BaylorScott&White
Health Plan

Provider portal self-service features

For Commercial/ASO/IFP/BSW SeniorCare Advantage and
BSWH Employees Plan members: **SWHPProvider.FirstCare.com**
FirstCare Medicaid: **My.FirstCare.com**
RightCare Medicaid: **Rightcare.FirstCare.com**

You can find the following information on the provider portal:

ELIGIBILITY

▼ Eligibility status

▼ Plan network name

▼ PCP name and effective date

▼ Other insurance

COMMERCIAL & IND/FAM BENEFITS

▼ ER coinsurance

▼ Individal and family deductible
and coinsurance

▼ Individal and family deductible
and coinsurance accumulators

▼ PCP OV

▼ Specialist OV

▼ Urgent care

▼ EOCs available

PRIOR AUTHORIZATION

▼ Status/exemption status

▼ Auth code search tool[1]
(only applies to Medicaid)

▼ Auth request form

CLAIMS

▼ Claim #

▼ DOS

▼ Date claim received

▼ EOP – detailed provider
information

▼ Member ID

▼ Member name

▼ Billed amount

▼ Paid amount

▼ Appeal option

▼ Claim status

▼ Breakdown for each CPT code

▼ Claims by check number

▼ Payment dates

▼ Negative balances

▼ Refund request with letters

1 The Provider Service Center will assist with Prior Authorization requirements