

# MyBSWHealth Member Portal User Guide

## Introducing the new MyBSWHealth Member Portal for FirstCare Health Plans

We teamed up with our parent company, Baylor Scott & White Health, to create a new portal experience for our members. Beginning **Tuesday, September 1, 2020**, FirstCare Individual & Family, Group and Medicare members will enjoy convenient access to health plan information on the [MyBSWHealth](#) member portal using any computer, tablet or smartphone device.

### What is MyBSWHealth?



MyBSWHealth is a secure, online tool that connects you to your personal health and insurance information, offering 24/7 self-service features, including:



- ID cards
- Plan benefits
- Find a provider
- Claims, authorizations and deductibles
- Wellness features
- Member support
- Telehealth options
- And more!



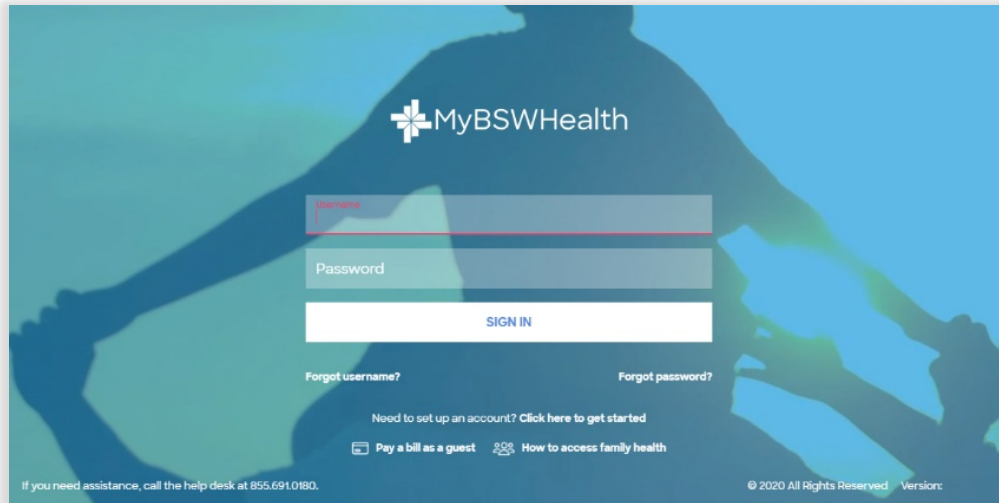
In addition to the online member portal experience, you can install the award-winning **MyBSWHealth App** on your mobile device:

- Text BETTER to 88408, or
- Download **MyBSWHealth** in the [App Store](#) or [Google Play](#)



# Get Started with MyBSWHealth

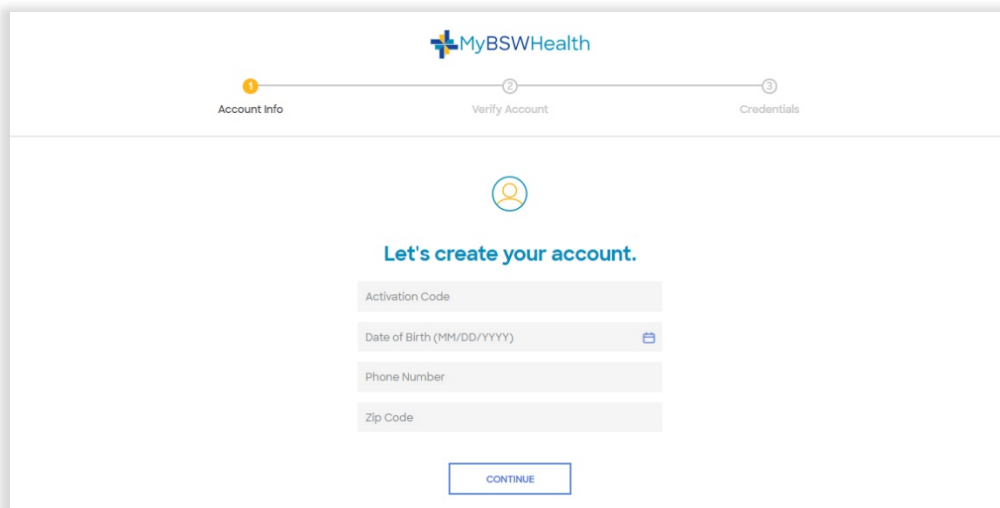
## Step 1



The image shows the MyBSWHealth login page. At the top center is the MyBSWHealth logo. Below it are two input fields: one for Username and one for Password. A white button with the text "SIGN IN" is positioned below the password field. Underneath the sign-in button are two links: "Forgot username?" and "Forgot password?". Below these links is a link that says "Need to set up an account? Click here to get started". At the bottom of the page, there are two more links: "Pay a bill as a guest" and "How to access family health". At the very bottom, there is a small line of text: "If you need assistance, call the help desk at 855.691.0180." and a copyright notice: "© 2020 All Rights Reserved Version:".

Visit [MyBSWHealth.com](https://www.mybswhealth.com)

- If you are a current FirstCare portal user, you can log in on or after **September 1, 2020**, using your previous portal **username** and **password**. Click **Sign In** to proceed.
- If you're new to the portal, you will see: **Need to set up an account? Click here to get started.**



The image shows the MyBSWHealth account creation screen. At the top center is the MyBSWHealth logo. Below it is a progress bar with three steps: "Account Info" (highlighted with a yellow circle and the number 1), "Verify Account" (with a grey circle and the number 2), and "Credentials" (with a grey circle and the number 3). Below the progress bar is a profile icon placeholder. The main heading is "Let's create your account." Below this are four input fields: "Activation Code", "Date of Birth (MM/DD/YYYY)" (with a calendar icon), "Phone Number", and "Zip Code". At the bottom center is a white button with the text "CONTINUE".

