

I. Overview	1
A. IMPORTANT—Information in Other Languages	1
II. Locating the Medical Cost Estimator	2
III. Using the Medical Cost Estimator	2
B. Option 1—You already know what you’re looking for	2
C. Option 2—You need some help finding a medical service	3
D. Option 3—Narrowing your search	4
IV. Understanding Medical Cost Estimates	7
V. Questions?	9

I. Overview

You can search our online Medical Cost Estimator in multiple ways. If you know what you are looking for, you can enter information in the tool bar at the top of the screen. If you are having trouble finding what you need, you can use the “Medical Cost Estimator” button on the home page direct you through the process.

NOTE: *The Medical Cost Estimator tool is best viewed using the current versions Google Chrome, Safari, or Firefox web browsers. If you are using Microsoft’s Internet Explorer™ (IE), please change your browser to access the Medical Cost Estimator. Click on any of the following links to update your web browser:*



Mozilla Firefox
Version 35.0 and up
Download [Mozilla Firefox](#)



Safari
Version 8.0 and up
Download [Safari](#)



Google Chrome
Version 39.0.2171.99m
and up
Download [Chrome](#)

The next pages will show you how to access the Medical Cost Estimator.

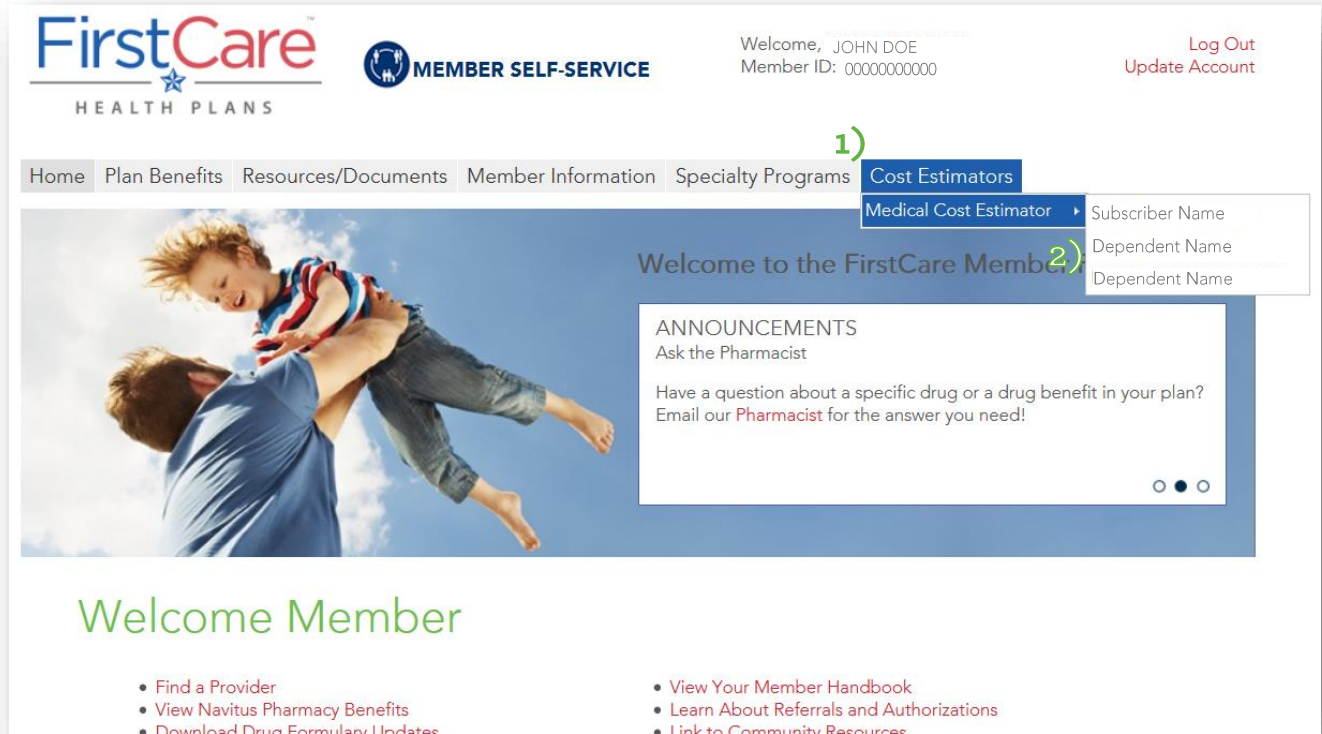
A. IMPORTANT—Information in Other Languages

