

# Quick Reference Guide

**Thank you for being a FirstCare Member!** Our priority is to provide you with an exceptional health care coverage experience. This Quick Reference Guide is designed to help you get the most out of your plan.



## PPO: What You Should Know

A PPO (or Preferred Provider Organization) plan does not require you to choose a Primary Care Provider (PCP). You may receive care from any doctor, specialist or other health care provider without a referral. However, we strongly encourage you to choose a PCP in the FirstCare provider network to help you get the care you need.



## Finding a Provider

To search for a PCP or other participating doctors or facilities within the FirstCare network, visit [www.FirstCare.com/FindAProvider](http://www.FirstCare.com/FindAProvider) and select the network name listed on your ID card.

Your plan also includes out-of-area coverage. To search for providers outside of the service area, visit [www.FirstCare.com/FindAProvider](http://www.FirstCare.com/FindAProvider) to learn more.

To view instructions on using the Provider Finder tool, including from the PHCS network, click on “*Provider Finder Instructions*” under “*Related Documents*”. For additional provider information, such as provider credentials not found in the Provider Finder, to obtain a non-electronic copy of the current Provider Directory, or to obtain assistance to find available in-network providers, please call the Customer Service phone number located on the back on your ID card.

**TIP: Stay in-network to get the most out of your plan benefits and avoid higher fees and out-of-pocket costs.**



## Understanding Your ID Card

Remember to carry your FirstCare member ID card with you at all times. You will need to show it to receive covered services at in-network providers. Below is a sample ID card. Information shown on your ID card may vary based on your plan benefits.

		<b>1</b> Group: XYZ Group <b>2</b> Group #: P33A26 <b>3</b> Network: FirstCare Access PPO <b>4</b> Benefit Effective Date: 01/01/2017
<b>5</b> SUBSCRIBER John Sample DOB: 00/00/0000	<b>6</b> MEMBER ID 000000000000	<b>7</b> IN-NETWORK PLAN BENEFITS Adult Non-Spec/Spec: \$00/\$00 Pediatric Non-Spec/Spec: \$00/\$00 Emergency Room: 00% Coinsurance: 00% Deductible: I/\$0000 F/\$0000 Rx: \$00/\$00/\$00/\$00/00%
<b>DEPENDENTS</b> Jane Sample Jack Sample Jill Sample James Sample Julie Sample Joe Sample Jackie Sample	000000000000 000000000000 000000000000 000000000000 000000000000 000000000000 000000000000	<b>9</b> PHARMACISTS ONLY Navitus: 1-855-673-6504 BIN: 610602 PCN: NVT GRP: FCC

- 1** Group name
- 2** Group ID number
- 3** Network name
- 4** Benefit effective date
- 5** Member name
- 6** Member ID number
- 7** Copays/coinsurance
- 8** Deductible
- 9** Pharmacy/prescription drug info

## Important Numbers

### Customer Service

Phone number located on the back of your ID card.  
1-800-562-5259 (TTY/TDD)

### Nurse24™

1-855-828-1013  
1-800-955-8771 (TTY/TDD)

### Mail Order Pharmacy

1-888-240-2211

### Case Management

Call Customer Service.  
1-800-562-5259 (TTY/TDD)

### Behavioral Health Services

1-800-327-6943



## Online Member Self-Service Portal

To access your plan information online, go to [my.FirstCare.com](http://my.FirstCare.com) and click on “Member”. Once you are logged in to the Member Portal, click the tabs across the top of the screen to navigate through the various options:

- Choose a provider
- Print a temporary ID card  
*(Click on “Plan Benefits” tab, select “Eligibility”, verify your info, select “View ID Card”, then print)*
- Review your benefits
- See your copayments/coinsurance, deductibles and out-of-pocket maximum
- Access the Medical Cost Estimator  
*(View estimated cost of a procedure, compare costs across providers, and understand your out-of-pocket costs)*
- Review your Member Handbook and Member Rights & Responsibilities
- Update your personal information
- Check the status of a claim
- Access the FirstCare Plus Wellness Program website



## Emergency and Urgent Care

**For a medical or behavioral health emergency, call 9-1-1 or go directly to the nearest emergency facility.**

For non-emergency medical issues or after-hours care, to prevent an emergency condition, visit [www.FirstCare.com/FindAProvider](http://www.FirstCare.com/FindAProvider) to search for an in-network urgent care center near you.



## Pharmacy/Prescription Drug Benefits

You have access to broad prescription drug coverage, including mail order and specialty pharmacy benefits, through your plan.

