

## **Baylor Scott & White Health Plan (BSWHP) Employer Portal FAQ**

**Q: Where do I go to access the Baylor Scott & White Self-Service Employer Portal?**

A: Go here: [swhpemployer.firstcare.com](http://swhpemployer.firstcare.com)

Hint: bookmark this page so it's easy to find in the future.

**Q: How do I register for the portal?**

A: If you don't have an existing account, it's easy to set one up. Simply click the "Create an Account" button, then select "Group" from the popup menu and enter your information in the fields shown.

Your username cannot include any special characters (such as #\*@&) but can include numbers. Your password must include at least one special character.

NOTE: You should see a message that indicates your registration was successful, but you will not receive an automatic notification of approval. It may take up to 72 hours after registration before your log-in becomes active. You're welcome to try logging in during that time, but if your credentials do not work, please do not re-register or take any other action until the 72-hour window has passed. After 72 hours, if you still cannot access the portal, please contact your broker or client manager for assistance.

**Q: How long will it take before I have access to the portal?**

A: After you complete the registration process, you can expect to have access within 72 hours. If it has been more than 72 hours since you registered and you still do not have access, please contact your broker or client manager.

**Q: Why can't I see my invoices?**

A: You must have full administrator permission to access the Invoice section of the portal. If you do not have this permission, the Invoices option will be hidden.

**Q: How do I get full administrator permission?**

A: If you did not click the "Assign Full Administrator Permissions" box as part of the registration process, notify your broker or BSWHP client manager to have those permissions assigned to you.

**Q: How can I tell if my broker has access to my account?**

A: Click on the "View/Edit My Info" tab and choose "Permissions." If your broker has access, that information will be displayed here (i.e., there will be a checkmark next to "Admin Access Enabled"). If you do not see that checkmark, your broker does not have access.

**Q: How can I give my broker access to my account?**

A: On the Permissions page (under the "View/Edit My Info" tab)

- 1) Scroll down to the bottom of the Baylor Scott & White Health Plan Employer Portal Access Agreement
- 2) Click the box acknowledging you have read it
- 3) Click the checkbox next to "Admin Access Enabled" (to the right of your broker's information)
- 4) Click the green "Apply Change" box to approve and submit

**Q: My access to the portal was denied. What do I do?**

A: This is most likely because you tried to register with your Corp ID instead of your BSWHP Top Account number. Try again with your Top Account number. If that doesn't work, contact your broker or client manager.

**Q: Where do I find my Top Account number?**

A: You'll find it on the Master Enrollment Form (MEF) that was supplied to you when your plan renewed.