If you, or someone you’re helping, has questions about FirstCare Health Plans, you have the right to get help and information in [your language](#) at no cost. Contact [FirstCare Customer Service](#) to talk to an interpreter today. *Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de FirstCare Health Plans, tiene derecho a obtener ayuda e información en [su idioma](#) sin costo alguno. Póngase en contacto con [Servicio al Cliente de FirstCare](#) para hablar con un intérprete en la actualidad.*

II. Locating the Medical Cost Estimator

Log on to the **FirstCare Member Self-Service Portal** (<https://my.firstcare.com/Portal/Member/Login.aspx>) and: **1)** hover over the “Medical Cost Estimator” option beneath the Cost Estimators heading, or **2)** choose the designated member (subscriber or dependent) from the list of active members.

NOTE: For log in credentials and/or to register for the Member Self-Service portal, contact FirstCare Customer Service at the number on the back of your ID card.



III. Using the Medical Cost Estimator

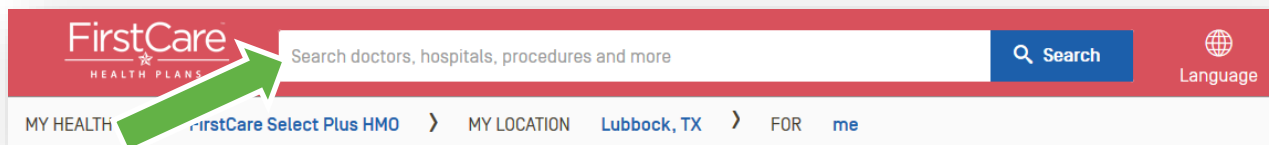
There are three (3) main search options in the tool.

A. Option 1—You know what you’re looking for

If you know what you’re looking for, you can fill in the toolbar fields at the top of the page.

Step 1

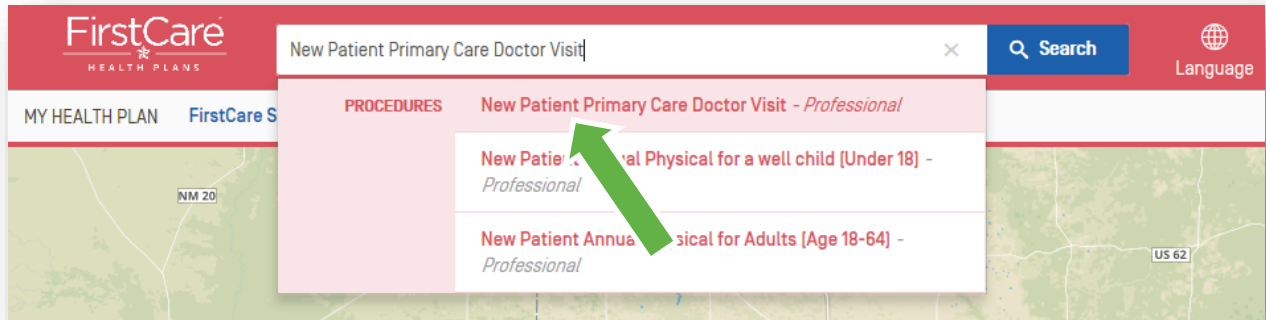
Enter the kind of medical service description you want, such as: “tonsillectomy” or “new patient primary care doctor visit”.



