

**A healthier you. That's what we do.**

2021  
Benefits of  
Membership

# Advantage Dual SNP (HMO SNP)

Medicare Advantage Dual Eligible Special Needs Plan

**FirstCare**<sup>™</sup>  
★  
HEALTH PLANS  
PART OF BAYLOR SCOTT & WHITE HEALTH

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# Contact information at a glance

FirstCare Advantage Dual SNP Customer Service Center  
1.866.229.4969 (TTY: 711)  
October 1 – March 31  
8 AM – 8 PM CT • 7 days a week  
  
April 1 – September 30  
8 AM – 8 PM CT  
Monday through Friday  
**FirstCare.com/DualSNP**  
  
Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Medicare  
1-800-MEDICARE (1.800.633.4227)  
TTY: 1.877.486.2048  
24 hours a day/7 days a week  
medicare.gov

Medicaid  
Texas Health and Human Services  
211 or 1.877.541.7905  
TTY: 711 or 1.800.735.2989  
yourtexasbenefits.com or 211texas.org

24-Hour Nurse Advice  
1.877.505.7947 (TTY: 711)  
24 hours a day/7 days a week

FirstCare Advantage Dual SNP (HMO SNP) is a health plan with a Medicare contract and a contract with the Texas Medicaid program. Enrollment in FirstCare Advantage Dual SNP (HMO SNP) depends on contract renewal.

# We are glad to have you as a member

These days, many health plans compete for your membership, and we’re glad you chose FirstCare Advantage Dual SNP as your health plan. With no copays, no referrals required to see a specialist, and access to the FirstCare network of providers and hospitals throughout West Texas, you can be confident FirstCare Advantage Dual SNP is the right choice for your healthcare needs.

This guide provides contact information you may need throughout your journey with us, and shares helpful tips on how to manage your benefits and your healthcare experience.



# How your plan works

You must choose a primary care provider (PCP) to provide and oversee your care. You can see a specialist without a referral anytime.

Your primary care provider is the doctor or other provider you see first for most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and healthcare providers about your care and refer you to them if necessary.

Except for urgent and emergency care, you should get your care and services from FirstCare in-network providers. You can find in-network doctors, specialists, hospitals and other providers online through **FirstCare.com/DualSNP** or by calling customer service. In most cases, care you receive from an out-of-network provider (a provider who is not part of our plan’s network) will not be covered. Here are three exceptions:

- The plan covers emergency care or urgently needed services that you get from an out-of-network provider.
- If you need medical care that Medicare requires our plan to cover and the providers in our network cannot provide this care, you can get this care from an out-of-network provider. Prior authorizations may be required from the plan for certain services. Please contact FirstCare Advantage Dual SNP prior to seeking care. In this situation, we will cover these services as if you got the care from a network provider.
- The plan covers kidney dialysis services that you get at a Medicare-certified dialysis facility when you are temporarily outside the plan’s service area.

**Ready to help:**  
Call customer service for answers to benefits questions, claims inquiries, and assistance in locating providers and using online tools and resources.  
**1.866.229.4969** (TTY: 711)  
October 1 – March 31, 8 AM – 8 PM CT • 7 days a week  
April 1 – September 30, 8 AM – 8 PM CT • Monday through Friday

## Preventive care is covered at 100%













Preventive services are covered at 100% (no copay) when you use in-network providers for services such as:

- Routine physical exams
- Cancer screenings
- Immunizations

For a complete list of covered preventive services, refer to your plan’s Evidence of Coverage at **FirstCare.com/DualSNP**.

# Where you go for care matters

Knowing where to go for care may save you time and money.

Type of care	Examples of health issues	Average cost
 <b>Primary care doctor</b> Your first choice for care when it’s not an emergency	<ul style="list-style-type: none"><li>• Asthma</li><li>• Chronic conditions<ul style="list-style-type: none"><li>• Diabetes management</li><li>• High blood pressure</li></ul></li><li>• Earache</li><li>• Headaches</li><li>• Preventive health</li><li>• Sprains</li><li>• Well women exams</li></ul>	\$0 copay with FirstCare Advantage Dual SNP
 <b>Virtual Visits/ Telemedicine</b> Using your mobile device or computer Download the free MDLIVE app 	<ul style="list-style-type: none"><li>• Acne</li><li>• Allergies</li><li>• Bladder infection</li><li>• Cold</li><li>• Flu</li><li>• Pink eye</li><li>• Tobacco cessation</li><li>• Sinus infection</li><li>• Stomach problems</li><li>• Yeast infection</li></ul>	\$0 copay with FirstCare Advantage Dual SNP
 <b>Walk-in clinics</b> Same-day appointments when your doctor does not have availability Walk-in clinics include select primary care clinics and some pharmacy locations	<ul style="list-style-type: none"><li>• Asthma</li><li>• Bladder infection</li><li>• Ear or sinus pain</li><li>• Earache</li><li>• Flu</li><li>• Sore throat</li><li>• Sprains</li></ul>	\$0 copay with FirstCare Advantage Dual SNP
 <b>Urgent care</b> Needs immediate attention but is not life-threatening, or an appointment is not available with your doctor.	<ul style="list-style-type: none"><li>• Back pain</li><li>• Bladder infection</li><li>• Earache</li><li>• Minor burns</li><li>• Minor eye injuries</li><li>• Minor cuts that may need stitches</li><li>• Sore throat</li><li>• Sprains</li></ul>	\$0 or 20% up to \$65, depending on your plan 
 <b>Emergency room</b> Any condition you believe to be life-threatening	<ul style="list-style-type: none"><li>• Chest pain</li><li>• Deep cuts or wounds</li><li>• Difficulty breathing</li><li>• Poisoning, overdoses and suicidal behavior</li><li>• Abdominal pain, coughing or vomiting blood</li><li>• Severe burns</li><li>• Severe head injuries</li><li>• Sudden loss of balance, vision change, facial droop, arm or leg weakness</li></ul>	Hospital average cost: \$0 or 20% up to \$90, depending on your plan   Stand-alone average cost:   

