

I. Overview	1
A. IMPORTANT—Information in Other Languages	1
II. Locating the Provider Finder	2
III. Using the Provider Finder	3
A. Option 1—You already know what you’re looking for	3
B. Option 2—You need some help finding a doctor/medical service	4
C. Option 3—Refining your search	5
IV. Out-of-Area Providers	6
V. Questions?	6

I. Overview

You can search our online Provider Finder in multiple ways. If you know what you are looking for, you can enter information directly in the search fields (doctor or facility name, City or Zip Code), or you can choose from the Specialties list.

After you finish a basic search, you can choose what you want to see: by distance, if the doctor is taking new patients, doctor’s gender, etc. You can also filter by what medical group they are a part of.

The next pages will show you how to access the Provider Finder and use its three main search options.

A. IMPORTANT—Information in Other Languages

If you or someone you’re helping have questions about FirstCare Health Plans, you have the right to get help and information in [your language](#) at no cost. Contact [FirstCare Customer Service](#) to talk to an interpreter today.

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de FirstCare Health Plans, tiene derecho a obtener ayuda e información en [su idioma](#) sin costo alguno. Póngase en contacto con [Servicio al Cliente de FirstCare](#) para hablar con un intérprete en la actualidad.

II. Locating the Provider Finder

Log on to www.FirstCare.com/ProviderFinder and: 1) click on the “Online Provider Directory” option in the right margin, or 2) choose from the list of network directory links on the page.

Find a Provider

Find a Provider

Print

FirstCare’s provider networks are comprised of select groups of doctors, hospitals, clinics, pharmacies and other health care professionals who provide you with a full range of covered health care services. **Your health plan or network is shown on the front of your FirstCare member ID card.**

If you have questions about which network you have, call our Customer Service team at the number on the back of your card. For instructions on using the Provider Finder tool, click [here](#).

IMPORTANT: Stay in-network to get the most out of your plan benefits and avoid higher fees and out-of-pocket costs.

In-Network Provider Directories

The table below lists the available FirstCare provider networks, as well as which plans are a part of those networks. Click the link for your network/plan to access your plan’s online directory, and (when required) select your network from the dropdown box:

NOTE: Our online provider directories are best viewed using the current versions of Google Chrome, Safari, and Firefox. If you are using Microsoft’s Internet Explorer™ (IE) or an older version of the browsers mentioned here, you may not be able to access the site’s optimal functionality.

FirstCare Networks	Plan Types
FirstCare Select Plus HMO Network	<ul style="list-style-type: none"> Small Group HMO (including ACA) Large Group HMO TRS-Active Care Individual/Family HMO (including Marketplace)
FirstCare Access PPO Network	<ul style="list-style-type: none"> Small Group PPO (including ACA) Large Group PPO
FirstCare Select HMO Network	<ul style="list-style-type: none"> Large Group HMO Covenant Self-Funded
CHIP	<ul style="list-style-type: none"> CHIP
FirstCare Advantage Dual SNP (HMO SNP)	<ul style="list-style-type: none"> Medicare Advantage Special Needs Plan
STAR (Medicaid)	<ul style="list-style-type: none"> STAR
STAR (Medicaid)—MRSA	<ul style="list-style-type: none"> STAR-MRSA
Texas Health Steps (THSteps)	<ul style="list-style-type: none"> THSteps

NOTE: Please call the Customer Service phone number located on the back on your ID card for the following:

- To obtain a non-electronic copy of the current Provider Directory, or for assistance to find available in-network providers;
- Additional provider information, such as provider credentials, not found in the Provider Finder.

Search FirstCare Site

1) Online Provider Directory
Click [here](#) to access our online provider directory.

Resources

Emergency vs. Urgent Care
A trip to the ER can be costly & time consuming. Follow [these](#) guidelines to help determine when a condition is serious enough to go to the ER versus visiting an Urgent Care center.

Talk to a Nurse—Nurse24™
Need care advice? Should you see a doctor? Get the info you need today! FirstCare members can talk to a nurse 24/7 by calling 1-855-828-1013.

