

# Provider portal self-service features

For Commercial/ASO/IFP members: [SWHPPProvider.FirstCare.com](https://SWHPPProvider.FirstCare.com)

For FirstCare members: [My.FirstCare.com](https://My.FirstCare.com)

For RightCare members: [Rightcare.FirstCare.com](https://Rightcare.FirstCare.com)

## ELIGIBILITY

- ▼ Eligibility status
- ▼ Plan network name
- ▼ PCP name and effective date
- ▼ Other insurance

## COMMERCIAL & IND/FAM BENEFITS

- ▼ ER coinsurance
- ▼ Individual and family deductible and coinsurance
- ▼ Individual and family deductible and coinsurance accumulators
- ▼ PCP OV
- ▼ Specialist OV
- ▼ Urgent care
- ▼ EOCs available

## PRIOR AUTHORIZATION

- ▼ Status/exemption status
- ▼ Auth code search tool (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