- For more details about your prescription drug plan, including your pharmacy benefits manager (Navitus), copayments, drug plan limitations, and exceptions visit [www.FirstCare.com/YourRX](http://www.FirstCare.com/YourRX).
- To find an in-network pharmacy near you, visit [www.FirstCare.com/Pharmacy-Directory](http://www.FirstCare.com/Pharmacy-Directory).
- To fill your prescriptions through the mail, call **Novixus** at **1-888-240-2211**.
- For questions about your specialty pharmacy benefit, call **Lumicera Health Services** at **1-855-847-3553**.
- If you have questions about prescription drugs or your prescription drug benefits, email our pharmacist at [AskThePharmacist@firstcare.com](mailto:AskThePharmacist@firstcare.com).



## Nurse24™ Advice Line

Need care advice? Do you have health or medication questions? For non-emergency symptoms and health or treatment questions, call the Nurse24™ advice line to speak with a registered nurse about ailments, conditions, treatment options and prescription drugs. Call **1-855-828-1013** (TTY/TDD 1-800-955-8771) to get the answers you need—**24 hours a day, 7 days a week!**



## Member Handbook

Tap into a variety of information about your FirstCare plan:

- Making appointments
- Specialist referrals
- After-hours care
- Behavioral health care
- OB/GYN care
- Accessing hospital care
- Plan benefits, restrictions and exclusions
- Out-of-network/out-of-area care
- Complaints and appeals
- Prescription drug benefits (including mail order and specialty pharmacy)
- Case management services
- Filing/receiving claims
- Evaluation of new technology towards covered benefits
- And more!

To access your member handbook, visit [www.FirstCare.com/PPO](http://www.FirstCare.com/PPO) and click on “PPO Member Handbook” under the “Related Documents” section.



## FirstCare Plus Wellness & Condition Management Programs

FirstCare Plus offers wellness programs designed to promote health and provide support—online tools and personalized health risk assessments, wellness trackers, the *Expecting the Best*® maternity program, as well as disease management and case management programs for many chronic conditions. Find out more by logging on to the Member Portal at [my.FirstCare.com](http://my.FirstCare.com) today.



## Questions? Contact Us!

### Call Us

Call the Customer Service phone number located on the back of your ID card, Monday through Friday, 8 a.m. to 5 p.m. CT (TTY/TDD: 1-800-562-5259).

### Write or Stop By Our Regional Offices

For our office locations, visit [www.FirstCare.com/ContactUs](http://www.FirstCare.com/ContactUs).

### Stay Connected

Join us on social media:



Facebook: [facebook.com/firstcarehealthplans](https://facebook.com/firstcarehealthplans)



Twitter: @firstcare



LinkedIn: [linkedin.com/company/firstcare](https://linkedin.com/company/firstcare)

### Important Information

FirstCare provides prepaid medical, hospital, and related comprehensive health care services to HMO subscribers and their enrolled dependents within our approved service area. FirstCare also owns Southwest Life & Health Insurance Company which offers the FirstCare PPO and life insurance products. We must collect information about you to provide these services. We call this information “protected health information” or “PHI”. PHI we collect about you and your health is private, as we are required to protect oral, written, and electronic PHI throughout our organization. We do not sell PHI to anyone. We have many internal policies and procedures designed to control and protect the internal security of your PHI. These policies and procedures address, for example, use of PHI by our employees. In addition, we train all employees about these policies and procedures. Our policies and procedures are evaluated and updated for compliance with applicable laws. For more information about our privacy practices, please review the FirstCare Notice of Privacy Practices on [www.FirstCare.com](http://www.FirstCare.com) or in your Member Handbook.

### Non-Discrimination Notice

FirstCare Health Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. FirstCare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

We provide free communication aids and services to people with disabilities. We also provide language assistance to people whose primary language is not English.

To receive language or communication assistance please call 1-800-240-3270.

If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, please contact us to file a grievance:

SHA, LLC dba FirstCare  
ATTN: Complaints and Appeals  
12940 N. HWY 183  
Austin, TX 78750  
Phone: 1-800-240-3270 (Mon. - Fri., 8 a.m. - 5 p.m. CT)  
TTY/TDD: 1-800-562-5259

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW., Room 509F  
HHH Building, Washington, DC 20201  
Phone: 1-800-368-1019  
TTY/TDD: 1-800-537-7697

Complaint forms are available at: <http://www.hhs.gov/ocr/filing-with-ocr/index.html>.

## Language Assistance

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. To talk to an interpreter, call 1-800-240-3270 (TTY/TDD 1-800-562-5259).

**Spanish:** 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. Para hablar con un intérprete, llame al 1-800-240-3270 (TTY/TDD 1-800-562-5259).

**Vietnamese:** Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về FirstCare Health Plans, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-800-240-3270 (TTY/TDD 1-800-562-5259).

