/2023	9/12/2023	View	730174189	DONALDSON, CHLOE	186.46	37.87	Appeal	PROCESSED	Baylor Scott and White Medical Center Temple (NP1477516466)	0.00	9/8/2023
20230923002043	9/11/2023	9/23/2023	View	HIM106277200	rogers, nicole	22,188.71	8,631.00	Contact Us	PROCESSED	Baylor Scott and White Medical Center Temple (NP1477516466)	0.00	9/11/2023
20230917000215	9/12/2023	9/17/2023	View	527892702	Renfro, Melissa	325.00	39.78	Appeal	PROCESSED	Baylor Scott and White Medical Center Temple (NP1477516466)	0.00	9/12/2023
20230923001710	9/12/2023	9/23/2023	View	HIM106252101	Louis, Valerie	395.57	101.81	Contact Us	PROCESSED	Baylor Scott and White Medical Center Temple (NP1477516466)	0.00	9/12/2023
20231004000997	9/12/2023	10/4/2023	View	HIM105881800	Williams, Douglas	355.40	200.15	Contact Us	PROCESSED	Baylor Scott and White Medical Center Temple (NP1477516466)	0.00	9/12/2023
20231022000364	9/12/2023	10/22/2023	View	605831862	NELSON, LAMANI	325.00	39.78	Appeal	PROCESSED	Baylor Scott and White Medical Center Temple (NP1477516466)	0.00	9/12/2023
20230923001702	9/13/2023	9/23/2023	View	HIM105881801	Williams, Heather	12,963.61	4,277.71	Contact Us	PROCESSED	Baylor Scott and White Medical Center Temple (NP1477516466)	0.00	9/14/2023

Page 1 of 15 (143 items) 1 2 3 4 5 ... 15

A Claim Review Request will be available via the Provider Service Center at **833.542.8179** which includes detailed claim analysis, real-time adjustments on most claims and quick follow-up rather than submitting through the provider portal.



# Claim Payments

FirstCare HEALTH PLANS PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

Welcome back, [Username]

Home  
Members  
Claims  
Claim Search  
Electronic Claims Status  
Claim Submission  
Payments  
Payment Negative Balance  
Refund Requests  
Authorizations  
Reports  
Important Documents  
View/Edit My Info  
Message Center  
Contact Us  
Log Out

## Claim Payments

Search By:

Supplier 835 Trace Number Check Number

Supplier\*   View only payments with negative balance

Payment Between\*: 10/09/2018 And\*: 04/09/2019

835 Trace Number	Check Number	Payment Status	Payment Date	Payment Amount	Negative Balance Amount	Recoupment Amount	View Claims
1812060	1116603	Issued	4/8/2019	\$21.19	\$0.00	\$0.00	<input type="button" value="View Claims"/>
1812069	72317	Issued	4/8/2019	\$56.08	\$0.00	\$0.00	<input type="button" value="View Claims"/>
1812309	1116539	Issued	4/8/2019	\$264.10	\$0.00	\$0.00	<input type="button" value="View Claims"/>
1810420	1336540	Issued	4/5/2019	\$41.08	\$0.00	\$0.00	<input type="button" value="View Claims"/>
1810434	1336650	Issued	4/5/2019	\$62.43	\$0.00	\$0.00	<input type="button" value="View Claims"/>
1811345	610742	Issued	4/5/2019	\$6,830.20	\$477.61	\$0.00	<input type="button" value="View Claims"/>
1810014	74856	Issued	4/5/2019	\$369.20	\$107.92	\$0.00	<input type="button" value="View Claims"/>

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*The Claim Payments page displays a Supplier's payments for the requested date range.*



# Claims Payments - Negative Balance

The screenshot shows the 'Claim Payments' section of the FirstCare myFirstCare Self-Service portal. The interface includes a search bar with filters for 'Supplier', '835 Trace Number', and 'Check Number'. Below the search bar, there are date pickers for 'Payment Between' (10/11/2018 to 04/11/2019) and a checkbox for 'View only payments with negative balance'. A table of claim payments is displayed with the following columns: 835 Trace Number, Check Number, Payment Status, Payment Date, Payment Amount, Negative Balance Amount, Recoupment Amount, and View Claims. The table contains 10 rows of data. The row with 835 Trace Number 1746998 and Check Number 591611 is highlighted in yellow, showing a Payment Amount of \$361.96, a Negative Balance Amount of \$0.00, and a Recoupment Amount of \$180.98. Other rows show various payment amounts and negative balance amounts, such as \$4,445.77 and \$477.61. The footer of the page includes the copyright notice '© 2019 FirstCare Health Plans. All rights reserved. Legal Notices & Privacy | FirstCare.com'.

835 Trace Number	Check Number	Payment Status	Payment Date	Payment Amount	Negative Balance Amount	Recoupment Amount	View Claims
1748146	1319458	Issued	1/4/2019	\$182.47	\$0.00	\$0.00	View Claims
1748600	592091	Issued	1/4/2019	\$3,225.61	\$4,445.77	\$0.00	View Claims
1748761	591988	Issued	1/4/2019	\$4,524.50	\$477.61	\$0.00	View Claims
1745675	72119	Issued	1/1/2019	\$361.96	\$107.92	\$0.00	View Claims
1746203	1318640	Issued	1/1/2019	\$138.30	\$0.00	\$0.00	View Claims
1746900	591328	Issued	1/1/2019	\$361.96	\$0.00	\$0.00	View Claims
1746998	591611	Issued	1/1/2019	\$361.96	\$0.00	\$180.98	View Claims
1746919	591669	Issued	1/1/2019	\$2,171.76	\$4,445.77	\$0.00	View Claims
1746983	591586	Issued	1/1/2019	\$3,438.62	\$477.61	\$0.00	View Claims
1745618	1114699	Issued	12/31/2018	\$230.53	\$0.00	\$0.00	View Claims

*If the Supplier has any Negative Balance amounts, they display in blue text.*



# Claim Payments – View Claims

FirstCare HEALTH PLANS PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

Welcome back, [Username]

Claim Search

Search By: Member / Provider Claim Number Check Number 835 Trace Number

835 Trace Number\* 1812060 [Search] [Clear]

Claim ID	Start Date	Receipt Date	EOP	Member ID	Member Name	Billed	Paid	Appeal	Status	Provider Name	Deduc...	End Date
20190404P00402	3/21/2019	4/4/2019	<a href="#">View</a>			134.64	21.19	<a href="#">Appeal</a>	PROCESSED		0.00	
20190404P00405	3/7/2019	4/4/2019	<a href="#">View</a>			134.64	0.00	<a href="#">Appeal</a>	PROCESSED		58.84	

10 25 50 Page 1 of 1 (2 items) 1

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*Click on the green “View Claims” button on the “Claim Payments” grid to see the claims included in that payment.*



# Claims Payments – Negative Balance Report

**FirstCare**  
HEALTH PLANS  
PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

Welcome back, [Username]

Home  
Members  
**Claims**  
Claim Search  
Electronic Claims Status  
Claim Submission  
Payments  
Payment Negative Balance  
Refund Requests  
Authorizations  
Reports  
Important Documents  
View/Edit My Info  
Message Center  
Contact Us  
Log Out

### Payment Negative Balance

835 Trace Number: 1746998

835 Trace Number: 1746998  
Payment Number: 591611  
Supplier Name: [Redacted]

Total Original Negative Balance: 180.98  
Total Amount Applied To Negative Balance: 180.98  
Total Remaining Negative Balance: 0

### Receivables

Receivable ID	Receivable Claim ID	Negative Balance	Applied to Negative Balance	Remaining Balance
750706	20180917P06728	\$180.98	\$180.98	\$0.00

