Scott&White HEALTH PLAN
PART OF BAYLOR SCOTT & WHITE HEALTH | RIGHTCARE

Provider Portal Reference Guide

for RightCare Members

Registration and access

To access the Scott and White Health Plan RightCare Provider Self-Service Portal, complete the self-directed registration process:

1. Go to the login page at RightCare.FirstCare.com and select **Create an Account** button and choose **Provider** from the popup selector.

2. Follow the instructions to register using two recently processed Claims and Member IDs.

3. **If you do not have a claim, an activation code is required.** To obtain an activation code, click **Use Activation Code**, and contact us by chatbot. Please include the following information:

   - First and last name
   - Email address
   - Billing address
   - Job title
   - Name of organization
   - Phone number
   - Group NPI
   - Tax ID number

4. Click **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, go to **View/Edit My Info** and **Registered Providers**.

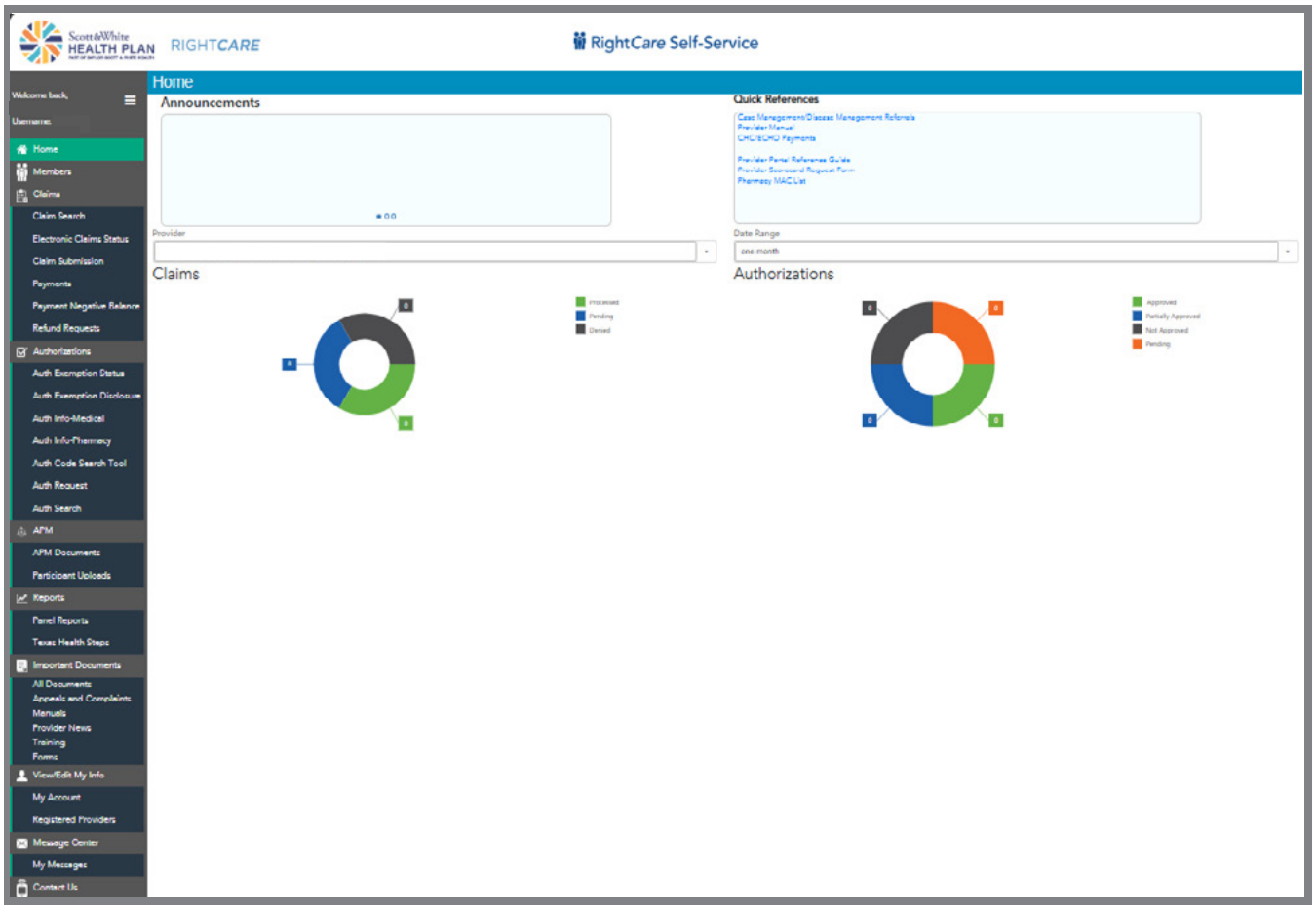
Getting help

Our Provider Relations Team is here for you. Contact us at **PRSupport@BSWHealth.org** or **click here** to find the contact information for your Provider Relations Representative.