Fill out the information in the fields on the following screens—click **Continue** to advance from one screen to the next. This will activate your **MyBSWHealth** profile.

## Step 2

Once inside the **MyBSWHealth** member portal, you will notice a variety of helpful features in the home screen, including:

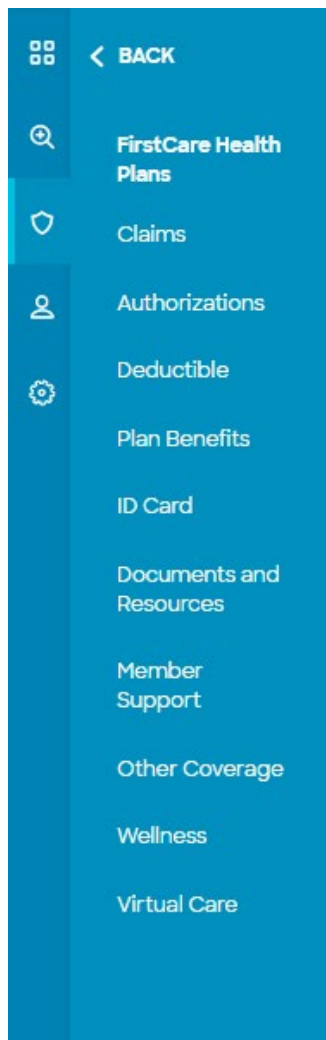
- **FirstCare Health Plans** – Features links to your ID Card and other popular plan details.
- **Get Care** – Features BSWH scheduling and virtual care options.
- You can also access test results, message BSWH providers, and more - creating one-stop access for all your personal health and insurance data. [Click here](#) to learn more.

## Step 3

Click **Insurance & Billing** in the left margin to access additional health plan features.

# MyBSWHealth Insurance & Billing Features

MyBSWHealth Insurance & Billing features are described below:



Tab Name	Available Options/Functions
<p><b>Claims</b></p>	<ul style="list-style-type: none"> <li>List of <b>Claims</b> information for member(s) enrolled on plan.</li> <li>Results can be filtered by <b>Date of Service, Member, Claim Number, Provider, or Status.</b></li> <li>Click Claim <b>Status</b> to see full <b>Claim Details</b>, plus an <b>Explanation of Benefits (EOB)</b> link.</li> </ul>
<p><b>Authorizations</b></p>	<ul style="list-style-type: none"> <li>List of <b>Authorization</b> information for member(s) enrolled on plan.</li> <li>Results can be filtered by <b>Date of Service, Member, Referrer, Authorization Number, Alt Number, Type, admit Type, Approval Letter or Status.</b></li> <li>Click Authorization <b>Status</b> to see full <b>Authorization Details.</b></li> </ul>
<p><b>Deductible</b></p>	<p>Lists various plan details, including:</p> <ul style="list-style-type: none"> <li>Member Name</li> <li>Effective Date</li> <li>Status</li> <li>Member Number</li> <li>Group Number</li> <li>Family and Individual Deductible</li> <li>Family &amp; Individual Out-of-Pocket Maximum</li> <li>RX Deductible &amp; Out-of-Pocket Maximum</li> <li>Progress toward reaching Maximums</li> </ul>

Tab Name	Available Options/Functions
<b>Plan Benefits</b>	<ul style="list-style-type: none"> <li>• Listing of <b>In-Network Copays</b> and <b>Other Copays</b>.</li> <li>• Detailed <b>Explanation of Coverage</b> and usage progress for current year.</li> <li>• Link to detailed <b>Pharmacy Benefits</b>.</li> <li>• Link to downloadable <b>Benefits Documents</b>.</li> </ul>
<b>ID Card</b>	<ul style="list-style-type: none"> <li>• Displays an image of your <b>member ID card</b>. This image file can be downloaded as a PDF and printed for use as a temporary ID card.</li> <li>• <b>Request New ID Card</b>—verify the address and click <b>Submit Request</b>.</li> </ul>
<b>Documents and Resources</b>	<ul style="list-style-type: none"> <li>• Online repository for member documents (i.e., <b>Member Handbook, Formulary, Member Rights and Responsibilities, Notice of Privacy Practices</b>, etc.)</li> </ul>
<b>Member Support</b>	<ul style="list-style-type: none"> <li>• Create a new <b>Request for Support</b> and message with Customer Advocates.</li> <li>• <b>Please allow two (2) business days for a response.</b></li> </ul>
<b>Other Coverage</b>	<ul style="list-style-type: none"> <li>• List of additional insurance coverage.</li> </ul>
<b>Wellness</b>	<ul style="list-style-type: none"> <li>• Includes links to wellness programs and educational resources.</li> </ul>
<b>Virtual Care</b>	<ul style="list-style-type: none"> <li>• Click <b>Launch MDLIVE</b> to connect with <b>MDLIVE</b>, your 24/7 resource for easy, convenient online doctor visits. Doctors are available for help with more than 50 minor illnesses, from colds and sinus infections to allergies and more.</li> <li>• Use Chrome, Safari or Edge for the best experience.</li> </ul>

## Questions?

If you have any questions about accessing the **MyBSWHealth** Member Portal or your plan, please call the Customer Service number on your member ID card.

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