Provider Portal Reference Guide
Medicaid STAR members with RightCare by Scott and White Health Plan (SWHP) coverage

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 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.

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**.
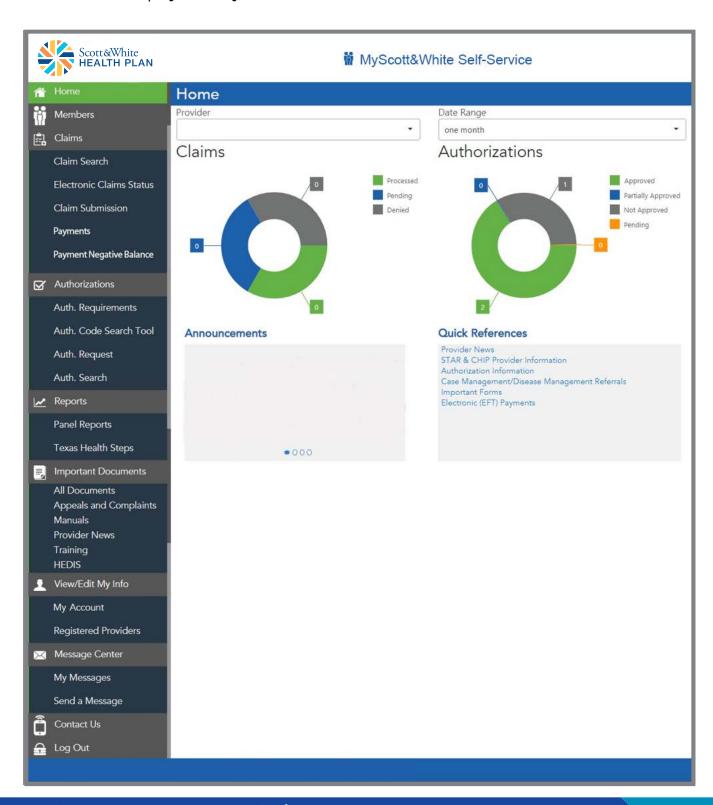
Getting help

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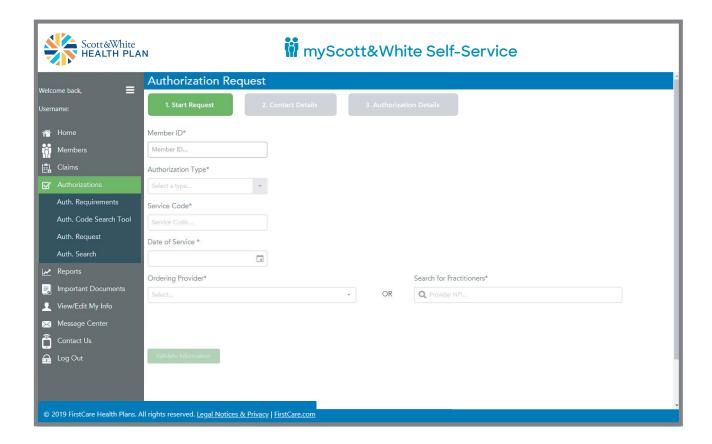
NOTE: This example shows all of the navigation bar options open for display purposes only.
These will not display unless you click on the section header.

Requesting an authorization

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

2. 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.
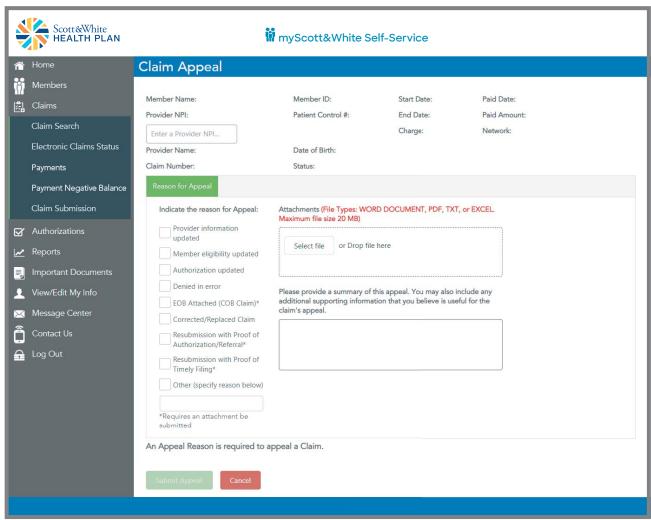
5. Click **Submit**.

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. 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.