Medical Cost Estimator

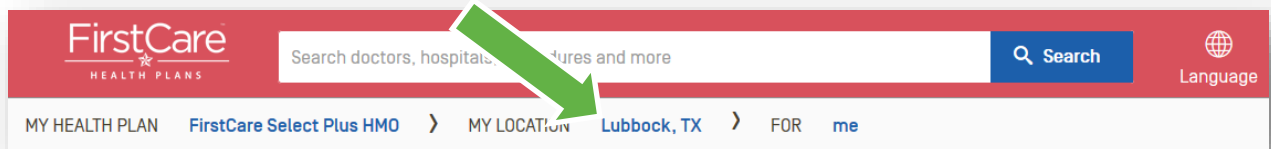
Step 2

Click on the procedure that matches your search.



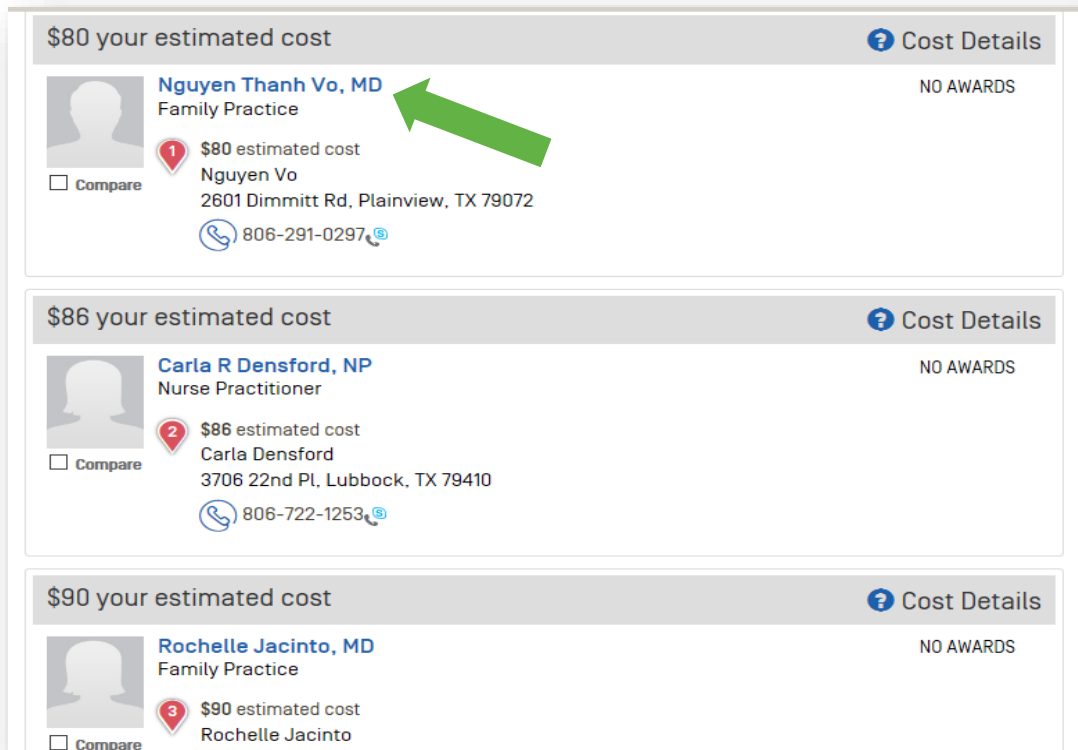
Step 3

Enter the location where you want to find a medical cost estimate for a procedure if it differs from the default location listed. Enter a city, county or zip code.



Step 4

Choose the provider to view the estimated medical cost(s).