Applied To Negative Balance

Member ID	Member Name	Patient Account Number	Payment Date	Recouped On Claim ID	Recouped Amount
[Redacted]	[Redacted]	[Redacted]	1/1/2019	20181227P00830	\$180.98

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*The full details of a selected negative balance claim display here when you click the blue negative balance amount in the Payments grid or click the left nav “Payment Negative Balance” tab and enter an 835 Trace Number.*





# Claims Refund Requests

**FirstCare**  
HEALTH PLANS  
PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

Welcome back, [Username]

Home  
Members  
Claims  
Claim Search  
Electronic Claims Status  
Claim Submission  
Payments  
Payment Negative Balance  
Refund Requests  
Authorizations  
Reports  
Important Documents  
View/Edit My Info  
Message Center  
Contact Us  
Log Out

Refund Request Letters

Search By:  
Supplier

Sent Date Between\*: 09/19/2019 And\*: 12/19/2019 Search Clear

Correspondence ID	Supplier ID	Supplier Name	Requested On	View Letter
24263653			11/22/2019	View Letter
23895828			10/25/2019	View Letter
23551530			9/27/2019	View Letter
23479182			9/20/2019	View Letter

Page 1 of 1 (4 items)

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*Refund Request Letters are quickly and easily viewable from the portal's "Refund Request Letters" page*



# Claims Refund Request Letter

d05b97fc-8914-4de0-ab59-685ac7d1873a 1 / 2 J4CC [4,260] 1 of 1

**FirstCare**  
HEALTH PLANS  
12940 N. Hwy 183, Austin, TX 78750

**Forwarding Service Requested**

\*\*\*\*\*ALL FOR AADC 760 10 9/23/2019

Dear [REDACTED]:

FirstCare Health Plans has issued payment(s) to you in error for the indicated service(s) on the next page. The overpayment was due to receipt of a corrected claim.

**We are requesting a refund from you in the amount of \$31.68.** Please send a check for this amount payable to FirstCare Health Plans, and include a copy of this letter to expedite processing of this payment. **Payment must be received within 45 calendar days of the date on this letter.**

In the event a refund is not received within 45 calendar days of this request, we will deduct the overpayment amount from your next claim payment.

**What are your next steps?**

- **RECOUPMENT:** If you prefer that FirstCare proceed with recoupment, rather than sending us a check for the refund amount, please check this box:
- **APPEAL PROCESS:** If you disagree with the overpayment amount identified, you may submit a written appeal regarding the refund request within 45 calendar days of this letter. Please include a copy of this letter to expedite your request.
- **MAILING ADDRESS:** All written communications regarding this notice should be addressed to:  
FirstCare Health Plans  
Attn: Claims Recovery Unit  
P.O. Box 211342  
Eagan, MN 55121

If you have any questions, please send an email to FirstCare Customer Service at [CSservice@FirstCare.com](mailto:CSservice@FirstCare.com) or call **1-800-884-4901** (Monday - Friday, 8 a.m. to 5 p.m. CT).

Sincerely,

*Refund Request Letters can be viewed and printed or downloaded to a pdf file.*



# Service Code Search for Authorizations

The screenshot shows the 'Authorization Code Search' interface. On the left is a navigation menu with options like Home, Members, Claims, Authorizations (highlighted), Auth. Requirements, Auth. Code Search Tool, Auth. Request, Auth. Search, Reports, Important Documents, View/Edit My Info, Message Center, Contact Us, and Log Out. The main content area has a header 'Authorization Code Search' and a sub-header 'Use our search tool to see if prior authorization is required.' Below this is a search form with the prompt 'Enter up to 20 service codes:' and input fields for '00170' and '0963'. There are 'Add Code', 'Search', and 'Clear' buttons. A 'Print Results' button is in the top right. The search results are displayed in a scrollable area, showing details for 'Service code 00170 - ANESTH PROCEDURE ON MOUTH' (requiring preauthorization) and 'Service code 0963 - PRO FEE/ANES MD' (not requiring preauthorization). A copyright notice 'CPT only Copyright © 2018 American Medical Association. All Rights Reserved.' is at the bottom.


*Search up to 20 codes at a time to see if prior authorization is required. Results can be printed, and new auth requests started directly from the search page.*



# Authorizations – Print Auth Code Search Results

Print  
Total: 1 page

Save Cancel

Destination  Save as PDF  
Change...

Pages  All  
 e.g. 1-5, 8, 11-13

Layout Portrait

More settings

2/21/2019 FirstCare

Service codes searched 00170,0963. Results as of 2/21/19, 1:13 PM.

**Service code 00170 - ANESTH PROCEDURE ON MOUTH**

**reauthorization is required – See guidance**

his service code requires authorization for all levels of care, including observation. Beginning July 1, 2017, per the HHSC uniform Managed Care Manual 16.1.25.2, prior authorization for any anesthesia services provided by an anesthesiologist M.D./D.O) or certified registered nurse anesthetist (CRNA), with therapeutic dental services for Medicaid dental members from ages zero (0) through six (6) years, procedure code 00170, must include proof of approved prior authorization for dental services from the Dental Maintenance Organization (DMO). Authorization is required for the following diagnosis (ICD10) code ranges only: K00, K01,K02, K03, K05,K06,K08, M26.

his service code is part of the FirstCare preauthorization list. To submit the preauthorization request electronically, via the FirstCare Provider Self Service Portal, [click here](#)

**Service code 0963 - PRO FEE/ANES MD**

**reauthorization is NOT required.**

anesthesiologist (MD)

In addition, please note that:

- All services, even if authorized, are subject to the member's benefit plan contract coverage and exclusions, eligibility and network design. Approvals are not a guarantee of coverage, as the member's benefit plan contract may retroactively terminate at a future date. Benefit plan contract exclusions and current status of eligibility may be verified on the FirstCare Provider Self-Service portal.
- Failure to obtain preauthorization for out-of-network services may result in a denial of payment for services rendered.
- Observation stays do not require notification/preauthorization.
- Independent confinement at FirstCare participating facilities requires notification/authorization.

<http://autv-hewebcad/Providers/authCodeSearch> 1/1

*Results can be downloaded and saved as a PDF or printed directly to a printer*



# Authorizations Search

**Authorization Search**

Search By:

Authorization Status:  Service Start Date Between\*:

Authorization #	Member ID	Member Name	Referring Provider	Status	Print	Authorization Type	Diagnosis	Received	Start	End	Alt. Auth #	Admission Type
EPS-00096056				Approved	Print	Authorization from MCG	View	1/30/2018	1/29/2018	5/30/2018		Outpatient
EPS-00095583				Approved	Print	Authorization from MCG	View	1/24/2018	1/29/2018	7/29/2018		Outpatient
EPS-00092121				Approved	Print	Authorization from MCG	View	12/13/2017	12/23/2017	3/26/2018		Outpatient
EPS-00088265				Not Approved	Print	Authorization from MCG	View	10/27/2017	10/27/2017	4/26/2018		Outpatient
EPS-00087272				Partially Approved	Print	Authorization from MCG	View	10/17/2017	10/16/2017	4/13/2018		Outpatient
EPS-00085710				Not Approved	Print	Authorization from MCG	View	9/29/2017	10/12/2017	4/12/2018		Outpatient
EPS-00085712				Not Approved	Print	Authorization from MCG	View	9/29/2017	10/12/2017	4/12/2018		Outpatient
EPS-00085711				Partially Approved	Print	Authorization from MCG	View	9/29/2017	10/12/2017	2/18/2018		Outpatient
EPS-00086125				Approved	Print	Authorization from MCG	View	10/4/2017	10/11/2017	12/22/2017		Outpatient
EPS-00086769				Partially Approved	Print	Authorization from MCG	View	10/11/2017	10/10/2017	4/10/2018		Outpatient

Page 1 of 2 (11 items) | 1 2

Search for and view authorizations by Provider, Auth ID, Member ID, Auth Status, and Service Date.

