

# IVR and Provider Portals for member information

Providers seeking information that is available through a self-service tool will be directed to those tools when calling the Provider Service center. Provider Service advocates will only address inquiries when self-service is not an option.

## 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
Baylor Scott & 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

\*No registration required

[Portal details on back](#)

Depending on your patient, the Provider Portal and phone number will vary. The correct information 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	# of Digits in Member ID	Letters in Member ID	Phone Number	Portal	Claims Address
<b>Baylor Scott &amp; White Health Plan</b>					
RIGHTCARE MEDICAID	9		855.897.4448	rightcare.firstcare.com	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		844.769.3994	portal.swhp.org/ ProviderPortal	Baylor Scott & White Health Plan Attn: Claims P.O. Box 21800 Eagan, MN 55121-0800
MARKETPLACE	12 including BSW	BSW	844.633.5325	swhpprovider.firstcare.com	Baylor Scott & White Health Plan Attn: Claims P.O. Box 211342 Eagan, MN 55121
RECENTLY TRANSITIONED (Includes TRS and members of commercial groups that have transitioned to new claims system)	11 or 12 digits		844.633.5325	swhpprovider.firstcare.com	Baylor Scott & 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, Individual EPO and certain Group members)	11		800.655.7947	portal.swhp.org/ ProviderPortal	Baylor Scott & White Health Plan Attn: Claims P.O. Box 21800 Eagan, MN 55121-0800
<b>FirstCare Health Plans</b>					
STAR MEDICAID	9		800.431.7798	my.firstcare.com	Baylor Scott & White Health Plan Attn: Claims P.O. BOX 211342 Eagan, MN 55121
CHIP	9		877.639.2447	my.firstcare.com	Baylor Scott & White Health Plan Attn: Claims P.O. BOX 211342 Eagan, MN 55121
MARKETPLACE	12 including HIM	HIM	855.572.7238	my.firstcare.com	Baylor Scott & White Health Plan Attn: Claims P.O. BOX 211342 Eagan, MN 55121
FIRSTCARE ADVANTAGE DUAL SNP	11		866.229.4969	my.firstcare.com	Baylor Scott & White Health Plan Attn: Claims P.O. BOX 211342 Eagan, MN 55121