

Registration & Access

1 An **activation code** is required for new providers—and existing providers wishing to add users—to access FirstCare’s Provider Self-Service Portal.

- If you are newly contracted with FirstCare, call the Provider Relations Team for registration information.
- Please provide pertinent information about the group/provider/facility (i.e., valid callback number, email address, billing address, NPIs—both for Group & Individual, tax ID number, etc.).
- Once this information is entered into FirstCare’s system, we’ll provide you with an activation code that you will use to create a new account on the portal.

NOTE: If you already have access to the Provider Self-Service Portal and need to add new users, simply follow the same process outlined above.

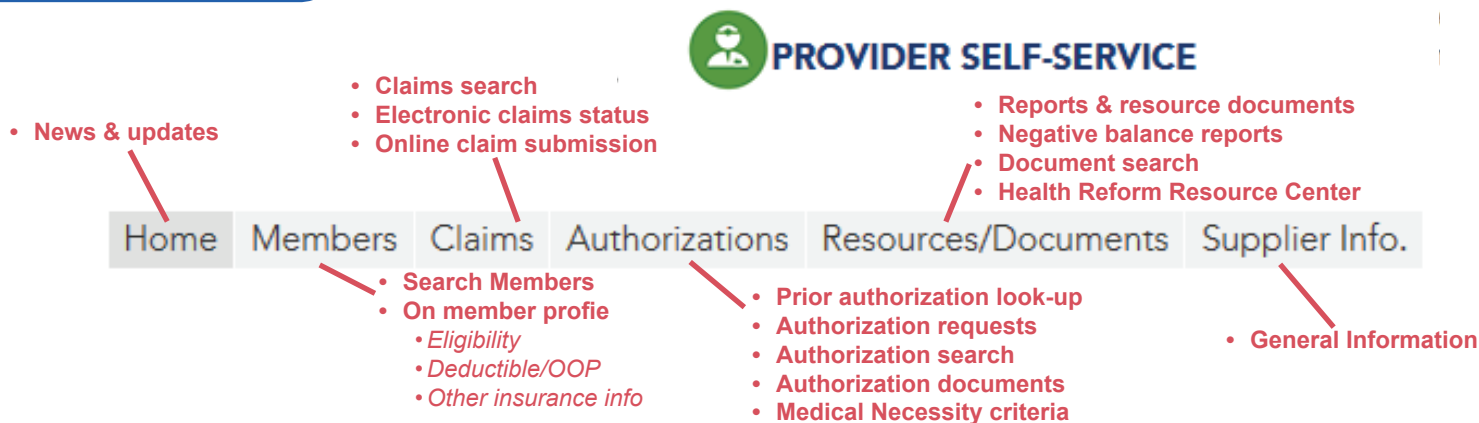
FirstCare Provider Relations

Abilene area: 325.670.3882 or 325.670.3884
 Amarillo area: 806.467.3200
 Lubbock area: 806.784.4380
 Waco area: 806.784.4380
 All other areas: 806.784.4380

2 To log on to the Self-Service Portal:

- Go to www.firstcare.com and click on the **Log In/Register** link at the top of the Provider home page.
- Click on “Provider” to reach the Provider Self-Service Portal.
- Enter your login credentials.

Navigation



Questions?

If you have questions or need additional assistance, please contact FirstCare Provider Relations by phone—see numbers above—or at provider_relations@firstcare.com.