NOTE that the default date range is 1 month prior to 1 month after today's date.

Maximum date range is any 12-month timespan.



# Authorization – Print Authorization

**FirstCare Health Plans** **Authorization**

**Member Name:** [Redacted] **Member ID:** [Redacted]

**Authorization #:** EPS-00087272 **Status:** Partially Approved

**Authorization Type:** Authorization from MCG **Alt. Auth #:** EPS-00087272

**Referring Provider:** [Redacted] **Admission Type:** Outpatient

**Received:** 10/17/2017 **Start:** 10/16/2017 **End:** 04/13/2018

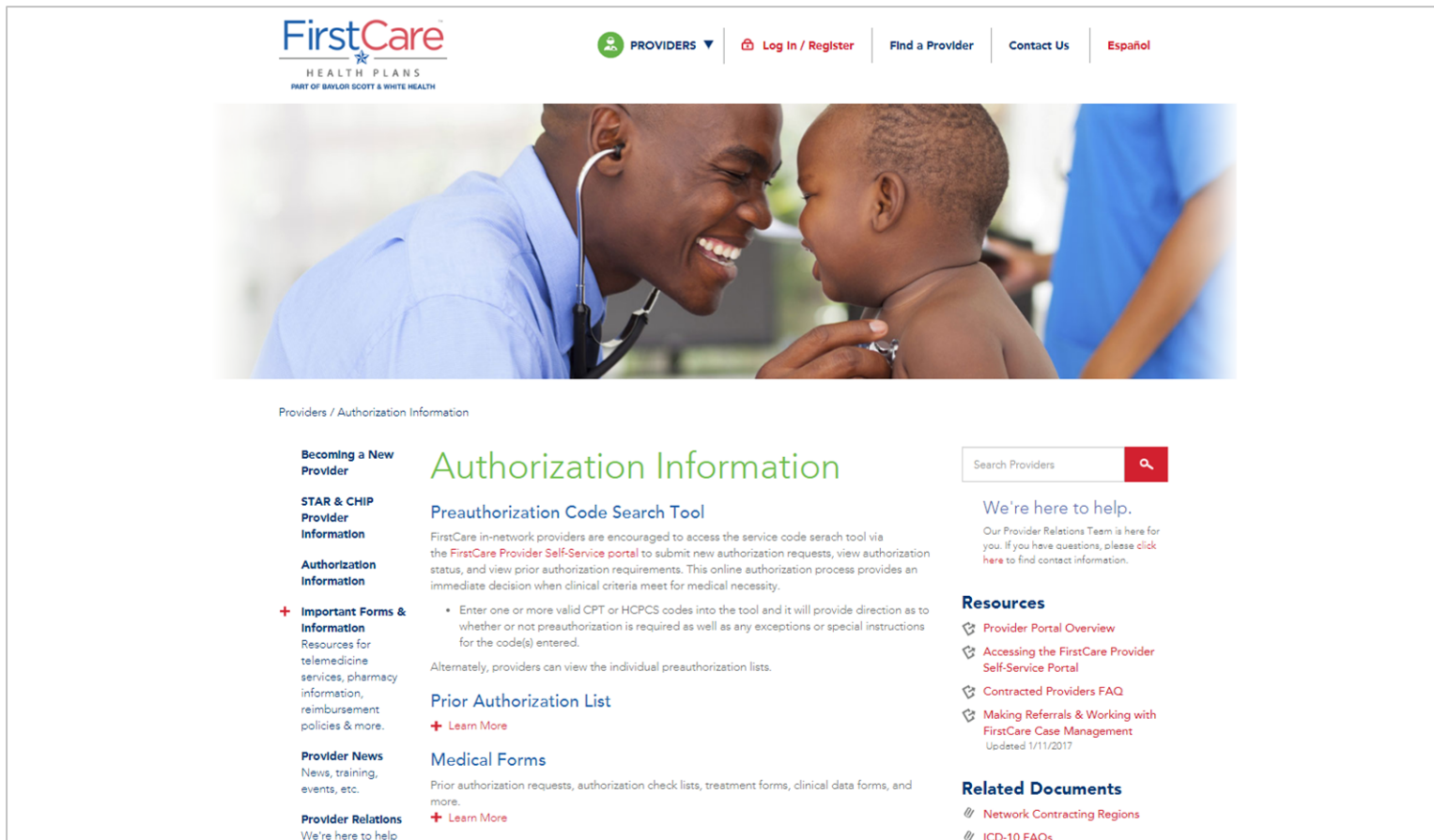
Service Code	Description	Service Provider	Units/Days	Start	End	Status
Referral	Speech Therapy (RF)	[Redacted]	1	10/16/2017	04/13/2018	Approved
Referral	Speech Therapy (RF)	[Redacted]	1	10/16/2017	04/13/2018	Unnecessary
92524	Behavioral and qualitative analysis of voice and resonance	[Redacted]	52	10/16/2017	04/13/2018	Approved
92507	Treatment of speech, language, voice, communication, and/or auditory processing disorder; individual	[Redacted]	52	10/16/2017	04/13/2018	Approved
92526	Treatment of swallowing dysfunction and/or oral function for feeding	[Redacted]	52	10/16/2017	04/13/2018	Approved

⌂  
+  
-

*You can print an individual authorization by clicking on the “Print” button in the authorizations grid.*



# Authorization Requirements – Link to FirstCare.com



The screenshot shows the FirstCare Health Plans website. The header includes the FirstCare logo, navigation links for PROVIDERS, Log In / Register, Find a Provider, Contact Us, and Español. Below the header is a large image of a doctor smiling at a young child. The main content area is titled "Providers / Authorization Information" and features a sidebar with links to "Becoming a New Provider", "STAR & CHIP Provider Information", "Authorization Information", "Important Forms & Information", "Provider News", and "Provider Relations". The main content area is titled "Authorization Information" and includes a "Preauthorization Code Search Tool" with a search box and a "We're here to help" section. There are also sections for "Resources" and "Related Documents".

*Clicking “Auth. Requirements” in the left nav bar immediately opens the FirstCare Authorization Information page on a separate browser tab.*



# Authorization Requirements – Link to RightCare.com

The screenshot displays the Scott & White Health Plan RightCare website. At the top left is a dark blue 'CLOSE MENU' button. The header includes the Scott & White Health Plan logo, the 'RIGHTCARE' logo, and 'CONTACT US' and 'LOG IN' buttons. A left navigation bar lists various options, with 'Authorizations' highlighted. The main content area features a banner image of a person in a plank position with the word 'Authorizations' overlaid. Below the banner, the breadcrumb 'For Providers > Authorizations' is shown. The main heading is 'About Notifications and Prior Authorizations', followed by a sub-heading 'Notification and Prior Authorization Lists' and a section for 'Medical and Behavioral Services' containing several links to authorization lists and forms.

**Authorizations**

For Providers > Authorizations

## About Notifications and Prior Authorizations

Some services require notifications or prior authorization. All out-of-network physician, hospital, or ancillary service requests require prior authorization.