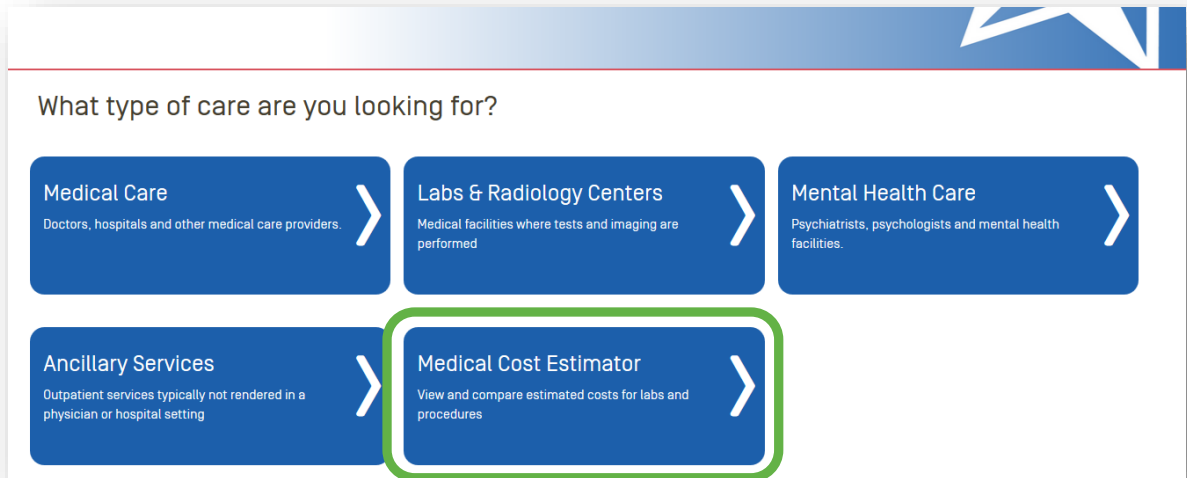


B. Option 2—You need help finding a medical service

If you need more help finding a medical service, click on the available buttons to find what you need.

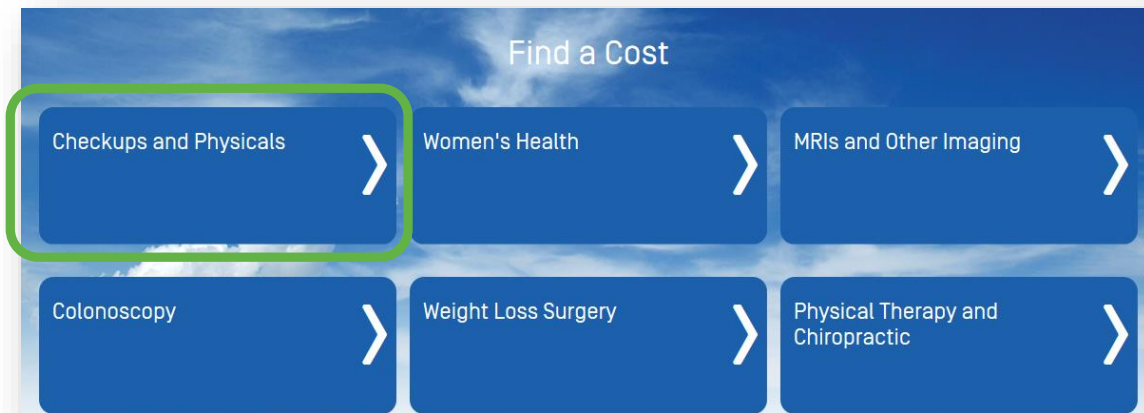
Step 1

Choose the Medical Cost Estimator button.



Step 2

Next, choose the button that best fits the medical service that you are looking for. For example, you would choose "Checkups and Physicals" if you are looking for a cost estimate for a New or Established Patient Examination.



Medical Cost Estimator

Step 3

Continue clicking the buttons that best match what you're looking for. For instance, if you chose the "New Patient Primary Care Doctor Visit" button, you would then see a list of doctors that offer that service and an associated estimated cost.

