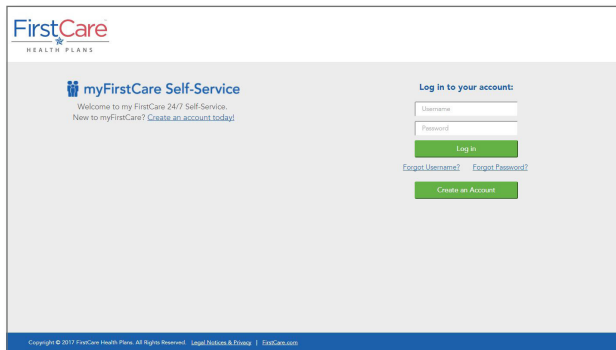# myFirstCare Self-Service

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 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/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

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