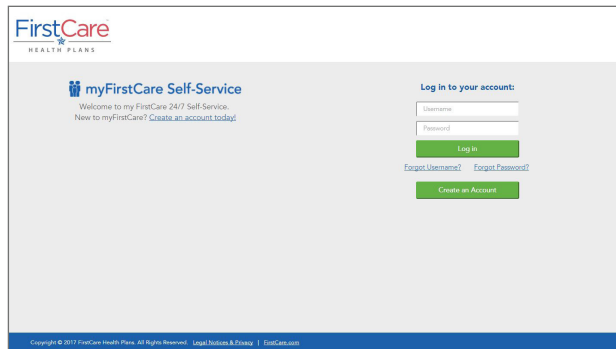


Review the instructions below to access myFirstCare Self-Service through the member portal or the FirstCare app. For questions, please contact FirstCare Customer Service at **1-800-884-4901**.

MEMBER PORTAL

- 1 Go to my.FirstCare.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/TRS/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