Step 4

Now you can see the available providers in your network/area that offer the selected service. Click on the provider record that you are interested in viewing to see an estimated cost.

34 results for General Practitioner

Compare side-by-side
Compare any results by selecting them at left.

Distance

Refine your results

Basic

Any distance [34]

Accepting new patients [34]

Any gender

Any language

Cherrylene Lindgren, DO
General Practice
NO AWARDS
5015 University Ave, Lubbock, TX 79413
[806] 797-4357
1 more location

Victor S Chavez, MD
General Practice
NO AWARDS
5015 University Ste B1, Lubbock, TX 79413

C. Option 3—Narrowing your search

If you're still having trouble finding what you are looking for, narrow your search to see the items you need.

Step 1

Follow directions for your initial search until you get to a page that looks like the one below:

34 results for General Practitioner

Compare side-by-side
Compare any results by selecting them at left.

Distance

Refine your results

Basic

Any distance [34]

Accepting new patients [34]

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NO AWARDS
5015 University Ste B1, Lubbock, TX 79413

Step 2

On the right side of the screen, find the area called “Refine your results.”

34 results for General Practitioner

Compare side-by-side
Compare any results by selecting them at left.

Distance [34]

Refine your results

Basic

- Any distance [34]
- Accepting new patients [34]
- Any gender
- Any language

Specialties

Any expertise

Cherrylene Lindgren, DO
General Practice
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(806) 797-4357
1 more location

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Step 3

Click on the details you'd like to see (i.e., “distance”) for a dropdown menu with more choices. This updates your search results based on your choices.

34 results for General Practitioner

Compare side-by-side
Compare any results by selecting them at left.

Distance [34]

Refine your results

Basic

- Any distance [34]
- Accepting new patients [34]
- Any gender
- Any language

Specialties

Any expertise

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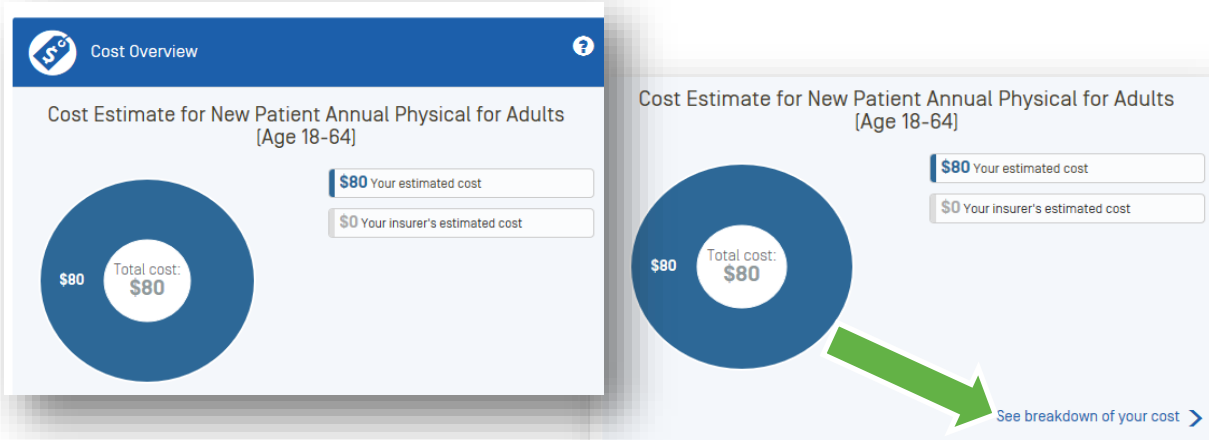
NOTE: You can select more than one item at once for your search.

IV. Understanding Medical Cost Estimates

Upon accessing a cost estimate for a medical service, there are several items to note.

