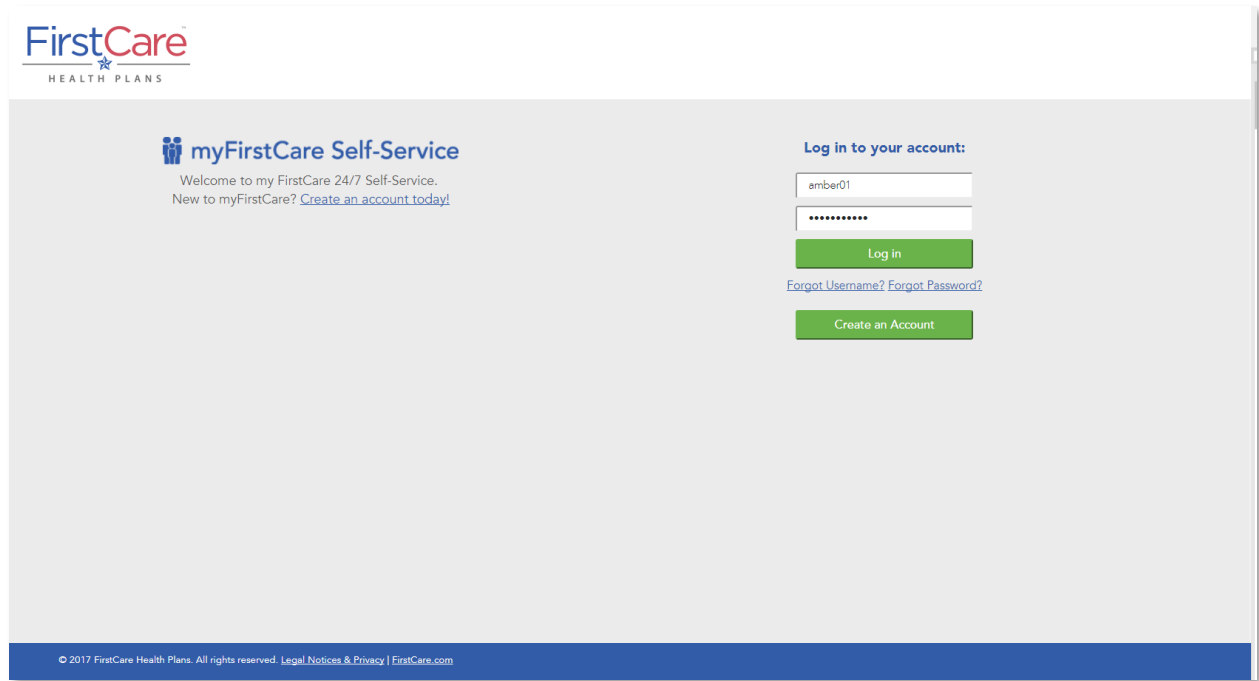


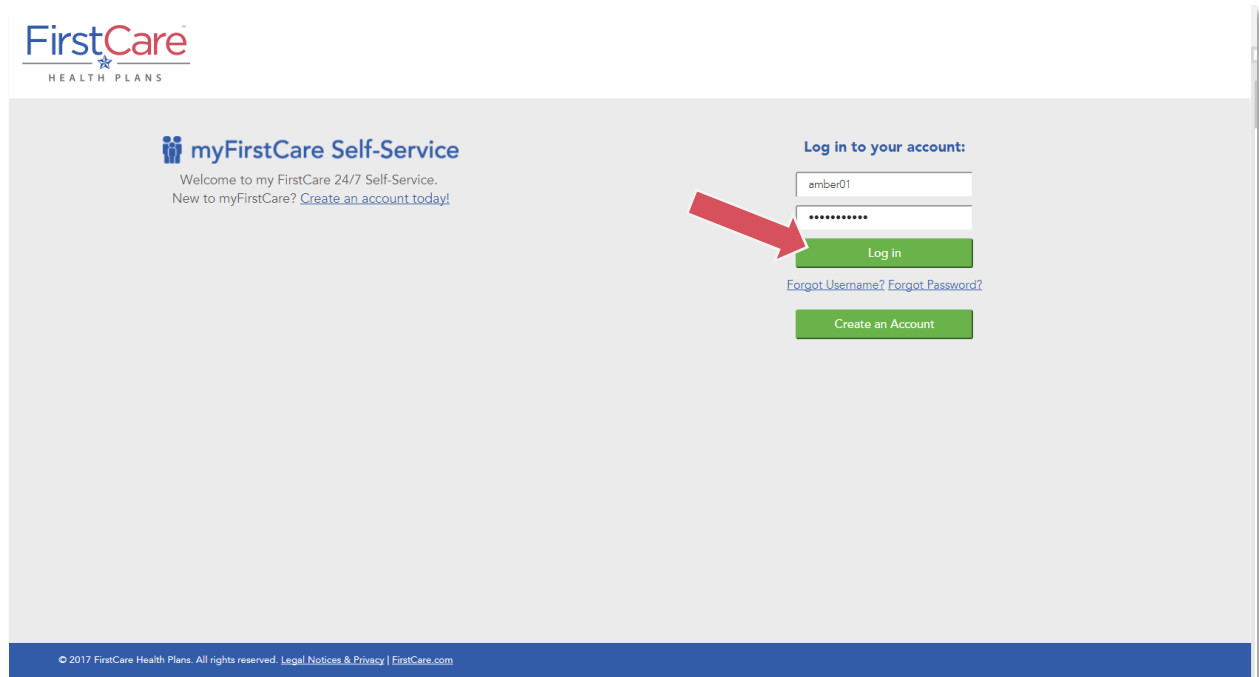
**Step 1**

Go to [my.FirstCare.com](http://my.FirstCare.com).



**Step 2**

Enter your user name and password. Click **Log In** to proceed.



# myFirstCare Self-Service

Accessing the FirstCare Employer Portal

**NOTE:** If you do not yet have a myFirstCare portal account, click the **Create an Account** button.

FirstCare  
HEALTH PLANS

myFirstCare Self-Service  
Welcome to my FirstCare 24/7 Self-Service.  
New to myFirstCare? [Create an account today!](#)

Log in to your account:  
ember01  
\*\*\*\*\*  
Log in  
[Forgot Username?](#) [Forgot Password?](#)  
Create an Account

