



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
 - Job title
 - Group NPI
 - Email address
 - Name of organization
 - Tax ID number
 - Billing address
 - Phone 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

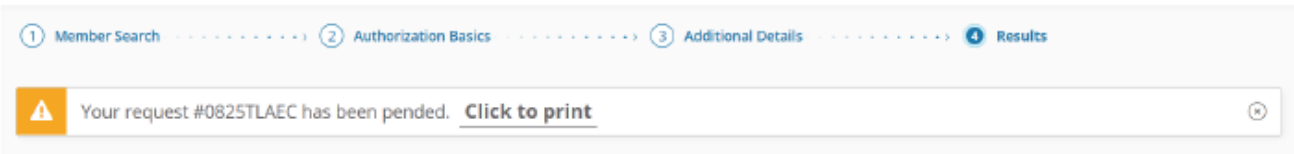
Simply select the activity/function you wish to access from the left navigation bar. For example, to access claims-related information, click on **Claims**.

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.

The screenshot displays the 'RightCare Self-Service' portal. On the left is a dark navigation sidebar with a menu including: Home, Members, Claims, Claim Search, Electronic Claims Status, Claim Submission, Payments, Payment Negative Balance, Refund Requests, Authorizations, Auth Exemption Status, Auth Exemption Disclosure, Auth Info-Medical, Auth Info-Pharmacy, Auth Code Search Tool, Auth Request, Auth Search, APM, APM Documents, Reports, Panel Reports, Texas Health Steps, Important Documents, All Documents, Appeals and Complaints, Manuals, Provider News, Training, Forms, View/Edit My Info, My Account, Registered Providers, Message Center, My Messages, Contact Us, and Log Out. The main content area is titled 'Home' and features an 'Announcements' section, a 'Quick References' section with links to 'Provider Manual', 'Electronic (EFT) Payments', 'Provider Portal Reference Guide', and 'Provider Statement Request Form', and a 'Claims' section. The 'Claims' section includes a 'Provider' dropdown menu set to 'Adair MD, John - BAYLOR HOMECARE ELLIS COUNTY' and a 'Date Range' dropdown set to 'one month'. Below these are two donut charts: 'Claims' and 'Authorizations'. The 'Claims' chart has a legend with 'Processed' (green), 'Pending' (blue), and 'Denied' (black). The 'Authorizations' chart has a legend with 'Approved' (green), 'Partially Approved' (blue), 'Not Approved' (black), and 'Pending' (orange). The footer contains copyright information for 2024 Baylor Scott & White Health Plan and a 'Baylor Scot...' logo.

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.

Scans & White HEALTH PLAN RIGHTCARE RightCare Self-Service

Welcome back.

Username: [input field]

Member ID: 526697288 Start Date: 8/26/24 Paid Date: 8/31/24

Provider NPI: [input field] Patient Control #: End Date: 8/26/24 Paid Amount: \$51.74

Provider Name: Date of Birth: 7/7/1990 Charge: \$1,369.89 Network: RightCare Star Central

Claim Number: Status: PROCESSED

Reason for Appeal

Indicate the reason for Appeal:

- Authorization
- Coordination of Benefits/Third Party Resources
- Correct Coding (CES)/external bundling/traud detection
- COVID
- Eligibility/Newborn
- Medical Necessity/Medical Records
- No TR on file
- Non-Covered
- Overpayment
- Provider Information Updated
- Services Excluded/Not Included in Contract
- Surprise Billing
- Underpayment/Provider Pricing/Reimbursement

Attachments (File Type: WORD DOCUMENT, PDF, TXT, or EXCEL, Maximum file size 20 MB)

Select file or Drop file here

Please provide a summary of this appeal. You may also include any additional supporting information that you believe is useful for the claim's appeal.

[input field]

NOTE: Corrected Claims are not accepted through this process and must be submitted as a new claim with the corrected claim indicator.

An Appeal Reason is required to appeal a Claim.

Submit Appeal Cancel

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.