## Get answers to your healthcare questions 24/7

Nurses are available 24/7 to provide information about taking care of yourself at home or they can help you decide if an appointment, an urgent care visit, or an emergency room visit is best for your symptoms. Call toll-free: 1.877.505.7947 (TTY: 711).

# Affordable prescriptions

The high cost of prescriptions should never stand in the way of your healthcare. That’s why affordable prescription drug benefits are included with your FirstCare Advantage Dual SNP plan. When you need to fill a prescription, simply present your member ID card at a network pharmacy. Refer to the Pharmacy Directory on our website at [FirstCare.com/DualSNP](https://www.firstcare.com/DualSNP) to locate network pharmacies. The formulary (drug list), pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

*For your health and safety, some prescription drugs may have additional requirements or limits on coverage, including:*

- **Prior Authorization:** FirstCare Advantage Dual SNP requires you or your physician to get prior authorization for certain drugs. This means that you will need to get approval from the health plan before you fill your prescriptions.
- **Quantity Limits:** Some drugs have limits on how much you can get at a time.

## Mail-Order prescriptions • 1.888.240.2211

**Getting your prescription medications delivered to your home is reliable, simple and cost-efficient.** You’ll benefit from having the option of a three-month supply and free standard shipping.

There are 3 simple steps to obtaining prescriptions by mail order.

### Step 1: Complete the mail order enrollment form

**Step 2: Send the original prescription** to FirstCare’s mail-order pharmacy, NoviXus. Your provider can send the prescription and your mail-order form by fax, phone, or E-prescription. Or you may mail it yourself, if necessary.

- Fax: 1.877.395.4836
- Phone: 1.877.269.1159
- Mail: P.O. Box 8004, Novi, MI 48376-8004

**Step 3: Complete payment** by phone at 1.888.240.2211 with a credit card or by mail with a check.

To get more information about filling your prescriptions by mail, visit [Firstcare.com/DualSNP](https://www.firstcare.com/DualSNP).

Usually a mail-order pharmacy order will get to you in no more than 14 days. If your mail order is delayed, please contact the Customer Service Center to determine how to obtain your medications during the interim.

# FirstCare Virtual Care

## Powered by MDLIVE

We’ve teamed up with MDLIVE to provide our members with virtual access to board-certified doctors, licensed therapists and more—using your phone, smartphone, tablet or desktop computer. This telemedicine service is provided for \$0 copay for FirstCare Advantage Dual SNP members.

## Should I use Virtual Visits?

A Virtual Visit can replace a clinic appointment or certain urgent care visits. You won’t need to wait for an appointment or leave the comfort of your home. Virtual Visits should be used only for non-urgent medical conditions. If you need urgent medical care, please contact your clinic by phone or find a nearby urgent care center. For medical emergencies, call 911 immediately.

### Here are some symptoms that are appropriate for a Virtual Visit:

- |                              |                                |
|------------------------------|--------------------------------|
| • Back Pain                  | • Heartburn                    |
| • Cough and/or Cold Symptoms | • Red Eye                      |
| • Diarrhea                   | • Sinus Problems               |
| • Fatigue                    | • Urinary Problems             |
| • Headache                   | • Vaginal Discharge/Irritation |

**MDLIVE is available 24 hours a day, seven days a week.**

## Connecting with Virtual Care

- Log on to the FirstCare self-service portal ([MyBSWHealth.com](https://www.MyBSWHealth.com)) and click on the “Virtual Care” option;  
IMPORTANT: FirstCare Virtual Care—powered by MDLIVE is best viewed using current versions of Google Chrome, Firefox, Safari and/or Microsoft Edge. If you are using Microsoft Internet Explorer™ (IE) or an older version of the browsers mentioned here, you may not have the best experience.
- Download the MDLIVE mobile app from the App Store or Google Play;
- Text “FIRSTCARE” to “MDLIVE” (635483); or
- Call and speak to an MDLIVE representative at 1.800.718.5082



# Health assessments for our members

During your first 90 days of enrollment with FirstCare Advantage Dual SNP, a case manager may contact you to complete a Health Assessment form and determine an individualized plan of care. This assessment helps FirstCare medical management staff better understand your individual health concerns, goals, and barriers to staying well. This Health Assessment in no way affects your eligibility or benefits with FirstCare Advantage Dual SNP. Rather, completing this voluntary assessment allows our case management and care coordination staff to better assist you in meeting your healthcare needs.

