

Provider Portal Reference Guide

Individual/Family Marketplace or Medicaid STAR and CHIP members with FirstCare Health Plans (FirstCare) coverage



Registration and access

To access the FirstCare Health Plans Provider Self-Service Portal, complete the self-directed registration process:

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

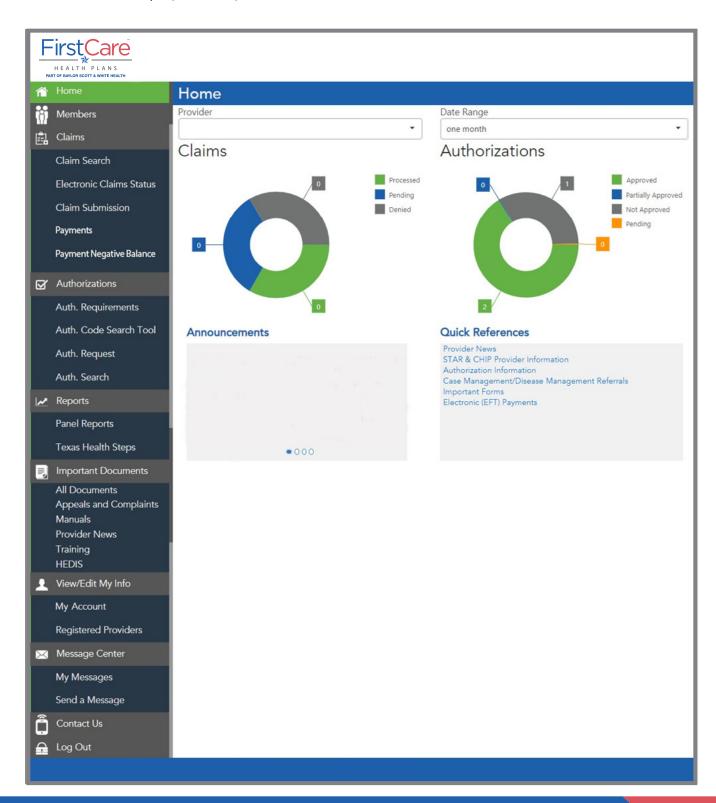


Our Provider Relations Team is here for you. Contact us at PRSupport@BSWHealth.org or click here to find the contact information for your Provider Relations Representative.



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

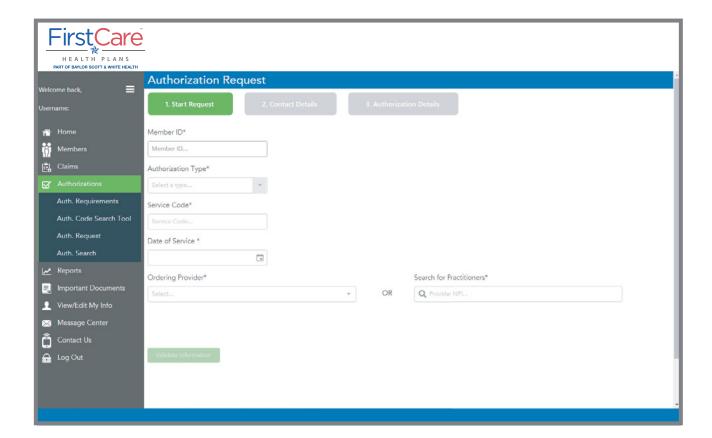
NOTE: This example shows all of the navigation bar options open for display purposes only. These will not display unless you click on the section header.





Requesting an authorization

- 1. Select Authorizations and then choose Auth. Request from the options.
- 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.



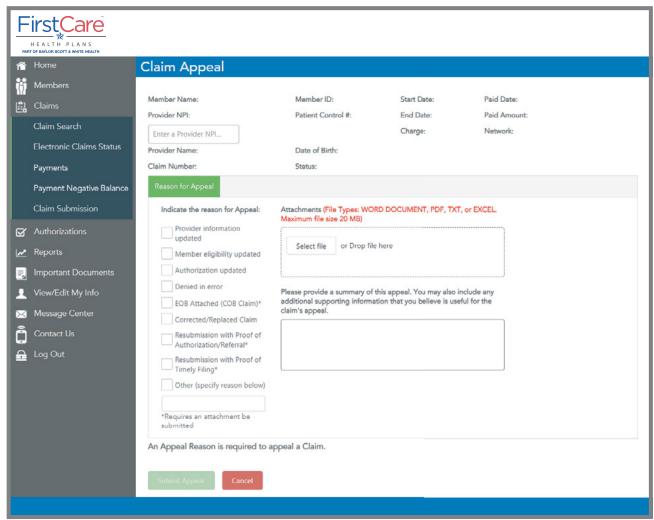


Appealing a claim

- 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.
- 5. 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.