Navigation

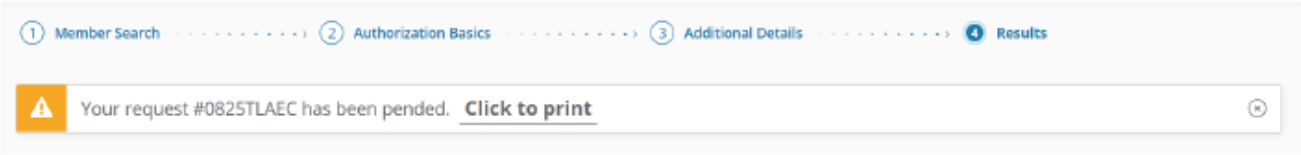
Simply select the activity/function you wish to access from the left navigation bar. For example, to access claims-related information, click on **Claims**.

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

1. Select **Authorizations** and then choose **Auth. Request** from the options.
2. Select the **Admission, Authorization, and Request Types**. Enter Member ID number along with the dates of service, service code and ordering/servicing provider information.
3. Select **Continue**, then proceed with the prompts to provide additional details and attach any necessary documents related to the authorization.
4. Once completed, a system-generated authorization number lets you know the status of the authorization. Select the **Click to Print** link to produce a printer-friendly/downloadable version of the authorization details



For additional details please see the [GuidingCare Authorization Portal User Guide](#).

Authorization Search

1. Select **Authorizations** and then choose Auth. Search from the options.
2. Search for and view authorizations by Provider, Auth ID, Member ID, Auth Status, and Service Date.

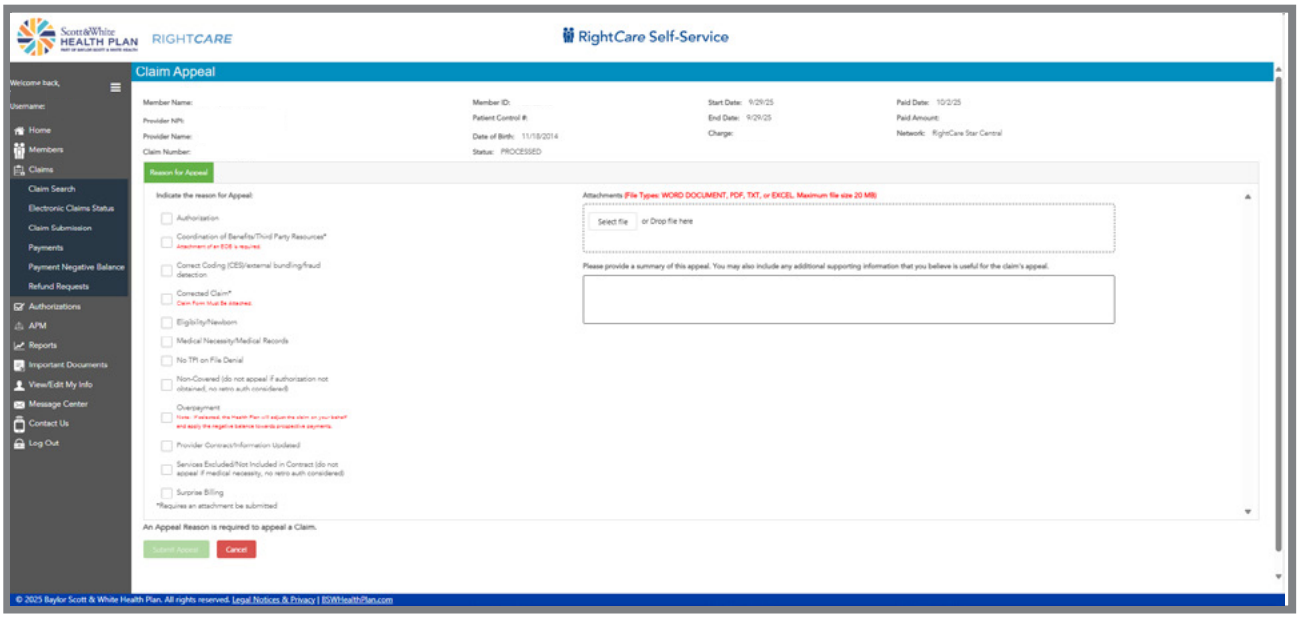
NOTE: The default date range is 1 month prior to and 1 month after the current date. Maximum date range is any 12-month timespan.

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. Summarize the appeal.
5. Click **Submit Appeal**.

Appealing a claim (cont.)

See below for screen image of the **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.