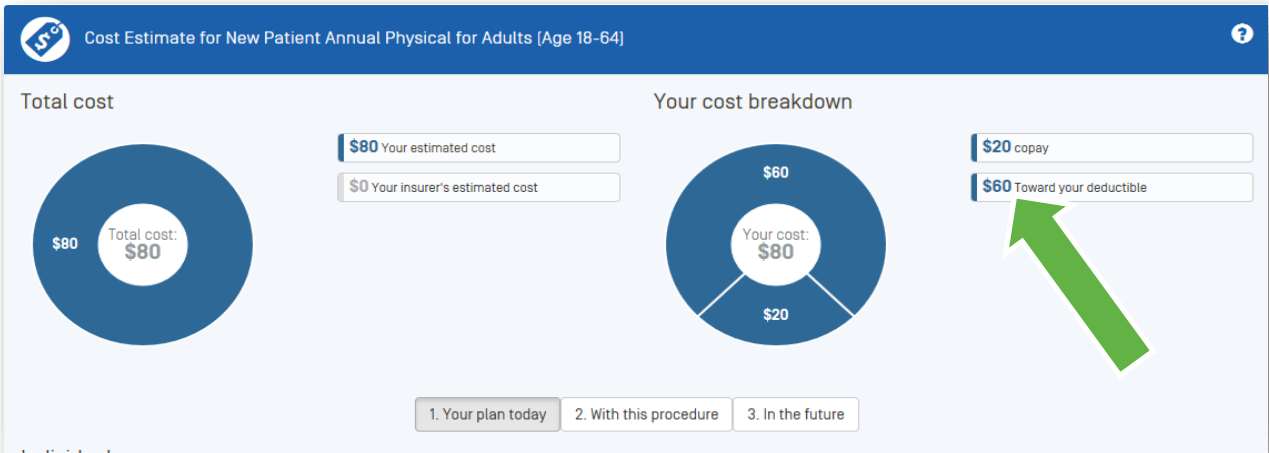
Step 1

The Medical Cost Estimate shows your estimates based on up-to-date deductible and out-of-pocket costs. Choose “See breakdown of your cost” for further details of the cost estimation.



Step 2

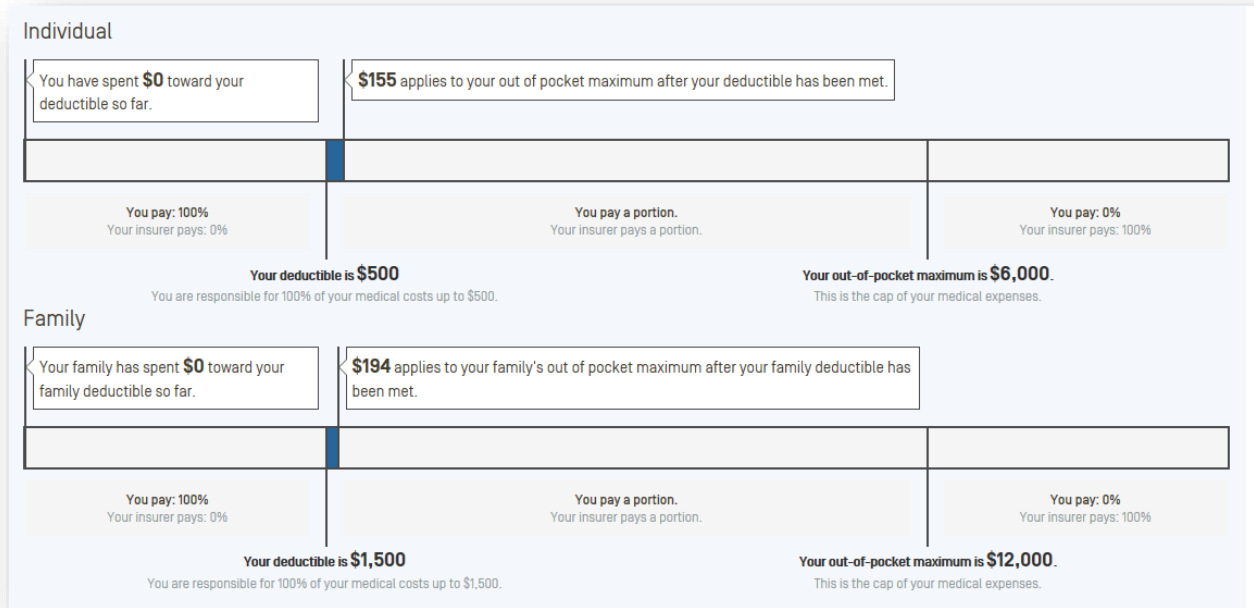
See what portions of the selected service apply towards the plan’s deductible and out-of-pocket maximum based on your up-to-date accumulations.



