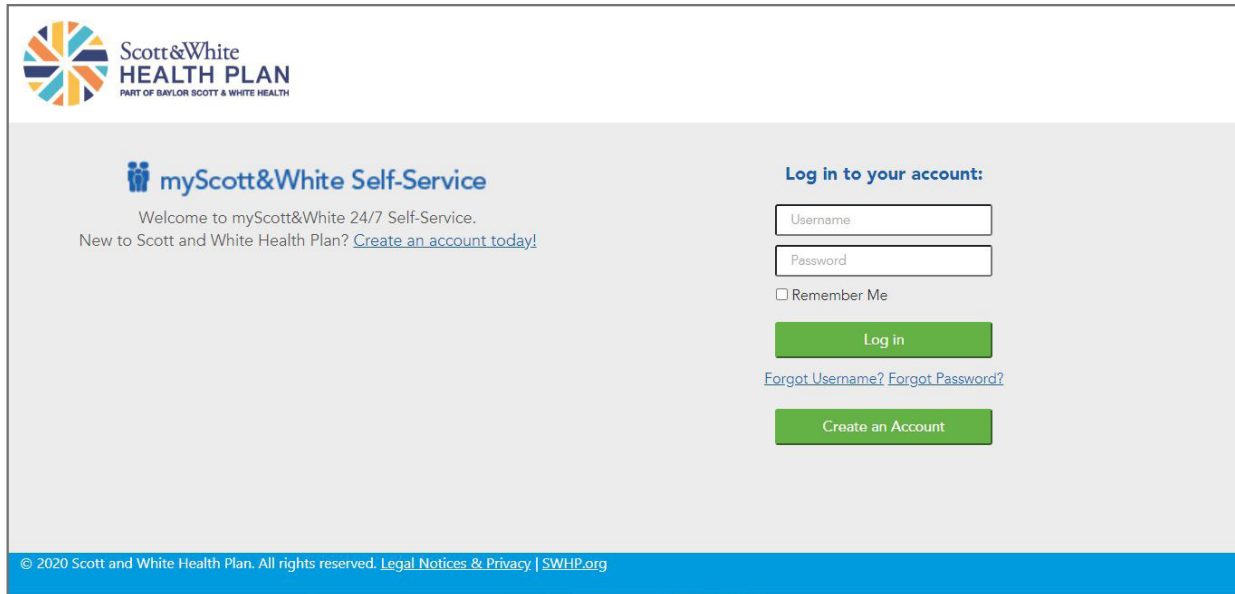


Review the instructions below to access **myScott&White Self-Service** through the member portal. For questions, please contact Customer Service at the number on the back of your ID card.

## MEMBER PORTAL

- 1 Go to [swhpmember.firstcare.com/web](http://swhpmember.firstcare.com/web)
- 2 Log in or click on the Create an Account button and activate your profile
- 3 Once inside the myScott&White member portal, click on the various options listed in the left margin to access a number of functions/actions



The screenshot shows the myScott&White Self-Service login page. At the top left is the Scott & White Health Plan logo. Below it, the text reads "myScott&White Self-Service" and "Welcome to myScott&White 24/7 Self-Service. New to Scott and White Health Plan? [Create an account today!](#)". On the right side, there is a "Log in to your account:" section with input fields for "Username" and "Password", a checkbox for "Remember Me", a green "Log in" button, and links for "Forgot Username?" and "Forgot Password?". Below these is a green "Create an Account" button. At the bottom of the page, there is a copyright notice: "© 2020 Scott and White Health Plan. All rights reserved. [Legal Notices & Privacy](#) | [SWHP.org](#)".

## myScott&White Self-Service Features

### Benefits Information

- Review your health plan coverage

### 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 healthcare 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

### Wellness Program

- Access the digital health and wellness program