### Notification and Prior Authorization Lists

#### Medical and Behavioral Services

- Medical Services Prior Authorization List Effective 01/01/2020
- RightCare Prior Authorization List Effective 01/01/2021
- RightCare Authorization Request Form & Instructions
- Behavioral Health Referral Authorization Form and Instructions

Medical Coverage Policies

- Medical Policy and Prior Authorization Update Notices

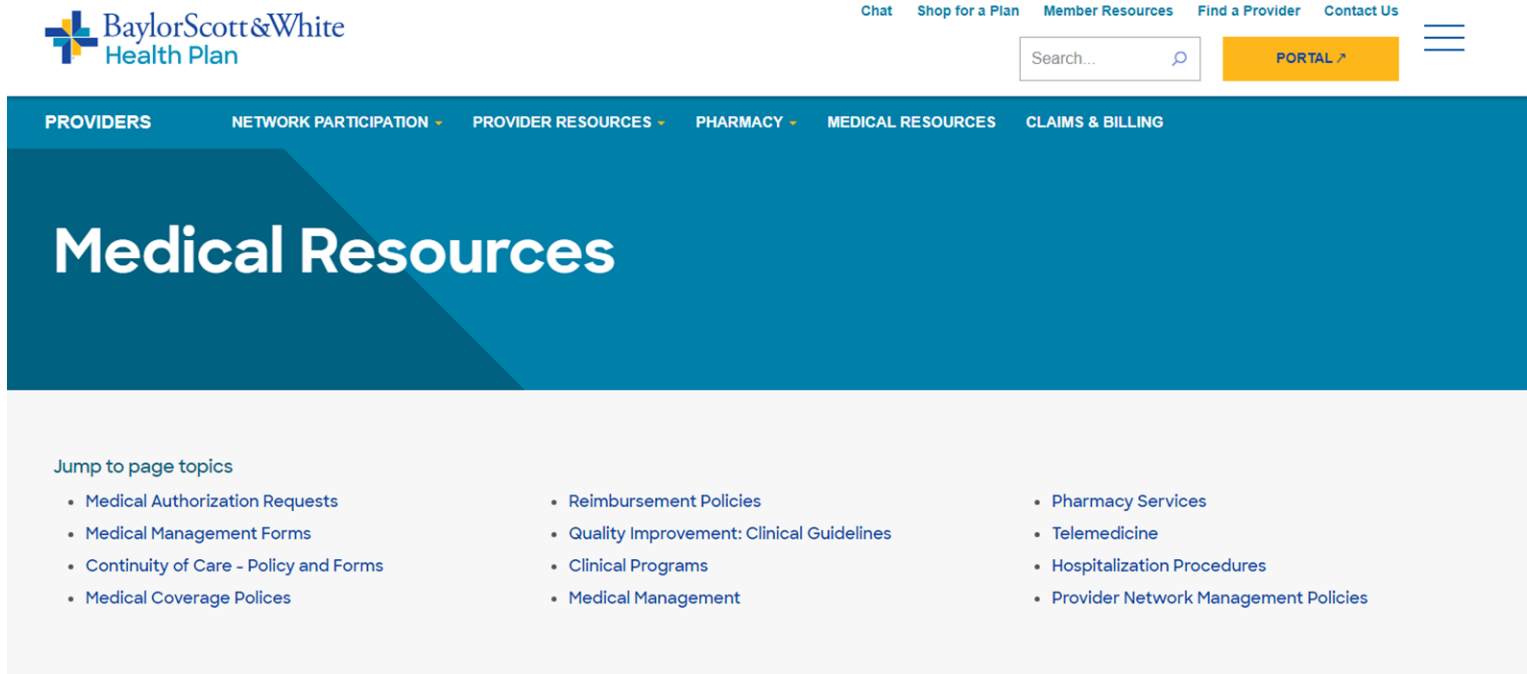
### Prior Authorization Process

*Clicking “Authorizations” in the left nav bar immediately opens the RightCare Authorization Information page.*





# Authorization Requirements – Link to BSWHP.com



The screenshot shows the Baylor Scott & White Health Plan website. At the top left is the logo. The top navigation bar includes links for Chat, Shop for a Plan, Member Resources, Find a Provider, and Contact Us. A search bar and a yellow PORTAL button are also present. Below the navigation bar is a blue header with the text "Medical Resources". Underneath, there is a section titled "Jump to page topics" with a list of links:

- Medical Authorization Requests
- Medical Management Forms
- Continuity of Care - Policy and Forms
- Medical Coverage Policies
- Reimbursement Policies
- Quality Improvement: Clinical Guidelines
- Clinical Programs
- Medical Management
- Pharmacy Services
- Telemedicine
- Hospitalization Procedures
- Provider Network Management Policies

*Clicking “Medical Authorization Requests” on the top navigation bar immediately opens the BSWHP Authorization Information page.*



# Authorization Request – Terminated Member

The screenshot shows the 'Authorization Request' page in the myFirstCare Self-Service portal. The page is titled 'Authorization Request' and has three main steps: 1. Start Request (active), 2. Contact Details, and 3. Authorization Details. The form fields include:

- Authorization Type\*: DME
- Date of Service\*: 12/16/2019 (with a red warning icon and a calendar icon)
- Member ID\*: [Redacted] (with a red warning message: 'Terminated Member Id verified: [Redacted] AUTHORIZATION DATE MUST BE BEFORE 05/01/2018')
- Check here if this is part of a clinical trial:
- Primary Service Code\*: 0002M
- Additional Service Code(s): 00170, 9005F
- Ordering Provider\*: [Redacted] OR Search for Practitioners\* (Provider NPI...)

A 'Validate Information' button is located at the bottom of the form. A note at the bottom of the form reads: 'Please note: We now allow the selection of all in-network providers as ordering providers instead of groups. If the ordering Provider cannot be located, please fax your request to 800-248-1852 (Medical), 800-431-7738 (DME), or 512-233-5949 (Behavioral Health).'

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*The Authorization Request is a guided step-by-step process, with validations along the way.*

*Member ID and Status is the first validation. Illustrated here is a Terminated member, and guidance for authorization request date.*



# Authorization Request – Start Request

The screenshot displays the 'Authorization Request' page in the myFirstCare Self-Service portal. The page has a dark blue header with the FirstCare logo and 'myFirstCare Self-Service' text. A navigation menu on the left includes options like Home, Members, Claims, Authorizations (highlighted), Auth. Requirements, Auth. Code Search Tool, Auth. Request, Auth. Search, Reports, Important Documents, View/Edit My Info, Message Center, Contact Us, and Log Out. The main content area shows a progress bar with three steps: '1. Start Request' (active), '2. Contact Details', and '3. Authorization Details'. The form fields include: 'Authorization Type\*' (DME), 'Date of Service \*' (12/16/2019), 'Member ID\*' (redacted), 'Active Member Id verified:' (redacted), a checkbox for 'Check here if this is part of a clinical trial' (checked), 'Primary Service Code\*' (0046U), and 'Additional Service Code(s)' (00170, 9006F). There are also fields for 'Ordering Provider\*' and 'Search for Practitioners\*'. A green 'Validate Information' button is present, along with a blue 'Continue' button. A note at the bottom states: 'Please note: We now allow the selection of all in-network providers as ordering providers instead of groups. If the ordering Provider cannot be located, please fax your request to 800-248-1852 (Medical), 800-431-7738 (DME), or 512-233-5949 (Behavioral Health).'

Once the Member is verified, click the checkbox if this request is part of a clinical trial.

Enter the remaining information.

Click the green “Validate Information” button.

The service code validation informs you whether authorization is required or not, based on the Primary Service Code.

When validation is complete, click the blue “Continue” button.



# Authorization Request – Contact Details

FirstCare HEALTH PLANS PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

## Authorization Request

Welcome back, Username: [redacted]

1. Start Request 2. Contact Details 3. Authorization Details

How would you like to be contacted about this authorization?

Contact Name\*  
John Smith

Phone Number\* (512)-222-2222 Fax Number\* (514)-222-2223

Mailing Address\*  
BSWHHealthRulesTest@BSWHealth.org

City\* Austin State\* TX Zip Code\* 78888

Back Next

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*Enter the Contact Details of the person entering the authorization request.*



# Authorization Request – Authorization Details

FirstCare HEALTH PLANS PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

Welcome back, Username: [redacted]

Home Members Claims Authorizations Auth. Requirements Auth. Code Search Tool Auth. Request Auth. Search Reports Important Documents View/Edit My Info Message Center Contact Us Log Out

### Authorization Request

1. Start Request 2. Contact Details 3. Authorization Details

#### New DME Authorization Request

Member [redacted] DOB: Apr 24, 1985 Status: Active

Ordering Provider [redacted] - (NPI: [redacted])

Servicing Provider

Provider NPI\*  
[Provider NPI...]

