RIGHTCARE

Provider Portal
Reference Guide

Registration & Access

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

❶ 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.

❷ 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.

❸ **If you do not have a claim, an activation code is required**. To obtain an activation code, 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
- Name of group

❹ Click the **Use Activation Code** checkbox, and enter your code in the **Activation Code** field to proceed with your registration. Your entire group will be added automatically; once inside your account you can un-hide those you want to see.

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**.
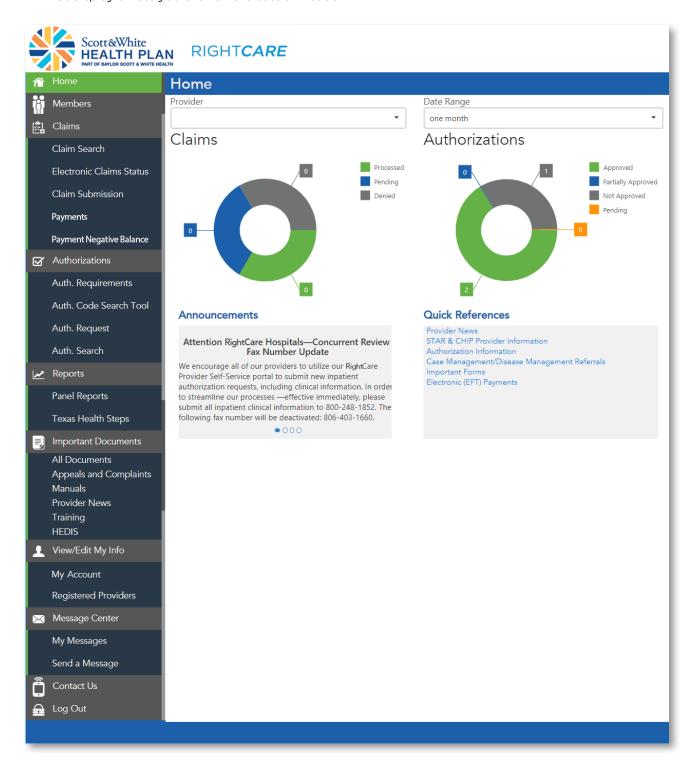
Getting Help

Our Provider Relations Team is here for you. Please contact us at prsupport@bswhealth.org or 1-800-321-7947.

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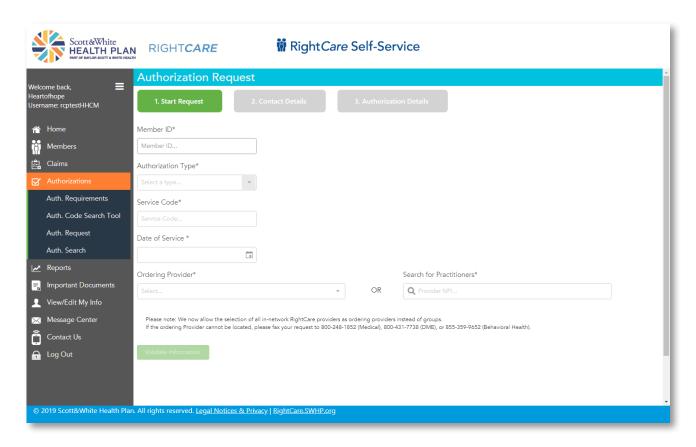
> *NOTE:* *This example shows all of the navigation bar options open for display purposes only. These will not display unless you click on the section header.*

Requesting an Authorization

❶ Select Authorizations and then choose **Auth. Request** from the options.

❷ Enter the member ID number and ordering provider, along with the date of service, authorization type and service code.

❸ Click **Validate Information** and then **Continue** to fill out the contact information related to the authorization.

❹ Once the **Contact Information** has been added, click **Continue** to provide all necessary details regarding the authorization.
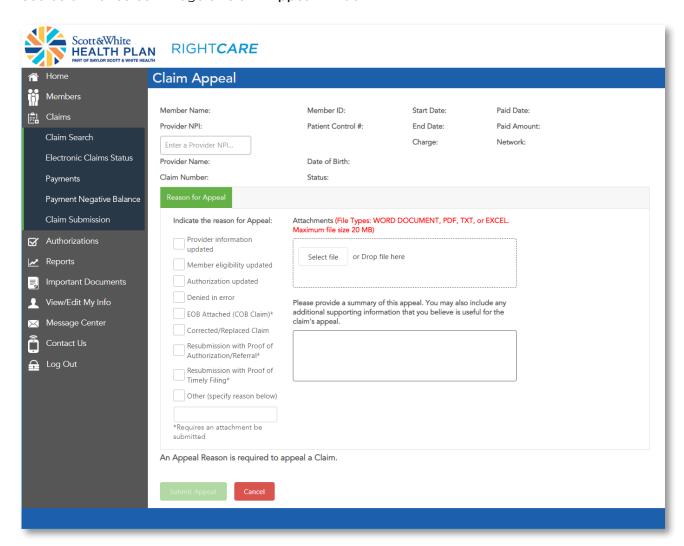
❺ Click **Submit**.

Appealing a Claim

❶ Perform a claim search to find the claim or claim line to be appealed.

❷ Click on **Appeal**.

❸ Enter the information on the **Reason for Appeal** tab and attach any supporting files *(optional, except for Reasons with an asterisk)*.

❹ Summarize the appeal.

❺ 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**.