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Fill out the information in the fields on the following screens—starting with your Group ID and clicking **Next** to advance from one screen to the next—to activate your profile and access myFirstCare.

FirstCare  
HEALTH PLANS

myFirstCare Self-Service

Create my Agent User Account

1. Group ID 2. Contact Information 3. Account 4. Security Questions 5. Privacy Policy 6. Message

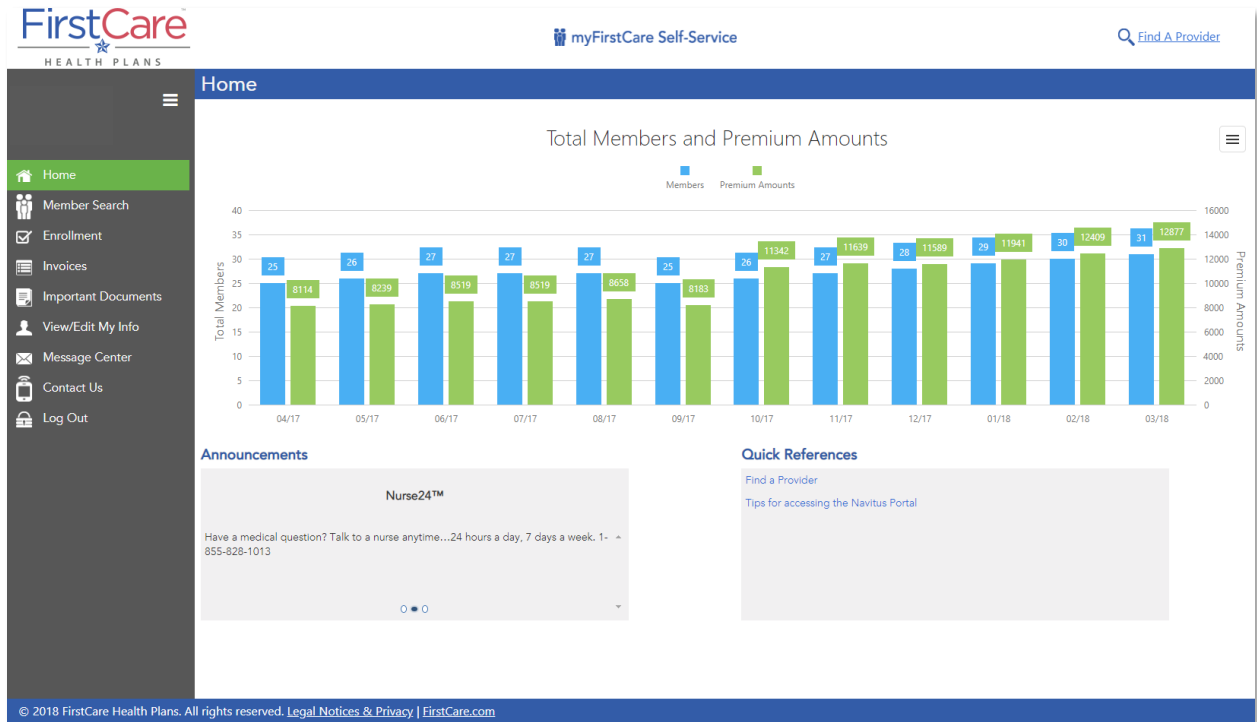
Enter your Agent number:  
Group ID

Cancel Continue

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## Step 3

Once inside the myFirstCare employer portal, click the various options listed in the left margin to access a number of functions/actions...



