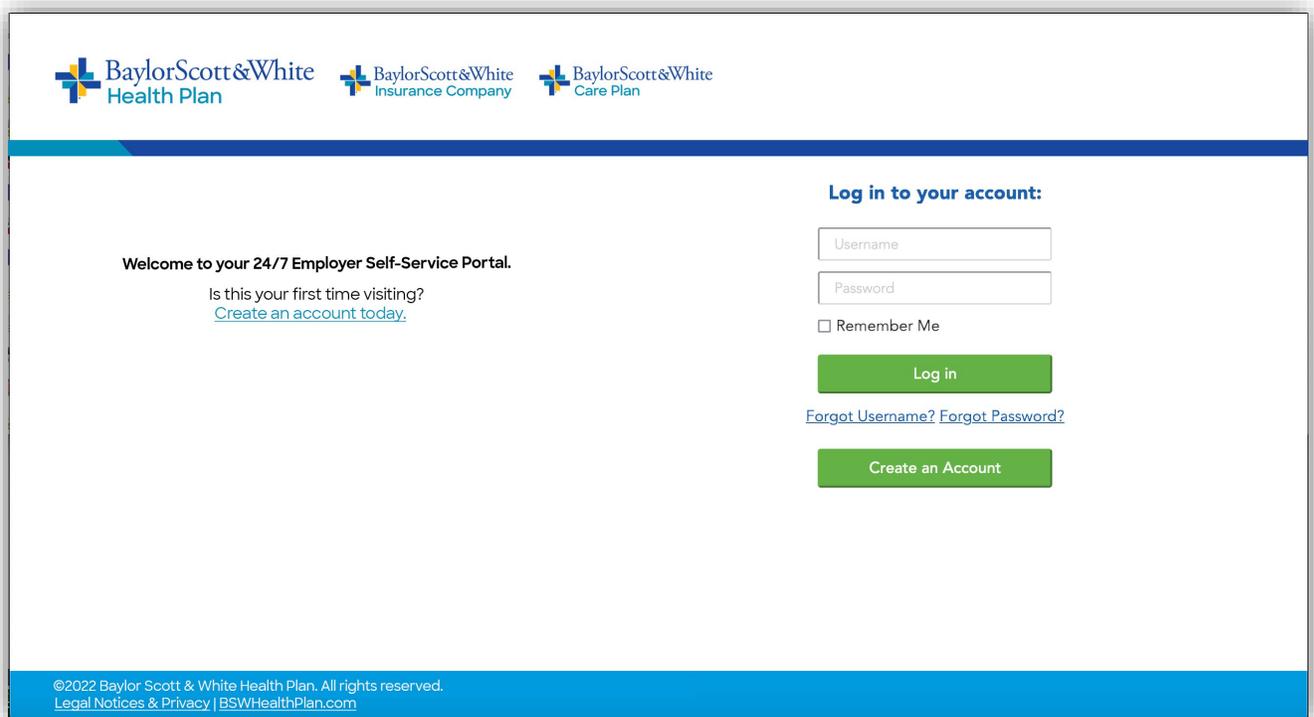


## Accessing the Baylor Scott & White Health Plan Employer Portal

### Log In/Create Account

#### *If you have already set up your account:*

Go to [swhpemployer.firstcare.com](http://swhpemployer.firstcare.com) and enter your username and password. Click **Log In** to proceed.

