

Quick Reference Guide

Thank you for being a FirstCare Member! Our priority is to provide you with an exceptional health care coverage experience. This Quick Reference Guide is designed to help you get the most out of your plan.

HMO: What You Should Know

At FirstCare Health Plans, we encourage our HMO (Health Maintenance Organization) members to choose a Primary Care Provider (PCP) in the FirstCare provider network. Your PCP can help coordinate and manage your health care needs, including seeing a specialist. Your PCP helps provide you with the right care and keep your out-of-pocket costs low by coordinating your care with in-network specialists.

Finding a Provider

To search for a PCP or other participating doctors or facilities within the FirstCare network visit FirstCare.com/FindAProvider and select the network name listed on your ID card.

For instructions on using the Provider Finder tool, click on “Provider Finder Instructions” under “Related Documents”. To choose or update your PCP, see “Online Member Self-Service Portal” (page 2 of this document). For additional provider information, please call the Customer Service phone number located on the back of your ID card.

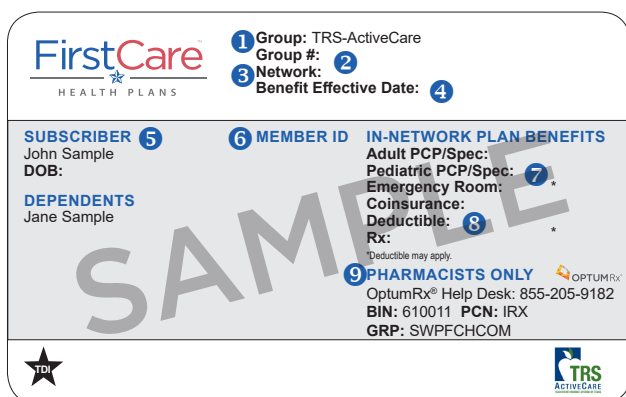
TIP: Stay in-network to get the most out of your plan benefits and avoid higher fees and out-of-pocket costs.

FirstCare Virtual Care—powered by MDLIVE

Access our telehealth program today, via your telephone, smartphone, tablet or desktop computer for your virtual appointments. Visit FirstCare.com/TRS/Virtual-Care for more details, or call 1-800-718-5082.

Understanding Your ID Card

Remember to carry your FirstCare member ID card with you at all times. You will need to show it to receive covered services at in-network providers. Below is a sample ID card. Information shown on your ID card may vary based on your plan benefits.



- 1** Group name
- 2** Group ID number
- 3** Network name
- 4** Benefit effective date
- 5** Member name
- 6** Member ID number
- 7** Copays/coinsurance
- 8** Deductible
- 9** Pharmacy/prescription drug info

Important Numbers

Customer Service

1-800-884-4901
 1-800-562-5259 (TTY/TDD)

Virtual Care—powered by MDLIVE

1-800-718-5082

Nurse24™

1-855-828-1013
 1-800-955-8771 (TTY/TDD)

Mail Order Pharmacy

1-817-388-3090 (Baylor Scott & White)
 1-855-205-9182 (OptumRx)

Case Management

1-800-884-4901
 1-800-562-5259 (TTY/TDD)

Behavioral Health Services

1-800-327-6943



Member Resources

Online Member Self-Service Portal

To access your plan information online, go to my.FirstCare.com. Once you are logged in to myFirstCare Self-Service, click the various options listed in the left margin to access a number of functions/actions:

- Choose, update, and/or look up your PCP
(Click “View/Edit My Info”, select “PCP/OBGYN”, then “Change Primary Care Provider”)
- View your ID card
- Review your benefits and coverage, including copayments and other charges
- Access the Medical Cost Estimator
(View estimated cost of a procedure, compare costs across providers, and understand your out-of-pocket costs)
- Review your Member Handbook and Member Rights & Responsibilities
- Update your personal information
- Check the status of a claim
- Access the FirstCare Plus Wellness Program website

Member Handbook

Tap into a variety of information about your FirstCare plan:

- Making appointments
- Specialist referrals
- After-hours care
- Behavioral health care
- OB/GYN care
- Accessing hospital care
- Plan benefits, restrictions and exclusions
- Out-of-network/out-of-area care
- Complaints and appeals
- Prescription drug benefits (including mail order and specialty pharmacy)
- Case management services
- Filing/receiving claims
- Evaluation of new technology towards covered benefits

To access your member handbook, visit FirstCare.com/TRS and click on “HMO Member Handbook” under the “Related Documents” section.

Member Newsletters

Visit FirstCare.com/TRS and click on “Member Newsletter” under the “Related Documents” section to access the most recent issue of FirstCare’s Member News.



Emergency and Urgent Care

For a medical or behavioral health emergency, call 9-1-1 or go directly to the nearest emergency facility.