Service Area Maps
HMO/PPO
Marketplace
Medicaid (STAR/MRSA)
CHIP

Related Documents

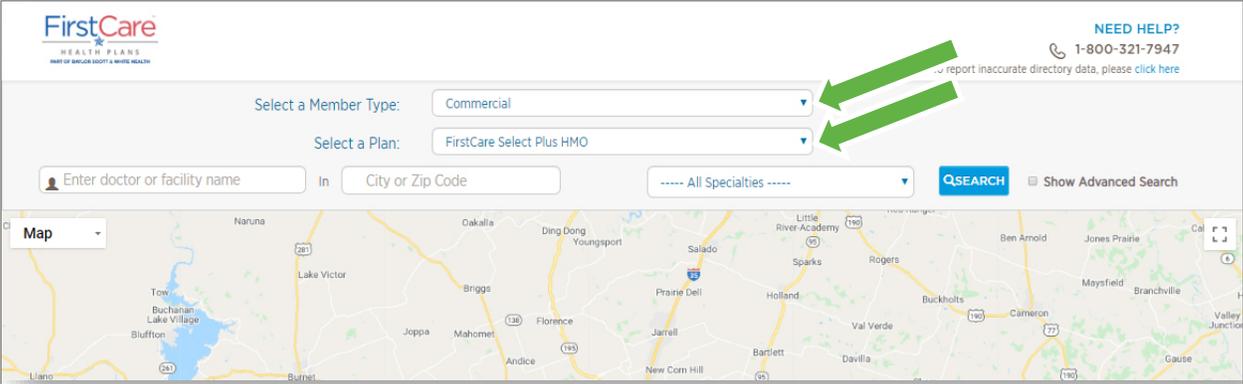
- [Provider Finder Instructions](#)
Instructional guide for using the online Provider Finder tool.
- [Provider Network Access Plan](#)
For FirstCare HMO & PPO members.
- [CHIP Pharmacy Directory](#)
- [STAR Medicaid Pharmacy Directory](#)
- [STAR Medicaid \(MRSA\) Pharmacy Directory](#)
- [Flu Season Facts](#)

III. Using the Provider Finder

A. Option 1—You know what you’re looking for

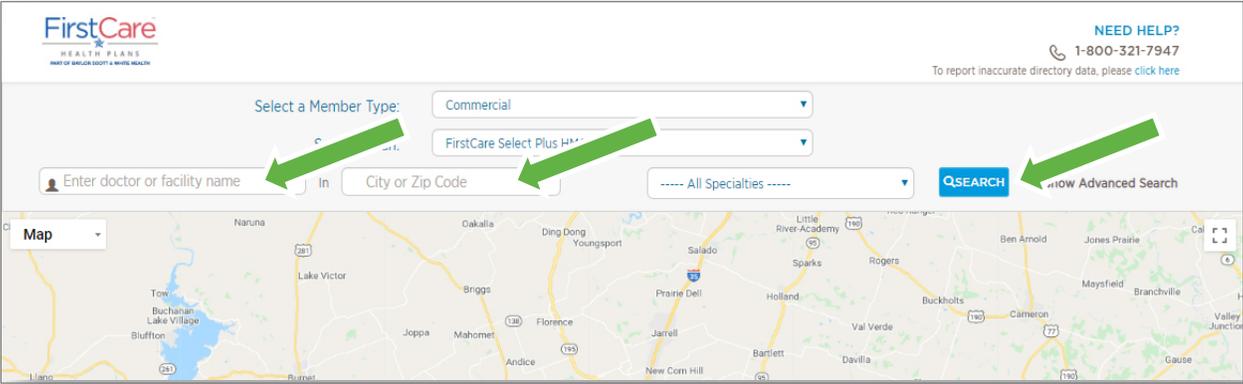
Step 1

Choose your **Member Type** and **Plan** name. If you don't know your plan name, you can find it by looking at your FirstCare member ID card, or call the FirstCare Customer Service phone number on the back of your ID card.