Facility NPI\*  
[Facility NPI...]

Facility TIN  
[TIN...]

Diagnosis Code(s)\*  
[Enter diagnosis code...]

Service Code(s)  
0046U,00170, 9006F

Requested Level of Care \* [dropdown] Priority \* [dropdown]

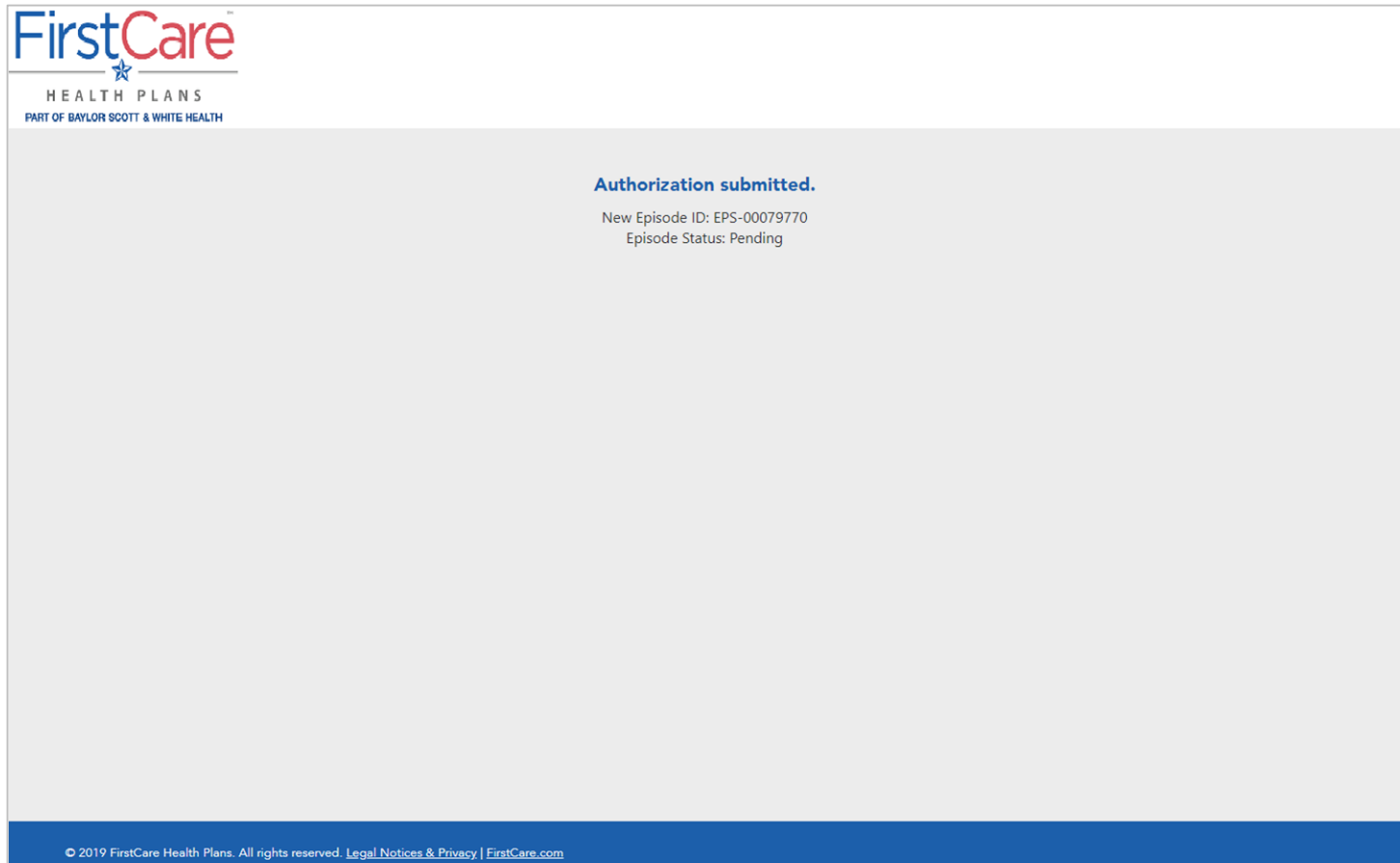
[Back] [Submit]

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*Complete the Authorization Details and submit.*



# Authorization Request – Submission Confirmation



The screenshot shows a confirmation page for a submission. At the top left is the FirstCare logo with a star, followed by 'HEALTH PLANS' and 'PART OF BAYLOR SCOTT & WHITE HEALTH'. The main content area is light gray and contains the following text: 'Authorization submitted.' in blue, 'New Episode ID: EPS-00079770', and 'Episode Status: Pending'. At the bottom, there is a blue footer bar with the text: '© 2019 FirstCare Health Plans. All rights reserved. [Legal Notices & Privacy](#) | [FirstCare.com](#)'.

*Once you complete the final details in MCG, you will receive a Confirmation, including Episode ID and current status.*



# Panel Reports

FirstCare HEALTH PLANS PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

Welcome back,   
 Username:    
 Home   
 Members   
 Claims   
 Authorizations   
 Reports   
 Panel Reports   
 Texas Health Steps   
 Important Documents   
 View/Edit My Info   
 Message Center   
 Contact Us   
 Log Out

Panel Reports

Provider\*   
    
 Submit

Panel reports are typically available for viewing by the 4th day of the month.

Month	Year	Type	Filename
03	2019	Roster-Add-Change	._03-2019_Roster-Add-Change_PCP_CHIP_ALL.pdf
03	2019	Roster-Add-Change	._03-2019_Roster-Add-Change_PCP_MEDICAID_ALL.pdf
02	2019	Roster-Add-Change	._02-2019_Roster-Add-Change_PCP_CHIP_ALL.pdf
02	2019	Roster-Add-Change	._02-2019_Roster-Add-Change_PCP_MEDICAID_ALL.pdf
01	2019	Roster-Add-Change	._01-2019_Roster-Add-Change_PCP_CHIP_ALL.pdf
01	2019	Roster-Add-Change	._01-2019_Roster-Add-Change_PCP_MEDICAID_ALL.pdf
12	2018	Roster-Add-Change	._12-2018_Roster-Add-Change_PCP_CHIP_ALL.pdf
12	2018	Roster-Add-Change	._12-2018_Roster-Add-Change_PCP_MEDICAID_ALL.pdf
11	2018	Roster-Add-Change	._11-2018_Roster-Add-Change_PCP_CHIP_ALL.pdf
11	2018	Roster-Add-Change	._11-2018_Roster-Add-Change_PCP_MEDICAID_ALL.pdf

10 25 50 Page 1 of 8 (74 items) 1 2 3 4 5 6 7 8

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*You also have access to reports through the Provider Portal, including Panel Reports and THSteps Reports. Both display in easily-understood searchable grids.*



# Texas Health Steps Reports

FirstCare HEALTH PLANS PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

Welcome back, [Username]  
Username: [Input] [Submit]

Provider\* [Dropdown] [Submit]

Export [Excel Icon] Search...

