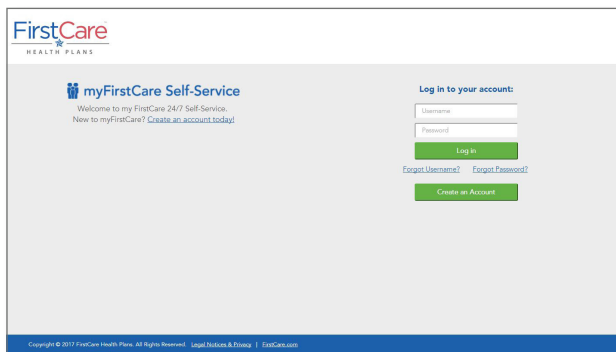


Review the instructions below to access myFirstCare Self-Service through the member portal or the FirstCare app. For questions, please contact FirstCare Customer Service at the number on the back of your ID card.

## MEMBER PORTAL

- 1 Go to [myFirstCare.com](http://myFirstCare.com)
- 2 Log in or click on the Create an Account button and activate your profile
- 3 Once inside the myFirstCare member portal, click on the various options listed in the left margin to access a number of functions/actions



## MOBILE APP

The myFirstCare app is available on both the App Store and Google Play. Download it today for easy access to your FirstCare information. Learn more at [FirstCare.com/Tools-and-Resources/myFirstCare-App](http://FirstCare.com/Tools-and-Resources/myFirstCare-App)



## myFirstCare Self-Service Features

### Eligibility and Authorizations

- See what services are covered under your plan

### Benefits Information

- Review your Member Handbook

### Account Information

- Choose or update your PCP
- Update personal information

### ID Cards

- View or download temporary ID cards
- Order a new ID card

### Provider and Pharmacy Finder

- Find an in-network doctor, specialist, pharmacy, hospital or health care facility

### Deductible and Out-of-Pocket

- See if you have met your deductible or out-of-pocket amounts

### Copays and Coinsurance

- Find copayment and/or coinsurance amounts

### Claims

- Search and check the status of your claims

### Cost Estimators

- Use our calculator to estimate the costs of procedures, tests and treatments

### Wellness Program

- Access the FirstCare Plus Wellness Program