BaylorScott&White
Health Plan
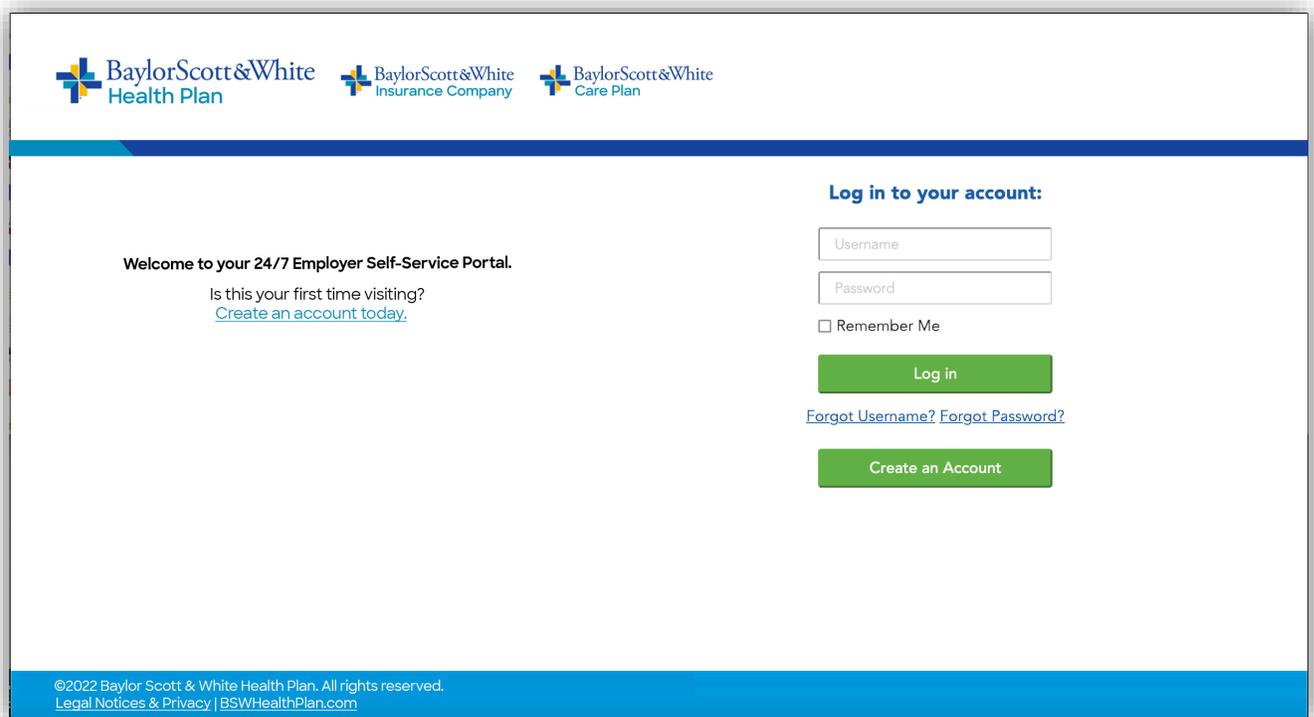
1206 West Campus Drive, Temple, TX 76502

