

# IVR and Provider Portals for member information

## Interactive Voice Response System (IVR)\*

- Benefit details - except Skilled Nursing Facility (SNF)
- Claims status - up to one year from date of service
- Deductible and out-of-pocket maximum
- Claims filing address
- Eligibility

Health Plan	IVR Phone Number
Scott and White Health Plan	800.655.7947
RightCare (Medicaid)	877.639.2447
FirstCare Health Plans (including STAR and CHIP)	877.639.2447

## Provider Portal

- Benefit details
- Claims status
- Deductible and out-of-pocket maximum
- Eligibility
- Authorization request forms
- Provider registrations (add contracted providers)
- Claim denial reason codes
- Member network benefit information
- Reimbursement rates by code
- Authorization requirements by code

***Portal details on back***

Depending on your patient, the Provider Portal will vary. The correct portal is shown on the back of the patient (member) ID card.

### No ID card available?

The number of characters in the member's ID number will indicate which portal to use.

Member	Number of Digits in Member ID	Letters in Member ID	Portal	Claims Address
<b>Scott and White Health Plan</b>				
RIGHTCARE MEDICAID	9		<a href="https://rightcare.firstcare.com/Web/">https://rightcare.firstcare.com/Web/</a>	RightCare from Scott and White Health Plan Attn: Claims P.O. Box 981727 El Paso, TX 79998-1727
BAYLOR SCOTT & WHITE HEALTH EMPLOYEE PLAN	11		<a href="https://portal.swhp.org/ProviderPortal/#/login">https://portal.swhp.org/ProviderPortal/#/login</a>	Scott and White Health Plan Attn: Claims P.O. Box 21800 Eagan, MN 55121-0800
MARKETPLACE	12 including BSW	BSW	<a href="https://swhpprovider.firstcare.com/Web/">https://swhpprovider.firstcare.com/Web/</a>	Scott and White Health Plan Attn: Claims P.O. Box 21800 Eagan, MN 55121-0800
RECENTLY TRANSITIONED (Includes TRS and members of commercial groups that have transitioned to new claims system)	11 or 12 digits		<a href="https://swhpprovider.firstcare.com/Web/">https://swhpprovider.firstcare.com/Web/</a>	Scott and White Health Plan Attn: Claims P.O. Box 211342 Eagan, MN 55121
ALL OTHERS (Includes members who have not transitioned to new claims system, such as Medicare and certain Group or Off-Exchange Individual members)	11		<a href="https://portal.swhp.org/ProviderPortal/#/login">https://portal.swhp.org/ProviderPortal/#/login</a>	Scott and White Health Plan Attn: Claims P.O. Box 21800 Eagan, MN 55121-0800
<b>FirstCare Health Plans</b>				
STAR MEDICAID	9		<a href="https://my.firstcare.com/Web/">https://my.firstcare.com/Web/</a>	Scott and White Health Plan Attn: Claims P.O. BOX 211342 Eagan, MN 55121
CHIP	9		<a href="https://my.firstcare.com/Web/">https://my.firstcare.com/Web/</a>	Scott and White Health Plan Attn: Claims P.O. BOX 211342 Eagan, MN 55121
MARKETPLACE	12 including HIM	HIM	<a href="https://my.firstcare.com/Web/">https://my.firstcare.com/Web/</a>	Scott and White Health Plan Attn: Claims P.O. BOX 211342 Eagan, MN 55121
ALL OTHERS	11		<a href="https://my.firstcare.com/Web/">https://my.firstcare.com/Web/</a>	Scott and White Health Plan Attn: Claims P.O. BOX 211342 Eagan, MN 55121