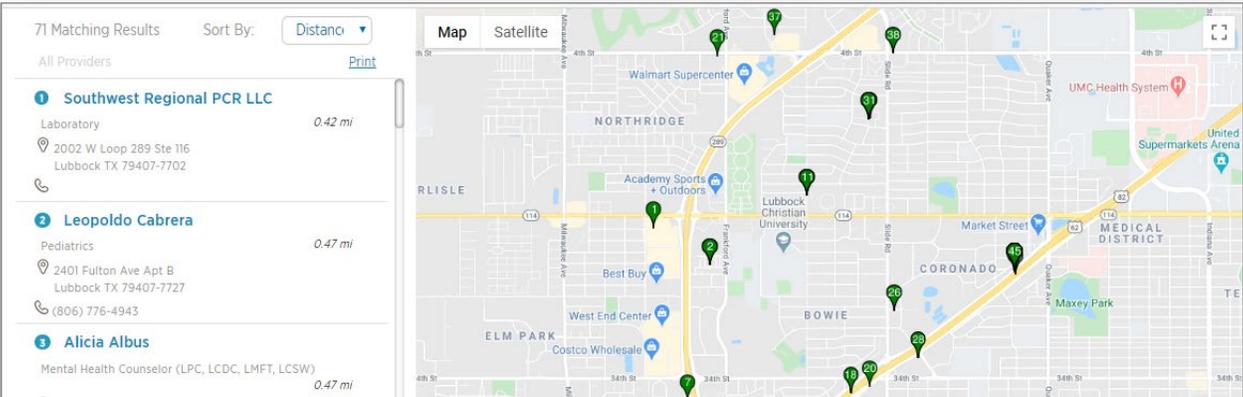
Step 2

Enter the **doctor or facility name** and/or **City or Zip Code** where you want to find a doctor or facility and click the search box.



Step 3

Your results will be displayed in the left hand column and on the map.

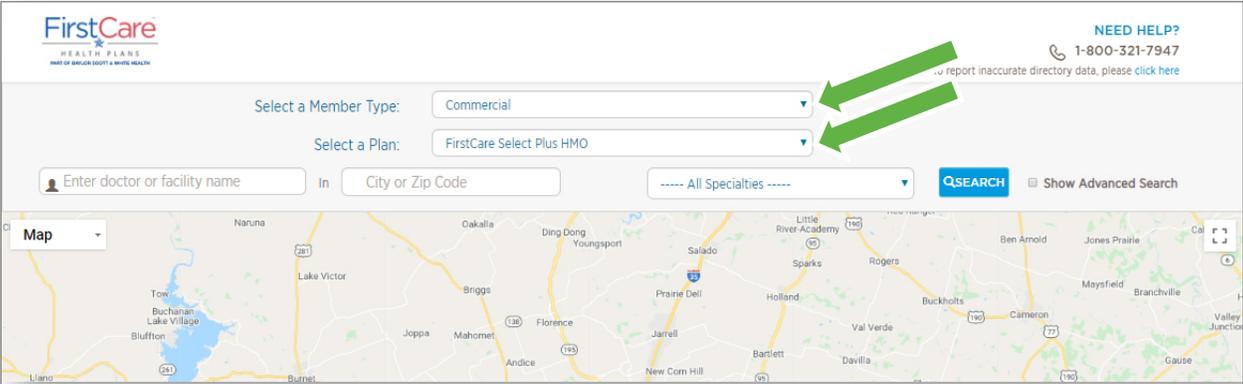


Online Provider Finder

B. Option 2—You need help finding a doctor or medical service

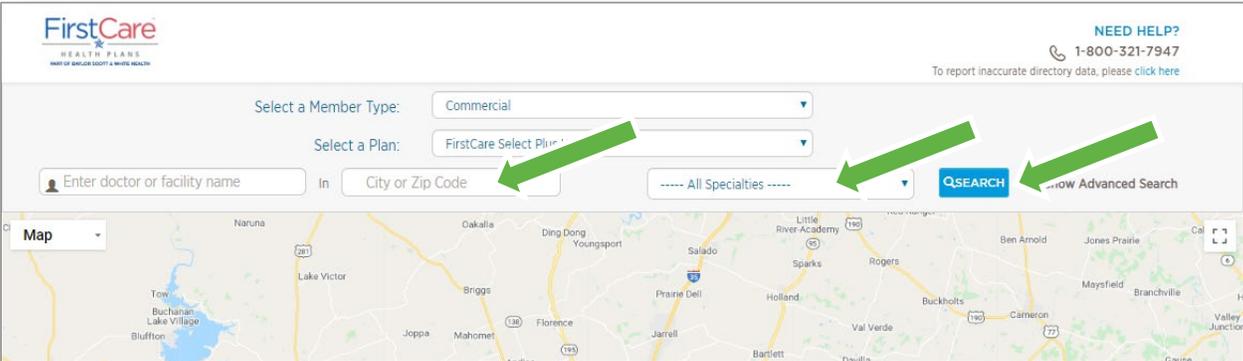
Step 1

Choose your **Member Type** and **Plan** name. If you don't know your plan name, you can find it by looking at your FirstCare member ID card, or call the FirstCare Customer Service phone number on the back of your ID card.



