Registration & Access

To access the RightCare Provider Self-Service Portal, complete the self-directed registration process:

1. Go to the login page at rightcare.firstcare.com and select the Create an account today! link or Create an Account button and choose Provider from the popup selector.

2. Follow the instructions to register using a recently-processed Claim ID and Member ID for the claim. That’s all you’ll need to proceed with your self-guided registration.

3. **If you do not have a claim, an activation code is required.** To obtain an activation code, you will need to click the here link and call your Provider Relations Representative.

Please have the following information on hand:

- First and last name
- Name of organization
- Email address
- Billing address
- Job title
- Phone Number
- Group NPI
- Group tax ID number
- Names and NPIs of individual providers
  Access can be granted to entire group, if necessary.

4. Click the **Use Activation Code** checkbox, and enter your code in the Activation Code field to proceed with your registration.

**Note:** If you already have access to the Provider Portal and need to add new users, simply follow the same steps above once logged into your account at View/Edit My Info and Registered Providers.

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Getting Help

Our Provider Relations Team is here for you. Please contact us at prsupport@bswhealth.org or 800-321-7947 with any questions.
Navigation

Simply select the activity/function you wish to access from the left navigation bar. For example, to access claims-related information, click on Claims. This opens up the view below.

**NOTE:** This example shows all of the navigation bar options open for display purposes only. These will not display unless you click on the section header.
Requesting an Authorization

1. Select Authorizations and then choose Auth. Request from the drop-down.
2. Enter the member ID number and ordering provider, along with the date of service, authorization type and service code.
3. Click Validate Information and then Continue to fill out the contact information related to the authorization.
4. Once the Contact Information has been added, click Continue to provide all necessary details regarding the authorization.
5. Upload supporting document(s). This is optional.
6. Click Submit.

Appealing a Claim

1. Perform a claim search to find the claim or claim line to be appealed.
2. Click on Appeal.
3. Enter the information on the Reason for Appeal tab and attach any supporting files (optional, except for Reasons with an asterisk.).
4. Click the Claim Lines tab to view/edit the lines for a claim.
5. Return to the Reason for Appeal tab to summarize the appeal.
6. Click Submit Appeal.
Appealing a Claim (cont.)

See below for screen image of Claim Appeal window.

After your submission is complete, a reference number will be provided to track your appeal. Notation of the appeal will also be documented in the Message Center.