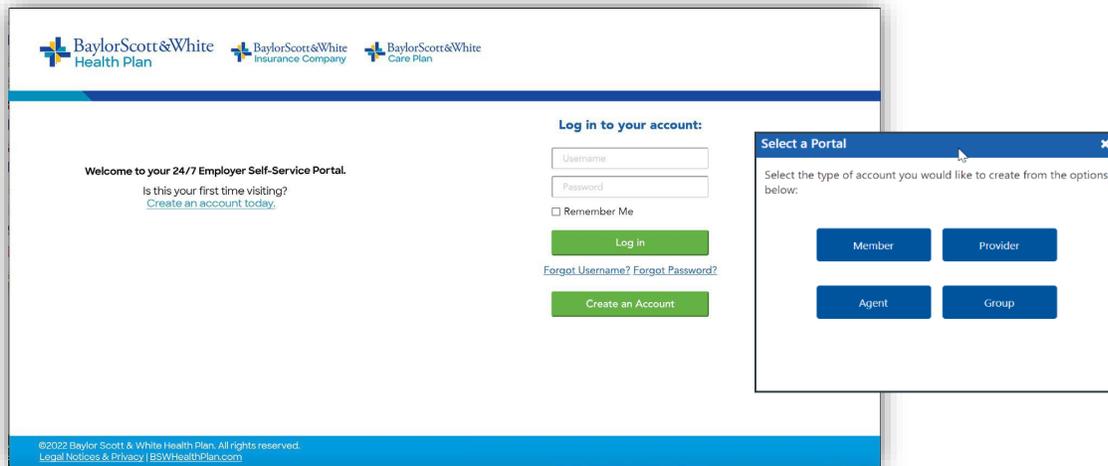


The screenshot shows the login page for the Baylor Scott & White Health Plan Employer Self-Service Portal. At the top, there are three logos: Baylor Scott & White Health Plan, Baylor Scott & White Insurance Company, and Baylor Scott & White Care Plan. The main content area is divided into two sections. On the left, a welcome message reads: "Welcome to your 24/7 Employer Self-Service Portal. Is this your first time visiting? [Create an account today.](#)" On the right, under the heading "Log in to your account:", there are two input fields for "Username" and "Password". Below these fields is a checkbox labeled "Remember Me". A green "Log in" button is positioned below the checkbox. Underneath the "Log in" button are two links: "[Forgot Username?](#)" and "[Forgot Password?](#)". At the bottom of the login section is a green "Create an Account" button. The footer of the page contains the text: "©2022 Baylor Scott & White Health Plan. All rights reserved. [Legal Notices & Privacy](#) | [BSWHealthPlan.com](#)".

Continue to Page 3 for instructions on using the portal.

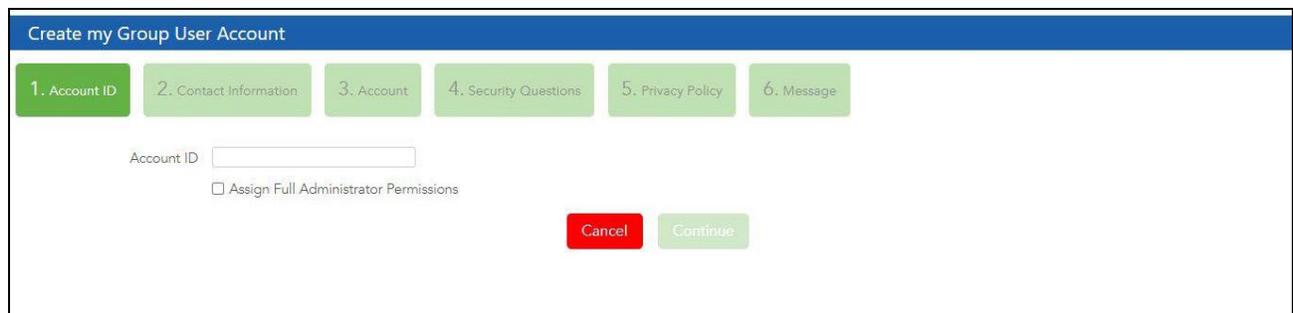
**If you do not yet have a Baylor Scott & White Health Plan portal account:**

Click the Create an Account button and then select “Group” on the popup.

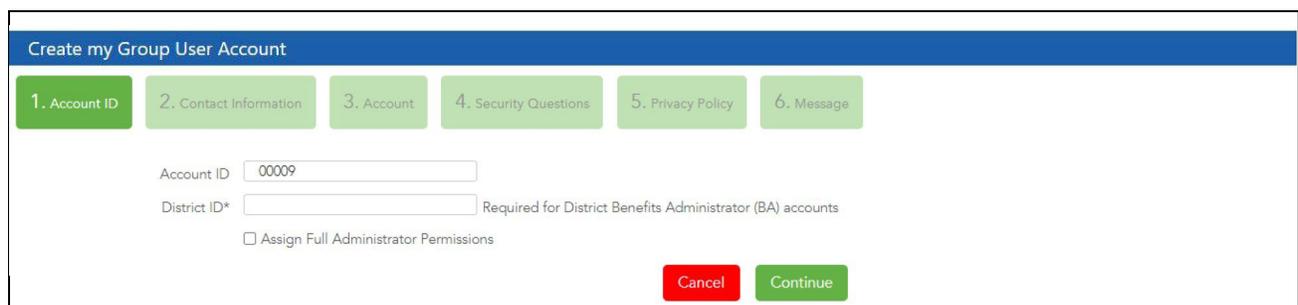


Fill out the information in the fields on the following screens—starting with your **Group Top Account ID**. DO NOT check “Assign Full Administrator Permissions.”