Member ID	Last Name	First Name	Status	BirthDate	Address	City	State	ZIP	Phone #	Last Updated
			Overdue			Seminole	TX	79360		5/6/2018
			Overdue			Lubbock	TX	79411		5/29/2018
			Overdue			Shallowater	TX	79363		11/7/2018
			Overdue			Lubbock	TX	79415		11/11/2018
			Overdue			Lubbock	TX	79412		11/27/2018
			Overdue			Lubbock	TX	79415		5/1/2018
			Overdue			Lubbock	TX	79411		11/18/2018
			Overdue			Slaton	TX	79364		11/19/2018
			Overdue			Lubbock	TX	79414		5/14/2018
			Overdue			Odessa	TX	79761		5/6/2018

10 25 50 Page 1 of 2 (13 items) 1 2

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*For both Panel Reports and THSteps Reports, only the Providers on this portal account who actually have the reports are included in the dropdown.*





# Important Documents – Special Filter

The screenshot displays the FirstCare myFirstCare Self-Service portal. The header includes the FirstCare logo and "HEALTH PLANS PART OF BAYLOR SCOTT & WHITE HEALTH". The user interface shows a navigation menu on the left with options like Home, Members, Claims, Authorizations, Reports, Important Documents (highlighted), All Documents, Appeals and Complaints, Manuals, Provider News, Training, HEDIS, View/Edit My Info, Message Center, Contact Us, and Log Out. The main content area is titled "Important Documents" and features a table with columns for Document Title, Document Type, Product, Process Category, Region, and Language. The table contains 10 rows of document entries, all of which are "Training" documents. Above the table, there are search and filter options, including an "Export" button and a search bar. The footer of the page includes copyright information: "© 2019 FirstCare Health Plans. All rights reserved. Legal Notices & Privacy | FirstCare.com".

Document Title	Document Type	Product	Process Category	Region	Language
2018 Clinical Practice Guideline Update - Letter & Summary	Training	(all)	(all)	(all)	English
2018 Clinical Practice Guideline Update - List of Sources & Links	Training	(all)	(all)	(all)	English
3rd Annual Migrant Health Resource Conference	Training	(all)	(all)	(all)	English
April 2018 In and Out of Network Authorization Provider Training	Training	(all)	Pre-authorization and Appeals	(all)	English
August 2018 - Behavioral Health and Cultural Competency	Training	(all)	(all)	(all)	English
August 2018 - Cultural Competency Training	Training	(all)	(all)	(all)	English
August 2018 Lunch & Learn - Behavioral Health	Training	(all)	(all)	(all)	English
CHIP Perinatal Basics	Training	(all)	(all)	(all)	English
December 2018 Medical Transportation Program and Pharmacy	Training	(all)	(all)	(all)	English
February 2019 Claim Basics PowerPoint	Training	(all)	(all)	(all)	English

*The documents grid allows you to easily search for needed documents. A set of pre-filtered selections is available on the left nav bar for the most frequently requested documents.*



# My Info – Change Email

The screenshot displays the FirstCare Self-Service portal. At the top left is the FirstCare logo with the text 'HEALTH PLANS PART OF BAYLOR SCOTT & WHITE HEALTH'. To the right is the 'myFirstCare Self-Service' header. A dark sidebar on the left contains a navigation menu with items: Home, Members, Claims, Authorizations, Reports, Important Documents, View/Edit My Info (highlighted in green), myFirstCare Account, Registered Providers, Message Center, Contact Us, and Log Out. The main content area is titled 'myFirstCare Account' and features three tabs: 'Change Email' (highlighted in green), 'Change Password', and 'Change Security Questions'. The 'Change Email' tab contains the following form fields: 'Current Email:' with a text input field, 'New Email:' with a text input field labeled 'New Email Address...', and 'Confirm Email:' with a text input field labeled 'Confirm Email Address...'. A green 'Submit' button is located below the confirm field. At the bottom of the page, a blue footer contains the text: '© 2019 FirstCare Health Plans. All rights reserved. Legal Notices & Privacy | FirstCare.com'.

*View/Edit My Info is for maintaining your Self-Service Portal Account.*

*On the illustrated tab here, you can manage your email address*



# My Info – Change Password

FirstCare HEALTH PLANS PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

myFirstCare Account

Welcome back, [Username]  
Username: [ ]

Home  
Members  
Claims  
Authorizations  
Reports  
Important Documents  
View/Edit My Info  
My Account  
Registered Providers  
Message Center  
Contact Us  
Log Out

Change Email | **Change Password** | Change Security Questions

**Current Password:**  
[ ]  Show Password

**New Password:**  
[ ]  Show Password

Password length must be at least 8 characters and contain an upper case and a lower case letter, a number, and one of the following special characters  
` ~ ! @ # \$ % ^ & \* ( ) \_ + = [ ] { } \ ; ' \" , . / < > ?

**Confirm Password:**  
[ ]  Show Password

Submit

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Here you can update your password, with guidelines provided.



# My Info - Portal Account Security Questions

The screenshot shows the myFirstCare Self-Service portal. At the top left is the FirstCare Health Plans logo, and at the top right is the myFirstCare Self-Service logo. Below the logo is a navigation bar with three buttons: "Change Email", "Change Password", and "Change Security Questions" (highlighted in green). The main content area is titled "myFirstCare Account" and contains a "Security Questions" section. This section has two questions, each with a dropdown menu for the question and a text input field for the answer. The first question is "What is your mother's maiden name?" and the second is "What was your childhood phone number w/ area code?". Each question has a "Type my own" checkbox. A green "Submit" button is located at the bottom of the form. On the left side of the page is a dark grey sidebar with a menu of options: "Welcome back, [username]", "Home", "Members", "Claims", "Authorizations", "Reports", "Important Documents", "View/Edit My Info" (highlighted in green), "My Account", "Registered Providers", "Message Center", "Contact Us", and "Log Out". At the bottom of the page is a blue footer with the text: "© 2019 FirstCare Health Plans. All rights reserved. [Legal Notices & Privacy](#) | [FirstCare.com](#)".

Change your Security Questions here. Select a question from the dropdown or create your own.



# My Info - Portal Account Registered Providers

FirstCare HEALTH PLANS  
myFirstCare Self-Service

Welcome back, [Username]

Registered Providers

Tax ID: 75-2428911

Save Changes Undo Add Providers

To HIDE one or more Providers from your account, select one or more checkboxes below, then click the 'Save Changes' button.

Hide	Provider ID	Name	NPI	Tax ID	Provider Type
<input type="checkbox"/>	SUP000000912	Covenant Childrens Hospital (NPI:1437171568)	1437171568	75-2428911	[Hospital Icon]
<input checked="" type="checkbox"/>	PRC0000033148	BARTON, CHARLES DOWNY - Covenant Childrens Hospital	1760567853	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000017182	Skelton, Jonathan D - Covenant Childrens Hospital	1396847919	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000036838	Brodbeck, Joel Todd - Covenant Childrens Hospital	1851337067	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000007217	Britton, Carl Lee - Covenant Childrens Hospital	1164506572	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000074367	Pomeroy, Brian James - Covenant Childrens Hospital	1932341526	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000025345	LOWDER, THOMAS JAY - Covenant Childrens Hospital	1588674709	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000019421	Roberts, Richard A - Covenant Childrens Hospital	1447444971	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000026114	Ranne, Richard - Covenant Childrens Hospital	1609829431	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000004167	Pandya, Yogesh Jeshankar - Covenant Childrens Hospital	1093779167	75-2428911	[Physician Icon]

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Here you can maintain the Registered Providers on your account, choosing which ones you want to see on the dropdowns throughout the other pages, such as Home Page, Claims, Authorizations, etc. Practitioners for a Tax ID are defaulted to being hidden when the account is first created.



# My Info – Add/Hide Providers from View – Dropdowns Before Edits

The screenshot shows the 'Claim Search' page in the myFirstCare Self-Service portal. The page includes a search bar with filters for Member / Provider, Claim Number, Check Number, and 835 Trace Number. Below the search bar are input fields for Member ID, Claim Status (set to 'All'), Provider\* (set to 'Covenant Childrens Hospital (NPI:1437171568)'), Service Start Date Between\* (5/14/2019 to 6/14/2019), and And\*.