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 and enter your username and password. Click **Log In** to proceed.
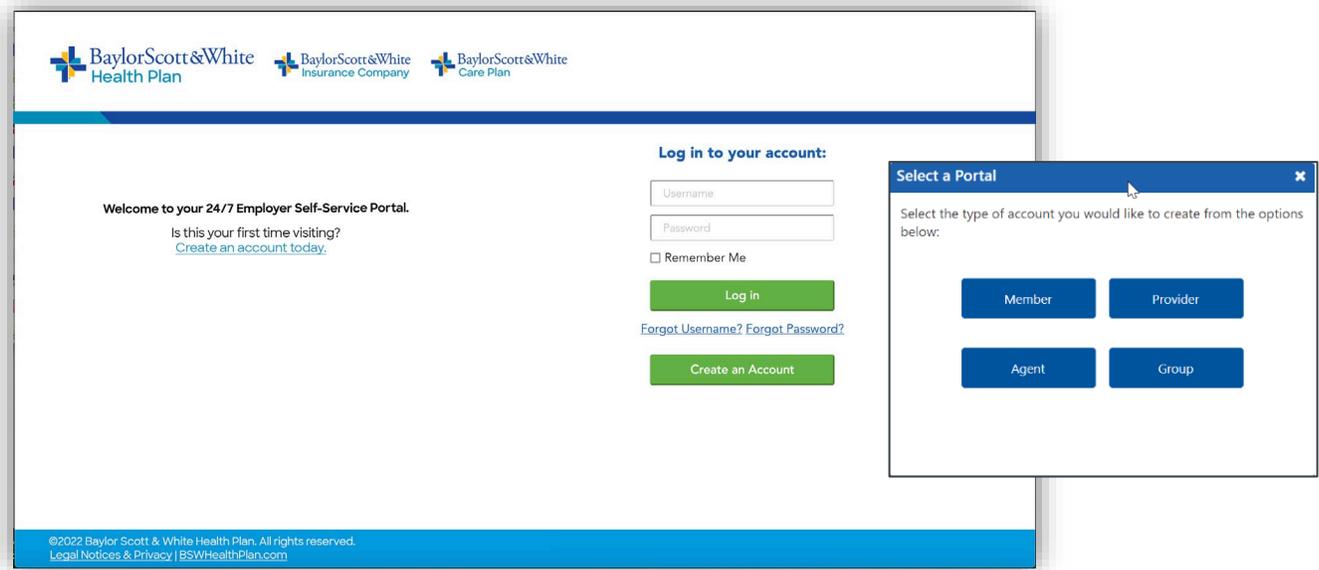

Continue to Page 3 for instructions on using the portal.

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 entering your **Group Top Account ID**.
Only check "Assign Full Administrator Permissions" if you are designated in your organization to do so.

Click **Continue** to advance from one screen to the next—to activate your profile and access your employer portal.

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.

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TAB NAME	AVAILABLE OPTIONS/FUNCTIONS
Home	See a dashboard for your group's information, including: • Total active members and premium amounts (by month), • Announcements • Quick reference links
Member Search	• Search by Member ID • Select Member information (dropdown menu) • View ID Cards for group member(s)
Enrollment	The Account Details – Enrollment screen, via the Online menu option, lists the following: • Employer group details • Membership information for all members within the group NOTE: Click the arrow next to the Group Name to access functionality for Add Subscriber. • Click one of the actions column links to make changes to a current subscriber's account. • The Group Census page allows the group to export a group census, edit, and upload their electronic enrollment form.
Invoices	Listing of account invoices for employer group account with Full Administrator Permissions. For all others, this menu option will be hidden. • Results can be: 　• Sorted by time (30-days, 60-days, 6 months) or by date range 　• Displayed by Invoice Number, from/to dates or premium due date • View invoices by clicking the "View PDF" button
Group Reports (Large Groups)	• Currently available only for Large Groups 　• For employer group accounts with Full Administrator Permissions. 　• If group does not have group reports, menu option will not be available • Detailed report mailed to Large Groups, and available here for viewing and download ✱ New enhancements coming soon!

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TAB NAME	AVAILABLE OPTIONS/FUNCTIONS
Important Documents	Online repository for employer group documents (i.e., plan documents, member materials, sales collateral, etc.) Information listed includes: • Document title • Type • Product • Process category • Region • Language

View/Edit My Info	Here you can edit/update the following:
	• Employer Portal Account
	  • Contact email address
	  • Password
	  • Security questions
	• Group Information contact information (i.e., address, phone number, etc.)

Message Center	My Messages • Lists messages sent to the employer group by Baylor Scott & White Health Plan, including confirmation of actions within the portal • Query/sort by time (30-days, 90-days, all open) or by date range Send a Message • Send secure message to Baylor Scott & White Health Plan • Attach files (Word doc, PDF, .txt, or Excel files) ✱ New enhancements coming soon!
Contact Us	Contact your client management team representative.
Log Out	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
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.