

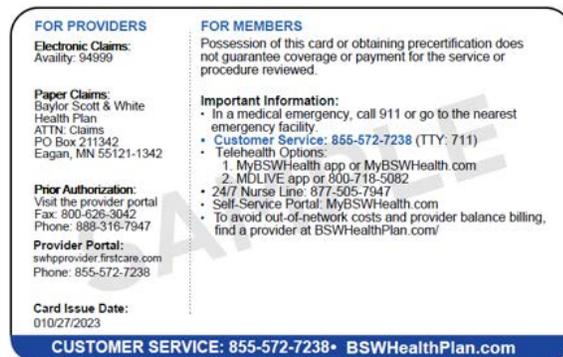
# Provider Information Sheet

**Effective January 1, 2024, FirstCare Health Plans will no longer offer Individual & Family plans.**

Some members currently with FirstCare will be auto-enrolled with Baylor Scott & White Health Plan (BSWHP) for the 2024 benefit year. If you have patients who transition to BSWHP, here are some things you need to know:

**Network:** Members of BSWHP Individual & Family plans use the BSW Premier HMO network. This is an open-access HMO, and referrals are not required to see in-network specialists.

**Member ID card:** After January 1, 2024, members should use their new BSWHP ID cards. Be sure to capture your patients' new BSWHP Member ID number. Accurate, up-to-date information will ensure claims go through smoothly.



**Continuity of care:** If you have a patient who is now a BSWHP member and whose medical treatment was authorized by a previous carrier, you should:

- Request authorization from BSWHP.
- Indicate in your request that authorization was previously received.
- Include previous authorization(s) for approved services with your request.

**Provider portal:** [SWHPPProvider.FirstCare.com](http://SWHPPProvider.FirstCare.com).

View/download a [Provider Portal Reference Guide](#).

**Questions?** Call BSWHP Provider Service Center at **855.572.7238**.

Thank you. We look forward to working with you to help your patients—and our members—live well.