Medical Cost Estimator

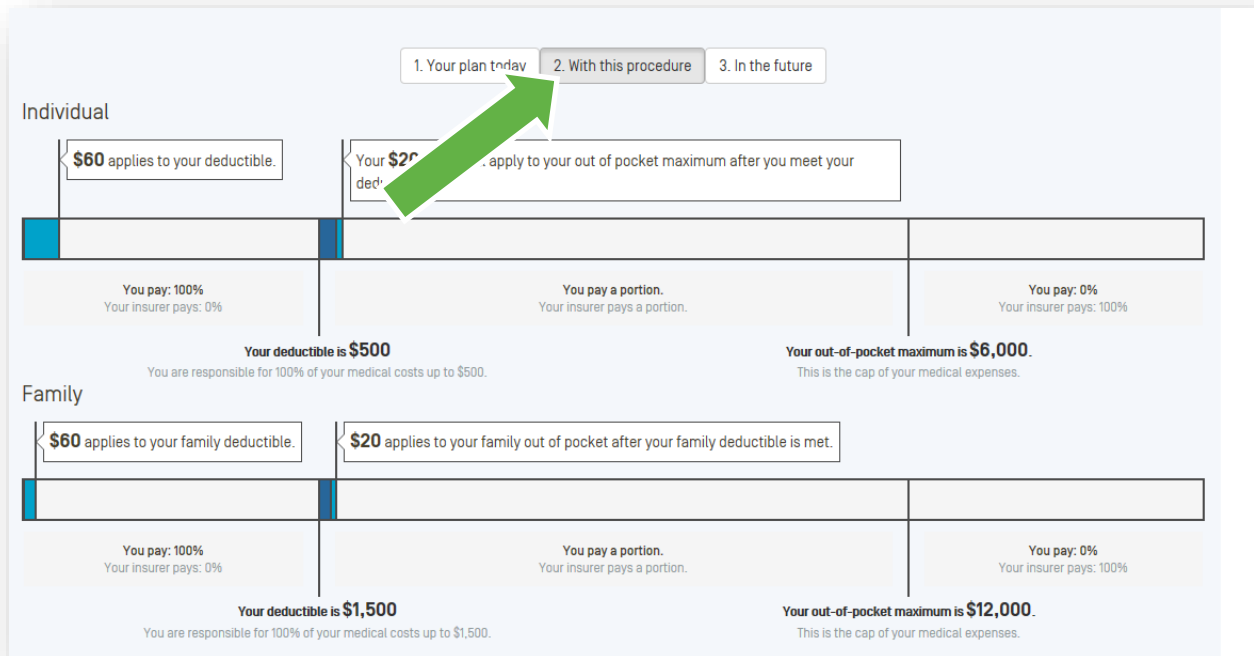
Step 3

To view individual and family deductibles and out-of-pocket maximums to date, scroll further down the screen.



Step 4

Choose "With this procedure option" to view your accumulators with the selected service applied. Please note that these are only estimates, and the "With this procedure option" cost roll up is only applied once the service is rendered and the claim has been processed.



V. Questions?

If you still have questions, or are not sure about using the Medical Cost Estimator, call the FirstCare Customer Service phone number on the back of your FirstCare Member ID card; or, email Customer Service at cservice@firstcare.com.