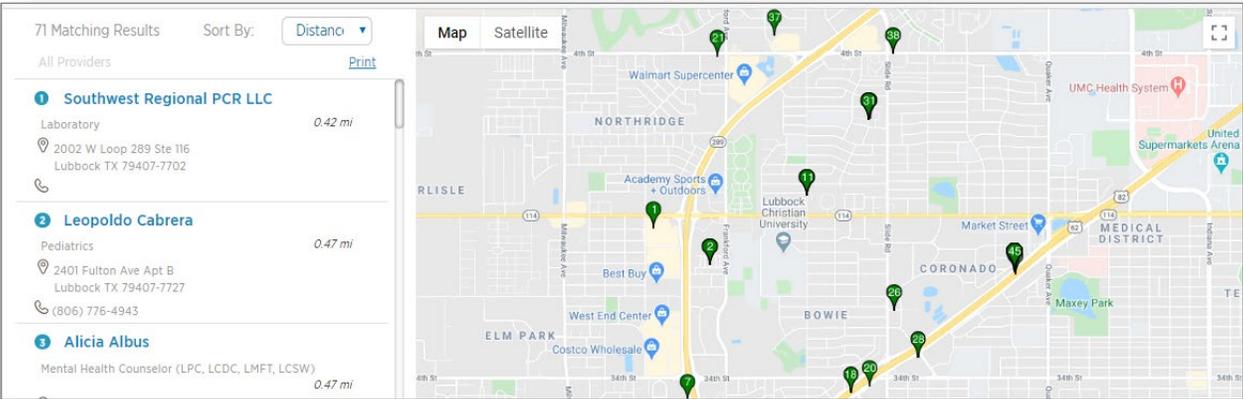
Step 2

Enter **City or Zip Code** where you want to find a doctor or facility and choose the **Specialty** type you are looking for from the dropdown and click the search box.



Step 3

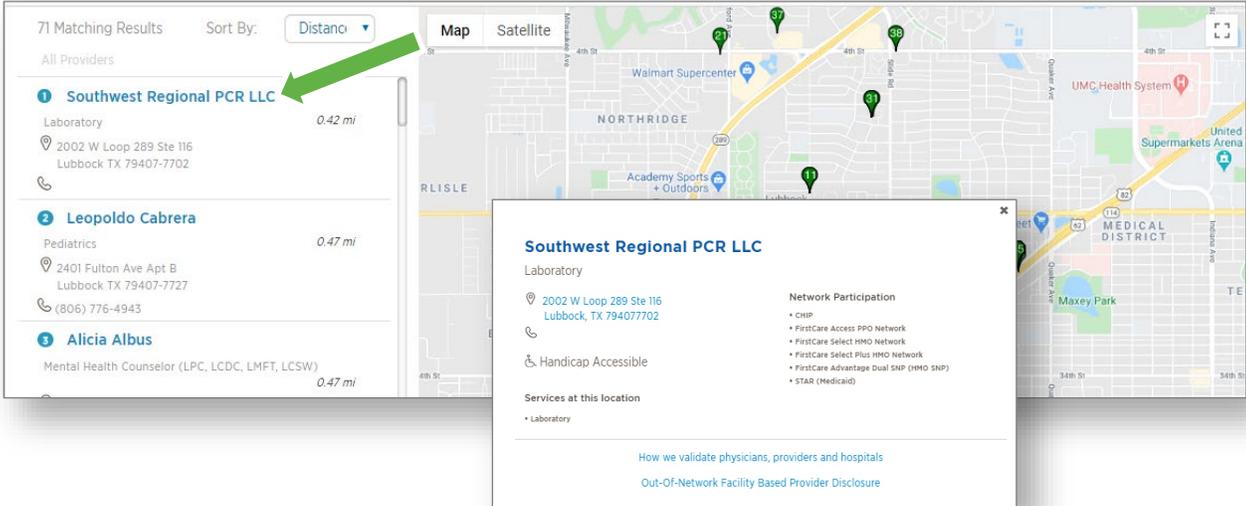
Your results will be displayed in the left hand column and on the map.