A table of claims is displayed with columns: Claim ID, Start Date, Receipt Date, EOP, Member ID, Member Name, Bill, and Appeal. The table contains several rows of claim data, each with a 'View' button. A dropdown menu is open for the 'Provider\*' field, listing various hospitals and medical centers with their NPI numbers.

Claim ID	Start Date	Receipt Date	EOP	Member ID	Member Name	Bill	Appeal
▶	5/14/2019	5/21/2019	View			1.47	
▶	5/14/2019	5/21/2019	View			2.46	
▶	5/14/2019	5/21/2019	View			7.49	
▶	5/15/2019	5/22/2019	View			3,574.15	Appeal
▶	5/15/2019	5/23/2019	View			650.28	Appeal
▶	5/17/2019	5/23/2019	View			5,519.91	Appeal

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Here is the dropdown before edits



# My Info – Add/Hide Providers from View

FirstCare HEALTH PLANS PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

Welcome back, Username: [redacted]

Tax ID: 75-2428911

Save Changes Undo Add Providers

To HIDE one or more Providers from your account, select one or more checkboxes below, then click the 'Save Changes' button.

Hide	Provider ID	Name	NPI	Tax ID	Provider Type
<input type="checkbox"/>	SUP000000912	Covenant Childrens Hospital (NPI:1437171568)	1437171568	75-2428911	[Hospital Icon]
<input checked="" type="checkbox"/>	PRC0000033148	BARTON, CHARLES DOWNNY - Covenant Childrens Hospital	1760567853	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000017182	Skelton, Jonathan D - Covenant Childrens Hospital	1396847919	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000036838	Brodbeck, Joel Todd - Covenant Childrens Hospital	1851337067	75-2428911	[Physician Icon]
<input type="checkbox"/>	PRC0000007217	Britton, Carl Lee - Covenant Childrens Hospital	1164506572	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000074367	Pomeroy, Brian James - Covenant Childrens Hospital	1932341526	75-2428911	[Physician Icon]
<input type="checkbox"/>	PRC0000025345	LOWDER, THOMAS JAY - Covenant Childrens Hospital	1588674709	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000019421	Roberts, Richard A - Covenant Childrens Hospital	1447444971	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000026114	Ranne, Richard - Covenant Childrens Hospital	1609829431	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000004167	Pandya, Yogesh Jeshankar - Covenant Childrens Hospital	1093779167	75-2428911	[Physician Icon]

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1. To HIDE providers from your dropdowns, check the checkbox in the left-hand column. To ADD them, UNclick the checkbox.

The “Save Changes” and the “Undo” buttons will activate. Notice the red note helps guide you about what to do. “Undo” reverses all the changes you’ve just made.

2. Select the “Save Changes” button.

You will get a popup asking you to confirm whether you really want to do that? If you say yes, it will be accepted

3. Log out and log back in to see the changes.



# My Info – Add/Hide Providers from View

FirstCare HEALTH PLANS PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

Welcome back, Username: [redacted]

Tax ID: 75-2428911

Save Changes Undo Add Providers

To HIDE one or more Providers from your account, select one or more checkboxes below, then click the 'Save Changes' button.

Hide	Provider ID	Name	NPI	Tax ID	Provider Type
<input type="checkbox"/>	SUP000000912		668	75-2428911	
<input checked="" type="checkbox"/>	PRC0000033148		353	75-2428911	
<input checked="" type="checkbox"/>	PRC0000017182		19	75-2428911	
<input checked="" type="checkbox"/>	PRC0000036838		67	75-2428911	
<input type="checkbox"/>	PRC0000007217	WINTON, CARL LEE - Covenant Childrens Hospital	1093779167	75-2428911	
<input checked="" type="checkbox"/>	PRC0000074367	Pomeroy, Brian James - Covenant Childrens Hospital	1932341526	75-2428911	
<input type="checkbox"/>	PRC0000025345	LOWDER, THOMAS JAY - Covenant Childrens Hospital	1588674709	75-2428911	
<input checked="" type="checkbox"/>	PRC0000019421	Roberts, Richard A - Covenant Childrens Hospital	1447444971	75-2428911	
<input checked="" type="checkbox"/>	PRC0000026114	Ranne, Richard - Covenant Childrens Hospital	1609829431	75-2428911	
<input checked="" type="checkbox"/>	PRC0000004167	Pandya, Yogesh Jeshankar - Covenant Childrens Hospital	1093779167	75-2428911	

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*Confirmation that your changes are saved.*





# My Info – Add/Hide Providers from View

FirstCare HEALTH PLANS PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

Welcome back, Username: [redacted]

Registered Providers

Tax ID: 75-2428911

Save Changes Undo + Add Providers

To HIDE one or more Providers from your account, select one or more checkboxes below, then click the 'Save Changes' button.

Hide	Provider ID	Name	NPI	Tax ID	Provider Type
<input type="checkbox"/>	SUP0000000912	Covenant Childrens Hospital (NPI:1437171568)	1437171568	75-2428911	[Hospital Icon]
<input type="checkbox"/>	PRC000007217	Britton, Carl Lee - Covenant Childrens Hospital	1164506572	75-2428911	[Physician Icon]
<input type="checkbox"/>	PRC0000025345	LOWDER, THOMAS JAY - Covenant Childrens Hospital	1588674709	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000033148	BARTON, CHARLES DOWNY - Covenant Childrens Hospital	1760567853	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000017182	Skelton, Jonathan D - Covenant Childrens Hospital	1396847919	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000036838	Brodbeck, Joel Todd - Covenant Childrens Hospital	1851337067	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000040039	Majors, Caroline Tam - Covenant Childrens Hospital	1922086172	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000029289	Shauf, Leslie R - Covenant Childrens Hospital	1679669089	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000038075	Johnson, Lara Wiggins - Covenant Childrens Hospital	1881608040	75-2428911	[Physician Icon]
<input checked="" type="checkbox"/>	PRC0000020361	GOLDTHORN, JANE F - Covenant Childrens Hospital	1477516201	75-2428911	[Physician Icon]

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Here is the view when you log back in. Providers chosen to display in the dropdowns have been moved to the top of the list. All the others remain hidden.

If you want to make changes to another Tax ID on your account, select that Tax ID at the top of the page and repeat the process.



# My Info – Add/Hide Providers from View – Dropdowns After

The screenshot shows the 'Claim Search' page in the myFirstCare Self-Service portal. The interface includes a search bar with filters for Member / Provider, Claim Number, Check Number, and 835 Trace Number. Below the search bar are input fields for Member ID, Claim Status (set to 'All'), Provider\* (set to 'Covenant Childrens Hospital (NPI:1437171568)'), Service Start Date Between\* (5/14/2019 to 6/14/2019), and And\* (6/14/2019). A table of claims is displayed with columns for Claim ID, Start Date, Receipt Date, EOP, Member ID, Member Name, and Bill. A dropdown menu is open for the Provider\* field, listing various providers. The provider 'LOWDER, THOMAS JAY - (NPI: 1588674709)' is highlighted with a yellow box. Below the dropdown, a table shows claim details with columns for Amount, Appeal status, and Date.