**Chinese:** 如果您或您正在帮助的人士对第一救护健康计划 (FirstCare Health Plans) 有疑问, 您有权免费获取对应您母语的帮助及信息。联系口译员请拨打1-800-240-3270 (TTY/TDD 1-800-562-5259)。

**Korean:** 귀하 또는 귀하가 돕는 있는 사람이 FirstCare Health Plans에 문의할 사항이 있는 경우, 귀하의 언어도 무료 지원 및 정보를 받을 권리가 있습니다. 통역사와 통화하시려면 1-800-240-3270 (TTY/TDD 1-800-562-5259) 번으로 전화해 주십시오.

### Arabic:

لك الحق، أو لدى اي شخص آخر تساعده، في الحصول على المساعدة والمعلومات أو اي أسئلة بخصوص FirstCare Health Plans. للتحدث مع مترجم بلغتك بدون تكلفة اتصل بالرقم 1-800-240-3270 (TTY/TDD 1-800-562-5259)

### Urdu:

اگر آپ یا آپ کسی کی مدد کر رہے ہیں، اور سوالات ہیں " FirstCare Health Plans " کے بارے میں، تو یہ آپ کا حق ہے مدد حاصل کرنا اور معلومات حاصل کرنا اپنی زبان میں بغیر کسی قیمت کے۔ کسی ترجمان سے بات کرنے کے لئے کال کریں۔ 1-800-240-3270 (TTY/TDD 1-800-562-5259)

**Tagalog:** Kung mayroon kang, o sinumang tinutulungan mo, mga katanungan tungkol sa FirstCare Health Plans, mayroon kang karapatang humingi ng tulong at impormasyon nang walang bayad. Upang makipag-usap sa isang tagapagsalin, tumawag sa 1-800-240-3270 (TTY/TDD 1-800-562-5259)

**French:** Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de FirstCare Health Plans, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 1-800-240-3270 (TTY/TDD 1-800-562-5259).

**Hindi:** यदि आपके, या आप जिन्हें सहायता कर रहे हैं उनके पास FirstCare Health Plans से संबंधित कोई प्रश्न हैं तो आपको अपनी भाषा में बिना किसी शुल्क के सहायता और जानकारी पाने का अधिकार है। किसी अनुवादक से बात करने के लिए यहां कॉल करें 1-800-240-3270 (TTY/TDD 1-800-562-5259)

### Persian-Farsi:

اگر شما یا شخصی که به او کمک می‌کنید سوالی درباره FirstCare Health Plans داشتید، این حق را دارید تا کمک و اطلاعات را به زبان خود و بدون هیچ هزینه‌ای دریافت کنید. برای صحبت با یک مترجم با شماره 1-800-240-3270 (TTY/TDD 1-800-562-5259) تماس حاصل فرمایید.

**German:** Falls Sie oder jemand, dem Sie helfen, Fragen zu FirstCare Health Plans haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-800-240-3270 (TTY/TDD 1-800-562-5259) an.

**Gujarati:** જો તમને, અથવા કોઈકને તમે મદદ કરી રહ્યાં છો, તેને FirstCare Health Plans વિશે પ્રશ્નો હોય તો, તમને નિશ્ચય તમારી ભાષામાં મદદ અને માહિતી મેળવવાનો અધિકાર છે. દુભાષિયા સાથે વાત કરવા કોલ કરો: 1-800-240-3270 (TTY/TDD 1-800-562-5259).

**Russian:** Если вам или лицу, которому вы помогаете, возникнут вопросы по FirstCare Health Plans, то вы имеете право на бесплатную помощь и информацию на вашем языке. Для разговора с переводчиком позвоните по телефону 1-800-240-3270 (TTY/TDD 1-800-562-5259).

**Japanese:** FirstCare Health Plan についてご質問の場合は、無料でご自分の言語のサポートと情報を得ることができます。1-800-240-3270 (テレタイプライター/聴覚障害者用通信機器 1-800-562-5259) にお電話いただき、通訳者とお話してください。

**Laotian:** ຖ້າທ່ານ ຫຼື ຄົນທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ ມີຄຳຖາມກ່ຽວກັບ FirstCare Health Plans, ທ່ານມີສິດໄດ້ຮັບຄວາມຊ່ວຍເຫຼືອ ແລະ ຂໍ້ມູນເປັນພາສາຂອງທ່ານໂດຍບໍ່ເສຍຄ່າ. ເພື່ອໂອ້ນລັບກັບວ່າມາເປັນພາສາ, ກະລຸນາໂທ 1-800-240-3270 (TTY/TDD 1-800-562-5259).