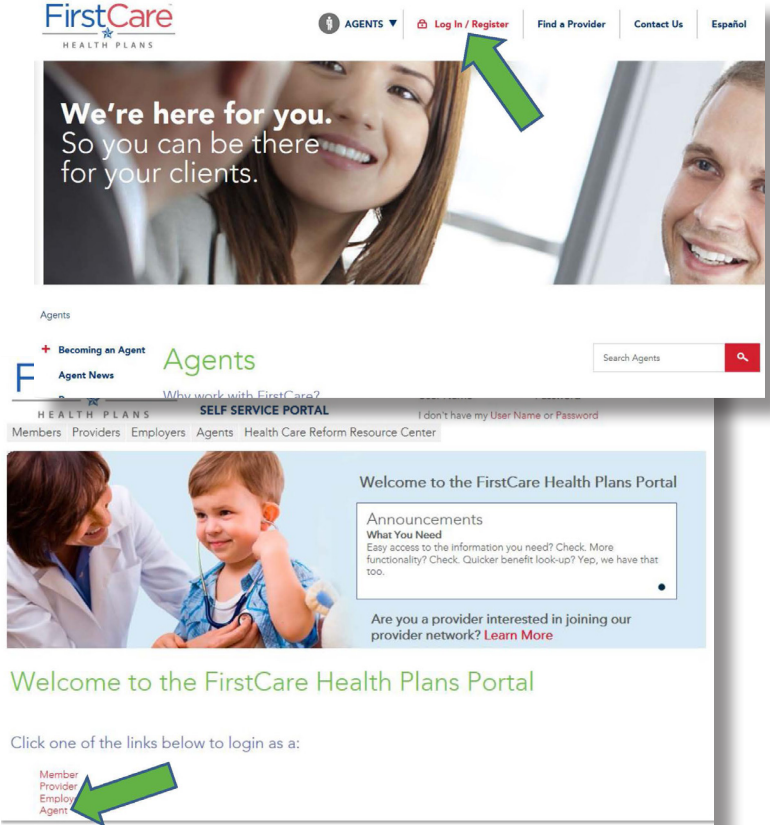


Access the Self-Service Portal

- 1 Go to www.firstcare.com and click on the “Log In/Register” link at the top of the Agent home page. (*top*)
- 2 Click on “Agent” to reach the Agent Self-Service Portal. (*bottom*)
- 3 Enter your user name and password, or register for the Agent Self-Service Portal. (See “Register” below for details.)



Register

Agent User Registration

Agent Information

Enter your Agent number.

Agent ID

Continue

Agent Registration

Contact Information

Provide your name and address for your portal user account. An asterisk (*) indicates required information.

First Name* Last Name*
 Middle Name Name Prefix
 Address* City*
 Address Line 2 State*
 Address Line 3 Zip Code*
 Zip Code Ext.

Phone Numbers*

Actions	Country	Area Code	Telephone	Extension	Phone Type
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

- 1 Enter FirstCare Agent ID into the appropriate field (top left) and click “Add to List.” When done, click the **Continue** button.
- 2 On the User Registration screen (*left*), fill in all fields, located on the Contact Information screen, and click **Continue**.
- 3 Create a new username, password, and security questions.
- 4 Compose a message regarding any matter related to the account (optional).

A confirmation screen will display upon submission. Click on the “here” link to return to the initial login screen.

Navigate

FirstCare HEALTH PLANS
AGENT SELF SERVICE

- Send/receive messages
- Enroll new employees
- Verify enrollment
- Edit member info
- Terminate members
- Commission Report
- Delinquent Report
- Group Reports
- Search Members
- On member profile...
 - Eligibility
 - Deductible/OOP
 - Other insurance
- Search invoices
- View invoice details
- Email Accounts Receivable
- Benefit plan documents

Home | Members | Enrollment | Invoices | Resources/Documents | Reports | Broker Information

Add/Remove/Edit Employees

- 1 Click the Enrollment tab.
- 2 Conduct a search by Corp., Group, or Division.
- 3 Click “Add New Employee” button (right).
- 4 Fill out the Subscriber Member Details, Contact, Benefit, PCP, and COB sections for the new member.
- 5 Click “Finish” button when done.

[Add New Employee](#)
Export list to xls xlsx pdf rtf

Member Number	Name	Birth Date	Effective	Coverage Type	Plan Type	Group - Division	Status	Edit	Terminate	Add Dependent
#####	NAME 1	DOB 1	Effective Date 1	Medical	Plan Type	Group/Division #	Active	Edit	Terminate	Add Dependent
#####	NAME 2	DOB 2	Effective Date 2	Medical	Plan Type	Group/Division #	Active	Edit	Terminate	Add Dependent
#####	NAME 3	DOB 3	Effective Date 3	Medical	Plan Type	Group/Division #	Active	Edit	Terminate	Add Dependent
#####	NAME 4	DOB 4	Effective Date 4	Medical	Plan Type	Group/Division #	Active	Edit	Terminate	Add Dependent

To remove a member, complete steps 1-2 (above). When search results populate, click the “Terminate” link for those members that need to be removed. To edit members, complete steps 1-2 (above), and click the “Edit” link on those members requiring edits.

View an Invoice

Search Invoices

Corp: Group: Division: Status:

Invoice Number	Group ID	Group Name	Division ID	Division Name	From Date	To Date	Status	Bill To
Please Search by Corp ID to See Invoices								

- 1 Click the Invoices tab.
- 2 Search for an invoice by Corp., Group, Division, or Status.
- 3 Select an invoice by clicking the hyperlinked invoice number.

The invoice screen will be broken down into two parts: 1) Payment Details, and 2) Member Details. You also have the option of emailing FirstCare’s Accounts Receivable team by clicking the “Email AR” button.

Generate a Report

- 1 Hover over the Reports tab.
- 2 Select between the Commission, Delinquent Accounts, or Group Reports.

For Delinquent Accounts, select the Report Type, Month and/or Year. For Group Reports, select the Employer Group and/or Group Number.

Access Resources/Documents Tab

There are two document repositories stored here: **General Information** (documents related to FirstCare policies and procedures, including the Portal User Guide), and **Benefit Plan Documents** (view Medical, Prescription Drug, and Optional riders; view benefit summaries in PDF format by clicking links provided).

Questions?



Call our **Broker VIP** line for dedicated support on any of your day-to-day questions...

1.877.514.8999