Your case manager will send a personalized care plan to you by mail with instructions on how to access services, contact the case manager, and make changes to your personalized care plan.



# FirstCare Case Management

The Case Management program:

- Assists in coordinating your care and services if you have chronic diseases and/or conditions, in an effort to keep you as healthy as possible
- Helps with directing you through the healthcare system, and assists with referrals and authorizations to help meet your needs

We offer specialized management options to support you with chronic diseases such as diabetes, congestive heart failure and many others. Your participation in our Case Management program is free and completely voluntary. You may decide not to participate in the program at any time, while keeping your other plan benefits. Contact your case manager if you decide not to participate.

You can also send an email directly to our Case Management team at [casemgmt@bswhealth.org](mailto:casemgmt@bswhealth.org).

# Helping those with Medicare and Medicaid

Since FirstCare Advantage Dual SNP members have Medicare and Medicaid, FirstCare helps to coordinate the benefits and services of both programs. We also can provide additional resources in the community to assist our dual eligible members.

One such resource is Texas Health and Human Services (HHS). They offer long-term support services that help promote well-being, dignity and choice to the citizens of Texas. For more information about their services please contact HHS by phone, mail or via the web.

**Texas Health and Human Services**

**Call: 1.800.252.9240**

**Write:** Texas Health and Human Services  
P.O. Box 13247  
Austin, TX 78711-3247

**Website:** <https://hhs.texas.gov>

# Extra benefits

Original Medicare benefits may not be enough to meet your healthcare needs. FirstCare Advantage Dual SNP not only gives you all the benefits of Original Medicare, like access to doctors and hospitals, but it also includes many extra benefits to help reduce your out-of-pocket expenses.

FirstCare Advantage Dual SNP includes vision services for no additional premium.

Extra Benefits	Premier	Select
Routine Eye Exam (one per year)	\$0 copay	\$0 copay
Eyewear (annual allowance toward purchase of non-Medicare-covered eyewear including contacts, glasses, lenses, and frames)	\$75 annual allowance toward purchase	\$75 annual allowance toward purchase
Hearing Aids (every two years)	\$600 allowance toward purchase	\$600 allowance toward purchase
Dental Services (one routine visit per year, including an oral exam, cleaning, fluoride treatment, and dental X-rays)	\$0 copay	\$0 copay
In-Home Meals (14 meals per hospital discharge to home; limit 3 discharges per year)	\$0 copay	\$0 copay
Routine Transportation (up to 24 one-way trips per year, or 12 round trips up to 50 miles each way)	\$0 copay	\$0 copay
In-Home Support Services (up to 5 four-hour shifts of assistance in performing activities of daily living (ADLs) yearly)	\$0 copay	\$0 copay

# Self-service tools ensure better access

## MyBSWHealth Self-Service Features

- Account Information**
  - Choose or update your PCP
  - Update personal information
- ID Cards**
  - View or download temporary ID cards
  - Order a new ID card
- Find a Provider**
  - Find an in-network doctor, specialist, hospital or healthcare facility
- Benefits and Eligibility Information**
  - Review your Evidence of Coverage, find your coinsurance information, or see if you’ve reached your out-of-pocket maximum
- Virtual Care**
  - Connect with MDLIVE, your 24/7 resource for easy, convenient online doctor visits
- Claims and Authorizations**
  - Search and check the status of your claims authorizations
- Wellness Program**
  - Access the FirstCare Plus Wellness Program
- Member Support**
  - Send a message or a question and get your answer the next business day

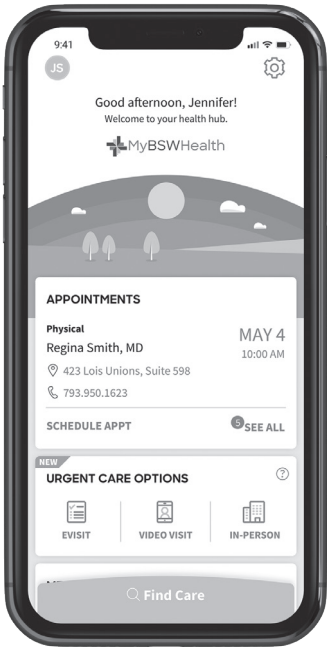
If you’re a current FirstCare portal user, check out your new portal at **MyBSWHealth.com** using your existing user name and password. If you’re new to the portal, registration is easy – just follow the prompts. For questions, please contact FirstCare Customer Service at 1.866.229.4969 (TTY: 711).

## MEMBER PORTAL

- Go to **MyBSWHealth.com**
- Log in or click on the Create an Account button and activate your profile
- Once inside the MyBSWHealth member portal, click on the various options listed in the left margin to access a number of functions/actions

## MOBILE APP

The MyBSWHealth app is available on both the App Store and Google Play. Download it today for easy access to your FirstCare information.





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