

Provider Portal Reference Guide

BSW SeniorCare Advantage and BSWH Employees

Registration and access

To access the Baylor Scott & White Health Plan Provider Self-Service Portal, complete the self-directed registration process:

- 1. Go to the login page at <u>SWHPProvider.FirstCare.com</u> and select the <u>Create an account today!</u> link or <u>Create an Account button</u> and choose <u>Provider</u> from the popup selector.
- 2. Follow the instructions to register using a recently processed Claim ID and Member ID for the claim.
- 3. 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

· Job title

· Group NPI

· Email address

· Name of organization

· Tax ID number

Billing address

· Phone number

4. Click **Use Activation Code** checkbox, and enter your code in the **Activation Code** field to proceed with your registration. Your entire group will be added automatically; once inside your account you can un-hide those you want to see.

Note: If you already have access to the Provider Portal and need to add new users, go to View/Edit My Info and Registered Providers.

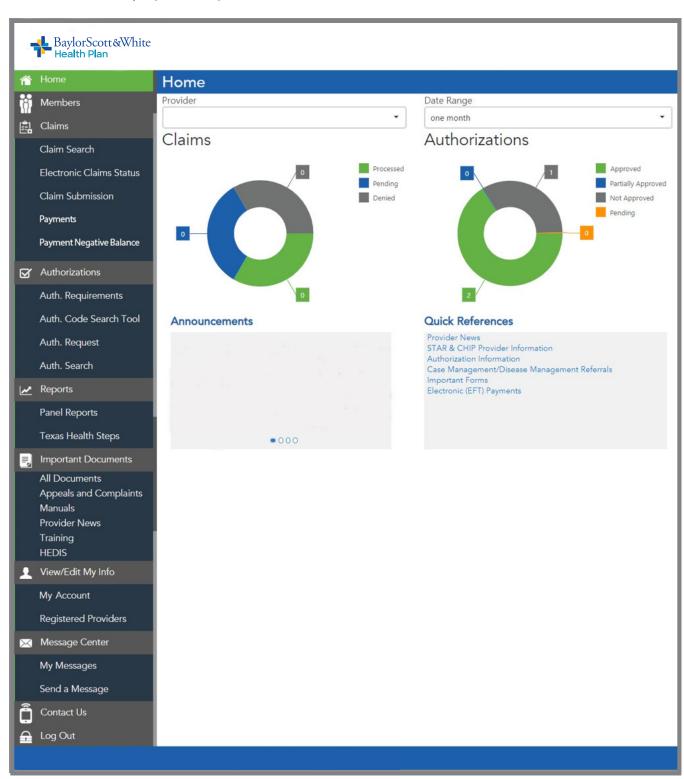
Getting help

Our Provider Relations Team is here for you. Contact us at PRSupport@BSWHealth.org or click here to find the contact information for your Provider Relations Representative.

Navigation

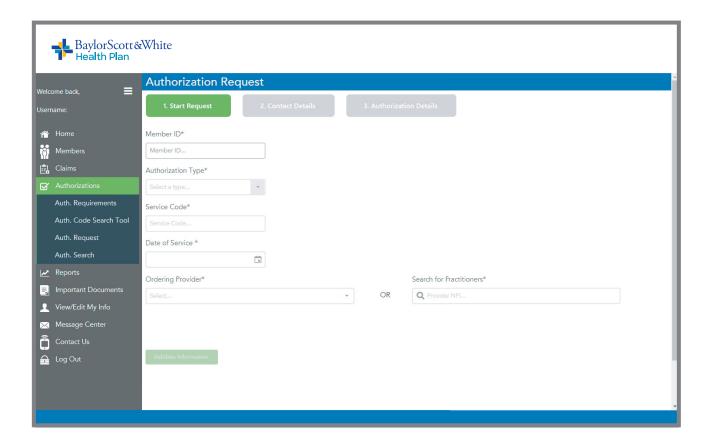
Simply select the activity/function you wish to access from the left navigation bar. For example, to access claims-related information, click on **Claims**.

NOTE: This example shows all of the navigation bar options open for display purposes only. These will not display unless you click on the section header.



Requesting an authorization

- 1. Select Authorizations and then choose Auth. Request from the options.
- 2. Enter the Member ID number and ordering provider, along with the date of service, authorization type and service code.
- 3. Click **Validate Information** and then **Continue** to fill out the contact information related to the authorization.
- **4.** Once the **Contact Information** has been added, click **Continue** to provide all necessary details regarding the authorization.
- 5. Click Submit.

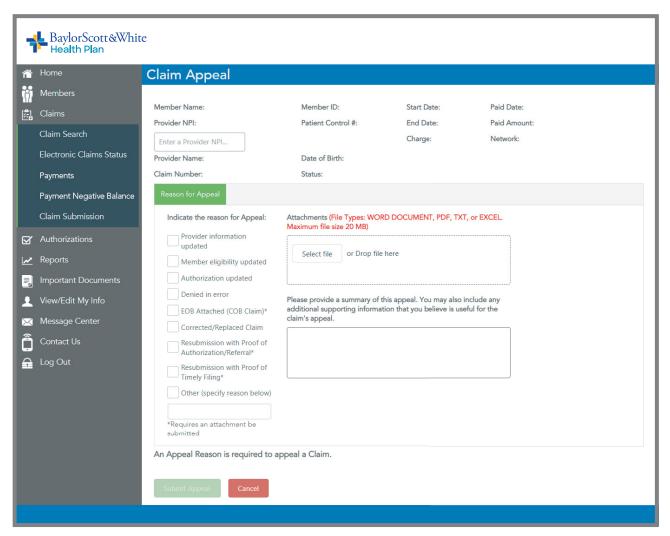


Appealing a claim

- 1. Perform a claim search to find the claim or claim line to be appealed.
- 2. Click on Appeal.
- 3. Enter the information on the **Reason for Appeal** tab and attach any supporting files (optional, except for Reasons with an asterisk).
- 4. Summarize the appeal.
- Click Submit Appeal.

Appealing a claim (cont.)

See below for an image of the **Claim Appeal** screen.



After your submission is complete, a reference number will be provided to track your appeal. Notation of the appeal will also be documented in the Message Center.