Claim ID	Start Date	Receipt Date	EOP	Member ID	Member Name	Bill
▶	5/14/2019	5/21/2019	View			1.67
▶	5/14/2019	5/21/2019	View			1.45
▶	5/15/2019	5/22/2019	View			2.80
▶	5/14/2019	5/22/2019	View			1.47
▶	5/15/2019	5/22/2019	View			4.60
▶	5/15/2019	5/22/2019	View			3.17
▶	5/14/2019	5/22/2019	View			1,479.41
▶	5/15/2019	5/23/2019	View			650.28

Amount	Appeal	Status	Provider	Amount	Date
1,479.41	56.70	Appeal	PROCESSED	Covenant Childrens Hospital (NPI:1437171568)	0.00
650.28	311.00	Appeal	PROCESSED	Covenant Childrens Hospital (NPI:1437171568)	0.00

Here is the dropdown after the edits



# My Info - Add Providers to My Portal Account via Claim / Member ID

**FirstCare**  
HEALTH PLANS  
PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

## Add Provider(s) to my User Account

Welcome back, [Username]

To add a Provider to your account:

1. If you are a Billing Provider, enter your Tax ID and NPI, and information for a **claim within the last 90 days.**  
If you are a Practitioner, enter the Tax ID, NPI, and information for a claim within the last 90 days for one of your Billing Providers.  
If you do not have a Claim ID, click the "Use Activation Code" checkbox below, and then contact your Provider Relations Representative [here](#) to obtain the code.
2. Click the 'Add Provider' button and wait for confirmation.
3. If you need assistance, contact your Provider Relations Representative [here](#)

Use Activation Code  (Check only if you do not have a Claim ID)

Billing Provider Tax ID\*

Billing Provider NPI\*

**Claim ID\***

**Member ID\***

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*Clicking the “Add Provider” button on the Registered Providers page brings you to a page just like the one you used to create your account. Add a Billing Provider using a recent (submitted within the last 90 days) claim and the claim’s Member ID.*



# My Info - Add Providers to My Portal Account via Activation Code

**FirstCare**  
HEALTH PLANS  
PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

## Add Provider(s) to my User Account

Welcome back, [Username]

Username: [Input]

- Home
- Members
- Claims
- Authorizations
- Reports
- Important Documents
- View/Edit My Info
- myFirstCare Account
  - Registered Providers
- Message Center
- Contact Us
- Log Out

To add a Provider to your account:

- If you are a Billing Provider, enter your Tax ID and NPI, and information for a claim within the last 90 days.  
If you are a Practitioner, enter the Tax ID, NPI, and information for a claim within the last 90 days for one of your Billing Providers.  
If you do not have a Claim ID, click the "Use Activation Code" checkbox below, and then contact your Provider Relations Representative [here](#) to obtain the code.
- Click the 'Add Provider' button and wait for confirmation.
- If you need assistance, contact your Provider Relations Representative [here](#)

Use Activation Code  (Check only if you do not have a Claim ID)

Billing Provider Tax ID\*

Billing Provider NPI\*

Activation Code\*

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*If you have no way of providing a recent claim ID/Member ID, you may use an Activation Code, illustrated here.*

*To obtain the code, follow the instructions in the next slide.*



# Obtain an Activation Code

If you do not have a claim, an activation code is required. To obtain an activation code, click **Use Activation Code**, and contact us by chatbot. Please include the following information:

- First and last name
- Email address
- Billing address
- Job title
- Name of organization
- Phone number
- Group NPI
- Tax ID number



# My Info - Add Providers to My Portal Account

The screenshot shows the 'Add Provider(s) to my User Account' page in the FirstCare myFirstCare Self-Service portal. The page includes a navigation sidebar on the left with options like Home, Members, Claims, Authorizations, Reports, Important Documents, View/Edit My Info, myFirstCare Account, Registered Providers, Message Center, Contact Us, and Log Out. The main content area has a title bar and instructions for adding a provider. A confirmation dialog box is overlaid on the form, displaying the following text:

**Confirmed**

Thank you. The provider you entered is now associated with your Portal user account.

**IMPORTANT: To access the new Provider(s) you will need to log out and log in again.**

The form below the dialog shows a 'Member ID\*' field, an 'Add Provider' button, and 'Clear' and 'Done' buttons.

*After your entries have been verified, hit the “Done” button, and you will receive a confirmation message. You must log out and log back in for the provider to be added to your account.*



# Message Center - My Messages

FirstCare HEALTH PLANS PART OF BAYLOR SCOTT & WHITE HEALTH

myFirstCare Self-Service

Welcome back, [Username]

30 days 90 days All Open From: 11/13/2019 To: 12/13/2019 Submit

ID	Status	Summary	Created Date	Request Source	Description	Reference Number
3496940	Open	10.30.19/ /	12/13/2019	Broker Portal	10.30.19/ /404	20191104P03383
3496545	Closed	Botox Injections / 01012019 / / IN	12/12/2019	Phone	Botox Injections / 01012019 / INN	
3496406	Open	DOS 09/19/2019/ / \$45	12/12/2019	Broker Portal	DOS 09/19/2019/ / \$45	20191001P01459
3496014	Open	Request to Appeal Claim	12/12/2019	Portal	Corrected/Replaced Claim. See attachment for details	20191003P00927
3496009	Open	Request to Appeal Claim	12/12/2019	Portal	Provider information updated. See attachment for details	20191002P04791
3495713	Closed	6/4/2019/ / \$5,520	12/12/2019	Phone	6/4/2019/ / \$5,520	20190620P02009
3495674	Open	Request to Appeal Claim	12/12/2019	Portal	Provider information updated. See attachment for details	20191127P03117
3495646	Open	Request to Appeal Claim	12/12/2019	Portal	Corrected/Replaced Claim. See attachment for details	20190923P02347
3495633	Open	Request to Appeal Claim	12/12/2019	Portal	Provider information updated. See attachment for details	20191002P04507
3495555	Closed	6-13-2019 / / 204.00	12/12/2019	Phone	6-13-2019 / / 204.00	20190701P00197

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*The Message Center allows Providers to view a record of online and telephone communications with the Provider, including Claim Appeal and Auth Request submissions, filtered by date range.*



# Message Center - Send Message

The screenshot shows the 'Send A Message' page in the myFirstCare Self-Service portal. The page has a dark blue header with the FirstCare logo and 'myFirstCare Self-Service' text. A left sidebar contains navigation links: Home, Members, Claims, Authorizations, Reports, Important Documents, View/Edit My Info, Message Center (highlighted), My Messages, Send a Message, Contact Us, and Log Out. The main content area is titled 'Send A Message' and features a 'Message Type\*' dropdown menu with options 'Overpayment' and 'SIU - Medical Records Upload'. Below this is a large text input field. An 'Attachments' section, with a red note '(File Types: WORD DOCUMENT, PDF, TXT, or EXCEL. Maximum file size 20 MB)', contains a 'Select file' button and the text 'or Drop file here'. At the bottom right of the form are 'Submit' and 'Clear' buttons. The footer contains the copyright notice: '© 2019 FirstCare Health Plans. All rights reserved. Legal Notices & Privacy | FirstCare.com'.

*From the Message Center, Providers can send a message to FirstCare regarding Overpayment or SIU – Medical Records. Note that the size limit for a single attachment is 20 MB. Multiple 20 MB files can be uploaded at once.*





# Contact Us

The screenshot shows the top navigation bar with links for Chat, Shop for a Plan, Member Resources, Find a Provider, and Contact Us. A search bar and a PORTAL button are also visible. Below the navigation is a large blue banner with the text 'Contact Us'. Underneath the banner, there is a section titled 'HAVE A QUESTION?' with the text 'Check our frequently asked questions.' and a yellow button labeled 'FAQ'. At the bottom of the page, there is a horizontal menu with tabs for Members, Providers (which is highlighted), Employers, and Agents & Brokers. Below the menu, there are two main content areas: 'We're here for you!' with links to '24/7 Provider Portal' and 'Provider FAQ', and 'Find a Representative' with a link to 'Provider Relations Representative Territory Map' and a list of four regions with their corresponding email addresses.

*“Contact Us” on the top right navigation bar points you to the Provider Relations Page for Contact and other useful information.*