Visit FirstCare.com/FindAProvider to search for in-network urgent care centers near you for non-emergency medical issues and/or after-hours care. *NOTE: Freestanding Emergency Rooms (FSERs) are typically out-of-network for FirstCare benefit plans.*



Pharmacy/Prescription Drug Benefits

You have access to broad prescription drug coverage, including mail order and specialty pharmacy benefits, through your plan. Please make sure to review any changes to your prescription drugs by clicking on the link below or by calling the pharmacy team.

- For more details about your prescription drug plan, visit FirstCare.com/TRS.
- To find an in-network pharmacy near you, visit FirstCare.com/TRS.
- To fill your prescriptions through the mail, call **Baylor Scott & White** at 1-817-388-3090 or **OptumRx**® at 1-855-205-9182.
- For questions about your specialty pharmacy benefit, call **BSW Specialty Care Team** service, at 1-844-288-3179, or **BriovaRx**™ at 1-855-427-4682.
- If you have questions about prescription drugs or your prescription drug benefits, contact customer service.



Nurse24™ Line

Need care advice? Do you have health or medication questions? For non-emergency symptoms and health or treatment questions, call the Nurse24™ advice line to speak with a registered nurse. Call 1-855-828-1013 (TTY/TDD 1-800-955-8771) to get the answers you need—**24 hours a day, 7 days a week!**



Wellness & Community

FirstCare Plus offers wellness and condition management programs designed to promote health and provide support—online tools and personalized health risk assessments, wellness trackers, the *Expecting the Best™* Maternity Program, as well as case management programs for many chronic conditions. Find out more at my.FirstCare.com.



Questions? Contact Us!

Call Us

Call FirstCare Customer Service at **1-800-884-4901**, Monday through Friday, 8 a.m. - 5 p.m. CT (TTY/TDD: 1-800-562-5259).

Write or Stop By Our Regional Offices

For office locations, visit FirstCare.com/ContactUs.

Stay Connected

Join us on social media:

 Facebook: facebook.com/firstcarehealthplans

 Twitter: @firstcare

 LinkedIn: linkedin.com/company/firstcare

Important Information

FirstCare provides prepaid medical, hospital, and related comprehensive health care services to HMO subscribers and their enrolled dependents within our approved service area. FirstCare also owns Southwest Life & Health Insurance Company which offers the FirstCare PPO and life insurance products. We must collect information about you to provide these services. We call this information “protected health information” or “PHI”. PHI we collect about you and your health is private, as we are required to protect oral, written, and electronic PHI throughout our organization. We do not sell PHI to anyone. We have many internal policies and procedures designed to control and protect the internal security of your PHI. These policies and procedures address, for example, use of PHI by our employees. In addition, we train all employees about these policies and procedures. Our policies and procedures are evaluated and updated for compliance with applicable laws. For more information about our privacy practices, please review the FirstCare Notice of Privacy Practices on FirstCare.com or in your Member Handbook.

Non-Discrimination Notice

FirstCare Health Plans complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. FirstCare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We provide free communication aids and services to people with disabilities. We also provide language assistance to people whose primary language is not English. To receive language or communication assistance please call 1-800-884-4901. If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, please contact us to file a grievance: SHA, LLC dba FirstCare, ATTN: Complaints and Appeals, 12940 N. HWY 183, Austin, TX 78750, Phone: 1-800-884-4901 (Mon. - Fri., 8 a.m. - 5 p.m. CT), TTY/TDD: 1-800-562-5259. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, Phone: 1-800-368-1019, TTY/TDD: 1-800-537-7697. Complaint forms are available at: <http://www.hhs.gov/ocr/filing-with-ocr/index.html>.

NOTICE OF SPECIAL TOLL-FREE COMPLAINT NUMBER

TO MAKE A COMPLAINT ABOUT A PRIVATE PSYCHIATRIC HOSPITAL, CHEMICAL DEPENDENCY TREATMENT CENTER, OR PSYCHIATRIC OR CHEMICAL DEPENDENCY SERVICES AT A GENERAL HOSPITAL, CALL:

1-800-832-9623

Your complaint will be referred to the state agency that regulates the hospital or chemical dependency treatment center.

AVISO DE NUMERO TELEFONICO GRATIS ESPECIAL PARA QUEJAS

PARA SOMETER UNA QUEJA ACERCA DE UN HOSPITAL PSIQUIATRICO PRIVADO, DE CENTRO TRATAMIENTO PARA LA DEPENDENCIA QUIMICA, DE SERVICIOS PSIQUIATRICOS O DE DEPENDENCIA QUIMICA EN UN HOSPITAL GENERAL, LLAMA A:

1-800-832-9623

Su queja sera referida a la agencia estatal que regula la hospital o centro de tratamiento para la dependencia quimica.

Language Assistance

If you, or someone you're helping, has questions about FirstCare Health Plans, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-800-884-4901 (TTY/TDD 1-800-562-5259).

Spanish: 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. Para hablar con un intérprete, llame al 1-800-884-4901 (TTY/TDD 1-800-562-5259).