Online Provider Finder

Step 4

You can click on one of the available providers/facilities (in blue) to get more detailed information. You can also sort the results by Distance or Alphabetically.

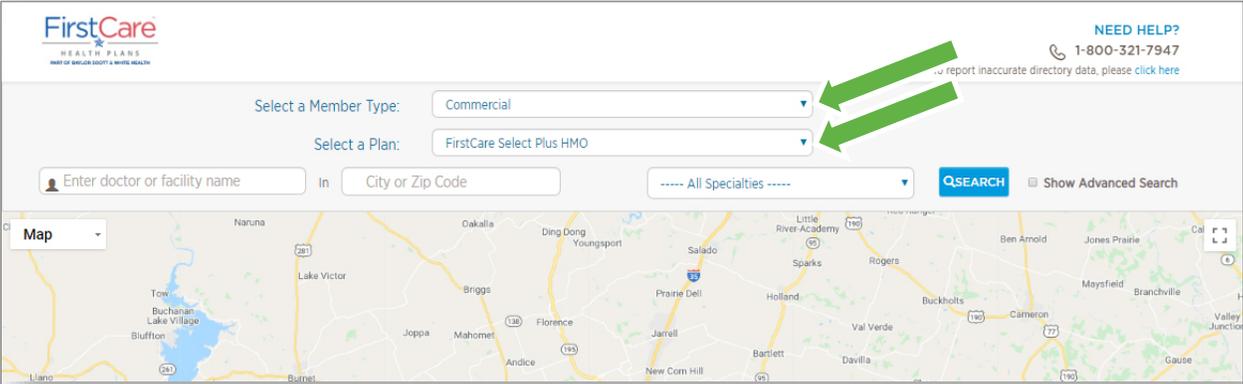


C. Option 3—Refining your search

If you're still having trouble finding what you are looking for, narrow your search to see the items you need.

Step 1

Choose your **Member Type** and **Plan** name. If you don't know your plan name, you can find it by looking at your FirstCare member ID card, or call the FirstCare Customer Service phone number on the back of your ID card.



Online Provider Finder

Step 2

Click the **Show Advanced Search** button and optional fields will appear. These optional fields let you choose (from a drop-down menu) a medical group, the maximum distance you are willing to travel or a preferred language.

Advanced Search also lets you choose the gender of the doctor, which doctors are board certified, and which doctors are accepting new patients. Each of these options just requires you to select the appropriate box.

The screenshot displays the FirstCare Online Provider Finder interface. At the top left is the FirstCare logo. On the right, there is a 'NEED HELP?' link with the phone number 1-800-321-7947 and a link to report inaccurate directory data. The main search area includes a 'Select a Member Type' dropdown (Commercial), a 'Select a Plan' dropdown (FirstCare Select Plus HMO), and a search bar with fields for 'Enter doctor or facility name', 'City or Zip Code', and 'All Specialties'. A blue 'SEARCH' button and a 'Show Advanced Search' checkbox are also present. A yellow box highlights the 'Advanced Search Criteria' section, which contains three dropdown menus: 'Select a Medical Group', 'Select max Distance', and 'Select a Language'. Below these are checkboxes for 'Gender' (radio buttons for Either, Male, Female), 'Board Certified', and 'Accepting New Patients'. A green arrow points to the 'Show Advanced Search' checkbox. The bottom of the page shows a map of the region.

IV. Out-of-Area Providers

FirstCare Members should only use providers in the FirstCare Network for In-Network coverage. However, Urgent and Emergency care is available at the same copay as In-Network. Members can also take advantage of:

- **Baylor Scott & White Health** providers and facilities throughout Texas
- **FirstCare Virtual Care**—Powered by MDLIVE
Avoid waiting rooms and the inconvenience of going to the doctor's office. Members can visit a doctor by phone, secure video, the MDLIVE App, or through myFirstCare Self-Service (my.FirstCare.com), all available 24/7.
- **Nurse24™**
Need care advice? Should you see a doctor? Get the info you need today! Talk to a nurse 24/7 by calling **1-855-828-1013** to get answers 24 hours a day, 7 days a week!

V. Questions?

If you still have questions, or are not sure about using the Provider Finder, call the FirstCare Customer Service phone number on the back of your FirstCare Member ID card.