Click **Continue** to advance.



Enter your **TRS District ID number** then click **Continue** to advance through the screens, activate your profile, and access the portal. Once again: **DO NOT check “Assign Full Administrator Permissions.”**



## Using the Portal

Once inside the employer portal, click the various options listed in the left margin to access the functions/actions.



For a breakdown of the various menu options and their function, see the table on the following pages.

TAB NAME	AVAILABLE OPTIONS/FUNCTIONS
<b>Home</b>	See a dashboard for your group’s information, including: <ul style="list-style-type: none"> <li>• Total active members and premium amounts (by month),</li> <li>• Announcements</li> <li>• Quick reference links</li> </ul>
<b>Member Search</b>	<ul style="list-style-type: none"> <li>• Search by Member ID</li> <li>• Select Member information (dropdown menu)</li> <li>• View ID Cards for group member(s)</li> </ul>
<b>Enrollment</b>	The Account Details - Enrollment screen, via the Online menu option, lists the following: <ul style="list-style-type: none"> <li>• Employer group details</li> <li>• Membership information for all members within the group NOTE: Click the arrow next to the Group Name to access functionality for Add Subscriber.</li> <li>• Click one of the actions column links to make changes to a current subscriber’s account.</li> <li>• The Group Census page allows the group to export a group census, edit, and upload their electronic enrollment form.</li> </ul>
<b>Invoices</b>	Listing of account invoices for employer group account with Full Administrator Permissions. For all others, this menu option will be hidden. <ul style="list-style-type: none"> <li>• Results can be:               <ul style="list-style-type: none"> <li>• Sorted by time (30-days, 60-days, 6 months) or by date range</li> <li>• Displayed by Invoice Number, from/to dates or premium due date</li> </ul> </li> <li>• View invoices by clicking the “View PDF” button</li> </ul>
<b>Group Reports (Large Groups)</b>	<ul style="list-style-type: none"> <li>• Currently available only for Large Groups               <ul style="list-style-type: none"> <li>• For employer group accounts with Full Administrator Permissions.</li> <li>• If group does not have group reports, menu option will not be available</li> </ul> </li> <li>• Detailed report mailed to Large Groups, and available here for viewing and download</li> </ul> <p>* New enhancements coming soon!</p>

TAB NAME	AVAILABLE OPTIONS/FUNCTIONS
<b>Important Documents</b>	Online repository for employer group documents (i.e., plan documents, member materials, sales collateral, etc.) Information listed includes: <ul style="list-style-type: none"> <li>• Document title</li> <li>• Type</li> <li>• Product</li> <li>• Process category</li> <li>• Region</li> <li>• Language</li> </ul>
<b>View/Edit My Info</b>	Here you can edit/update the following: <ul style="list-style-type: none"> <li>• Employer Portal Account               <ul style="list-style-type: none"> <li>• Contact email address</li> <li>• Password</li> <li>• Security questions</li> </ul> </li> <li>• Group Information contact information (i.e., address, phone number, etc.)</li> </ul>
<b>Message Center</b>	My Messages <ul style="list-style-type: none"> <li>• Lists messages sent to the employer group by Baylor Scott &amp; White Health Plan, including confirmation of actions within the portal</li> <li>• Query/sort by time (30-days, 90-days, all open) or by date range</li> </ul> Send a Message <ul style="list-style-type: none"> <li>• Send secure message to Baylor Scott &amp; White Health Plan</li> <li>• Attach files (Word doc, PDF, .txt, or Excel files)</li> </ul> * New enhancements coming soon!
<b>Contact Us</b>	Contact your client management team representative.
<b>Log Out</b>	Log out of the Employer Portal

## Create a Shortcut

Once you've accessed the Employer Portal, you can create a shortcut so that you can connect quickly and easily next time you log on:

### Apple (iOS) device

1. Open **Safari**
2. Open [swhpemployer.firstcare.com/web](https://www.swhpemployer.firstcare.com/web)
3. Tap **Upload** icon in bottom navigation bar
4. Tap **Add to Home Screen** icon
5. Confirm or adjust the title you want to display below the shortcut icon
6. Tap **Add**

### Android device

1. **Launch the web browser** on your device
2. Tap **Menu** button
3. Select **Bookmarks**
4. **Long-press** any bookmark and then tap **Add Shortcut to Home Screen**

## Questions?

If you have any questions about accessing the Employer Portal, please contact your client management team representative.