Vietnamese: Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về FirstCare Health Plans, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-800-884-4901 (TTY/TDD 1-800-562-5259).

Chinese: 如果您或您正在帮助的人士对第一救护健康计划 (FirstCare Health Plans) 有疑问, 您有权免费获取对应您母语的帮助及信息。联系口译员请拨打1-800-884-4901 (TTY/TDD 1-800-562-5259)。

Korean: 귀하 또는 귀하가 돕는 있는 사람이 FirstCare Health Plans에 문의할 사항이 있는 경우, 귀하의 언어도 무료 지원 및 정보를 받을 권리가 있습니다. 통역사와 통화하시려면 1-800-884-4901 (TTY/TDD 1-800-562-5259) 번으로 전화해 주십시오.

Arabic:

لك الحق، أو لدى اي شخص آخر تساعده، في الحصول على المساعدة والمعلومات أو اي أسئلة بخصوص FirstCare Health Plans. للتحدث مع مترجم بلغتك بدون تكلفة اتصل بالرقم 1-800-884-4901 (TTY/TDD 1-800-562-5259)

Urdu:

اگر آپ یا آپ کسی کی مدد کر رہے ہیں، اور سوالات ہیں " FirstCare Health Plans " کے بارے میں، تو یہ آپ کا حق ہے مدد حاصل کرنا اور معلومات حاصل کرنا اپنی زبان میں بغیر کسی قیمت کے۔ کسی ترجمان سے بات کرنے کے لئے کال کریں۔ 1-800-884-4901 (TTY/TDD 1-800-562-5259)

Tagalog: Kung mayroon kang, o sinumang tinutulungan mo, mga katanungan tungkol sa FirstCare Health Plans, mayroon kang karapatang humingi ng tulong at impormasyon nang walang bayad. Upang makipag-usap sa isang tagapagsalin, tumawag sa 1-800-884-4901 (TTY/TDD 1-800-562-5259)

French: Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions à propos de FirstCare Health Plans, vous avez le droit d'obtenir de l'aide et l'information dans votre langue à aucun coût. Pour parler à un interprète, appelez 1-800-884-4901 (TTY/TDD 1-800-562-5259).

Hindi: यदि आपके, या आप जिन्हें सहायता कर रहे हैं उनके पास FirstCare Health Plans से संबंधित कोई प्रश्न हैं तो आपको अपनी भाषा में बिना किसी शुल्क के सहायता और जानकारी पाने का अधिकार है। किसी अनुवादक से बात करने के लिए यहां कॉल करें 1-800-884-4901 (TTY/TDD 1-800-562-5259)

Persian-Farsi:

اگر شما یا شخصی که به او کمک می‌کنید سوالی درباره FirstCare Health Plans داشتید، این حق را دارید تا کمک و اطلاعات را به زبان خود و بدون هیچ هزینه‌ای دریافت کنید. برای صحبت با یک مترجم با شماره 1-800-884-4901 (TTY/TDD 1-800-562-5259) تماس حاصل فرمایید.

German: Falls Sie oder jemand, dem Sie helfen, Fragen zu FirstCare Health Plans haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-800-884-4901 (TTY/TDD 1-800-562-5259) an.

Gujarati: જો તમને, અથવા કોઈકને તમે મદદ કરી રહ્યાં છો, તેને FirstCare Health Plans વિશે પ્રશ્નો હોય તો, તમને નિશુલ્ક તમારી ભાષામાં મદદ અને માહિતી મેળવવાનો અધિકાર છે. દુભાષિયા સાથે વાત કરવા કોલ કરો: 1-800-884-4901 (TTY/TDD 1-800-562-5259).

Russian: Если вам или лицу, которому вы помогаете, возникнут вопросы по FirstCare Health Plans, то вы имеете право на бесплатную помощь и информацию на вашем языке. Для разговора с переводчиком позвоните по телефону 1-800-884-4901 (TTY/TDD 1-800-562-5259).

Japanese: FirstCare Health Plan についてご質問の場合は、無料でご自分の言語のサポートと情報を得ることができます。1-800-884-4901 (テレタイプライター/聴覚障害者用通信機器 1-800-562-5259) にお電話いただき、通訳者とお話してください。

Laotian: ຖ້າທ່ານ ຫຼື ຄົນທີ່ທ່ານກຳລັງຊ່ວຍເຫຼືອ ມີຄຳຖາມກ່ຽວກັບ FirstCare Health Plans, ທ່ານມີສິດໄດ້ຮັບຄວາມຊ່ວຍເຫຼືອ ແລະ ຂໍ້ມູນເປັນພາສາຂອງທ່ານໂດຍບໍ່ເສຍຄ່າ. ເພື່ອໂອ້ນລັບກັບວ່າມາເປັນພາສາ, ກະລຸນາໂທ 1-800-884-4901 (TTY/TDD 1-800-562-5259).