For a breakdown of the various tabs and their function, see the table below.

Tab Name	Available Options/Functions
Home	<ul style="list-style-type: none"> <li>See a <b>dashboard</b> for your group's information, including: <ul style="list-style-type: none"> <li>Total active members and premium amounts (by month);</li> <li>Announcements, and</li> <li>Quick reference links.</li> </ul> </li> </ul>
Member Search	<ul style="list-style-type: none"> <li>Search by <b>Member ID</b></li> <li><b>Select Member</b> information (dropdown menu)</li> <li><b>View ID Cards</b> for group member(s)</li> </ul>
Enrollment	<ul style="list-style-type: none"> <li>The <b>Accounts</b> screen, via the <b>Online</b> menu option, lists the following: <ul style="list-style-type: none"> <li>Employer group account(s) <ul style="list-style-type: none"> <li>Click on the hyperlinked <b>Account ID</b> to open the group detail page</li> </ul> </li> <li>Membership information for all members within the group</li> </ul> <p><b>NOTE:</b> Click the green arrow next to the <b>Group Name</b> to access functionality for <b>Add Subscriber</b>.</p> </li> <li>The <b>File Upload</b> page allows the group to upload their electronic enrollment form.</li> </ul>

# myFirstCare Self-Service

Accessing the FirstCare Employer Portal

Tab Name	Available Options/Functions
Invoices	<ul style="list-style-type: none"> <li>• Listing of <b>account invoices</b> for employer group</li> <li>• Results can be <b>sorted by time</b> (30-days, 60-days, 6 months, or for date range)</li> <li>• Displayed by Invoice Number, from/to dates, premium due date</li> <li>• View invoices by clicking the "View PDF" button</li> </ul>
Important Documents	<ul style="list-style-type: none"> <li>• Online repository for <b>employer group documents</b> (i.e., plan documents, member materials, sales collateral, etc.)</li> <li>• Information listed includes:               <ul style="list-style-type: none"> <li>○ Document title;</li> <li>○ Type;</li> <li>○ Product;</li> <li>○ Process category;</li> <li>○ Region; and</li> <li>○ Language</li> </ul> </li> </ul>
View/Edit My Info	<ul style="list-style-type: none"> <li>• Here you can edit/update the following:               <ul style="list-style-type: none"> <li>○ <b>myFirstCare Account</b> <ul style="list-style-type: none"> <li>▪ Change contact email address and/or password</li> </ul> </li> <li>○ <b>Group Information</b> <ul style="list-style-type: none"> <li>▪ Edit contact info (i.e., address, phone number, etc.)</li> </ul> </li> </ul> </li> </ul>
Message Center	<ul style="list-style-type: none"> <li>• <b>My Messages</b> <ul style="list-style-type: none"> <li>○ Lists messages sent to the employer group by FirstCare;</li> <li>○ Query/sort by time (7-days, 30-days, all time) or by date range</li> </ul> </li> <li>• <b>Send a Message</b> <ul style="list-style-type: none"> <li>○ Allows group to send secure message to FirstCare;</li> <li>○ Attach files (Word doc, PDF, .txt, or Excel files)</li> </ul> </li> </ul>
Contact Us	<ul style="list-style-type: none"> <li>• Links to the Customer Service page of the FirstCare website—<a href="http://FirstCare.com/Contact-Us">FirstCare.com/Contact-Us</a>.</li> </ul>
Log Out	<ul style="list-style-type: none"> <li>• Logs you out of myFirstCare Self-Service.</li> </ul>

# myFirstCare Self-Service

*Accessing the FirstCare Employer Portal*

## Create a Shortcut

Once you've accessed myFirstCare Self-Service, you can create a shortcut so that you can connect quickly and easily next time you log on:

### Apple (iOS) device

- Open Safari
- Open [my.FirstCare.com](https://my.FirstCare.com)
- Tap **Upload** icon in bottom nav bar
- Tap **Add to Home screen** icon
- Confirm or adjust the title you wish to display below the shortcut icon
- Tap **Add**

### Android device

- Launch the web browser on your device
- Tap **Menu** button
- Select **Bookmarks**
- Long-press any bookmark and then tap **Add Shortcut to Home screen**

## Questions?

If you have any questions about accessing the FirstCare Member Portal, please contact [FirstCare Customer Service](#), your [Regional Sales Representative](#) or the Broker VIP Line at 1.877.514.8999 for assistance.