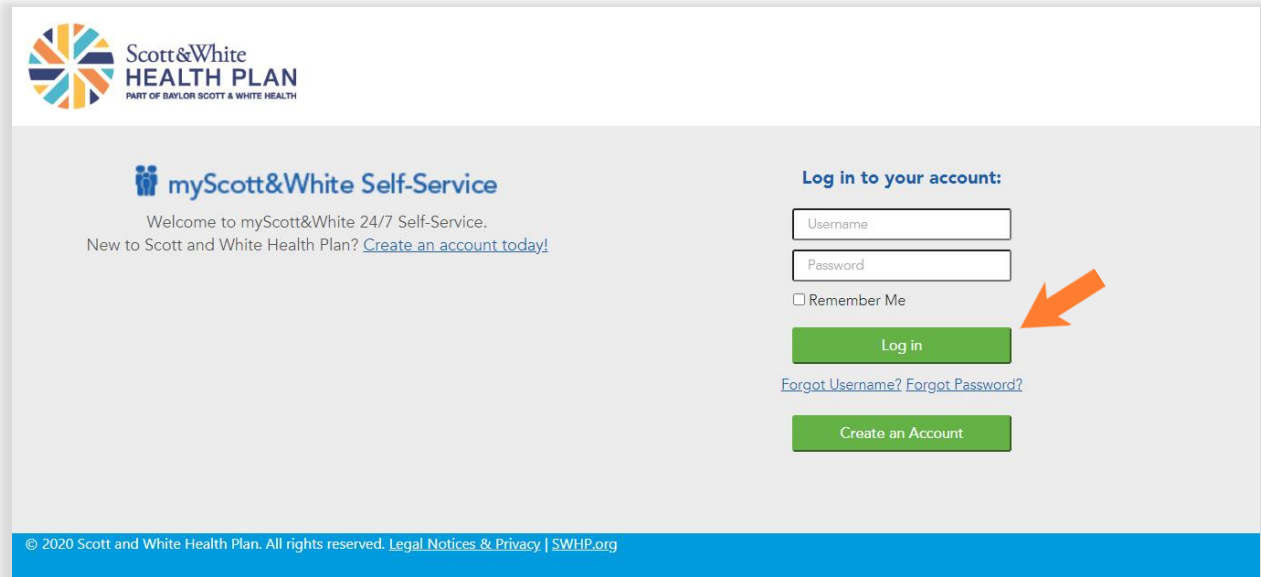# myScott&White Self-Service
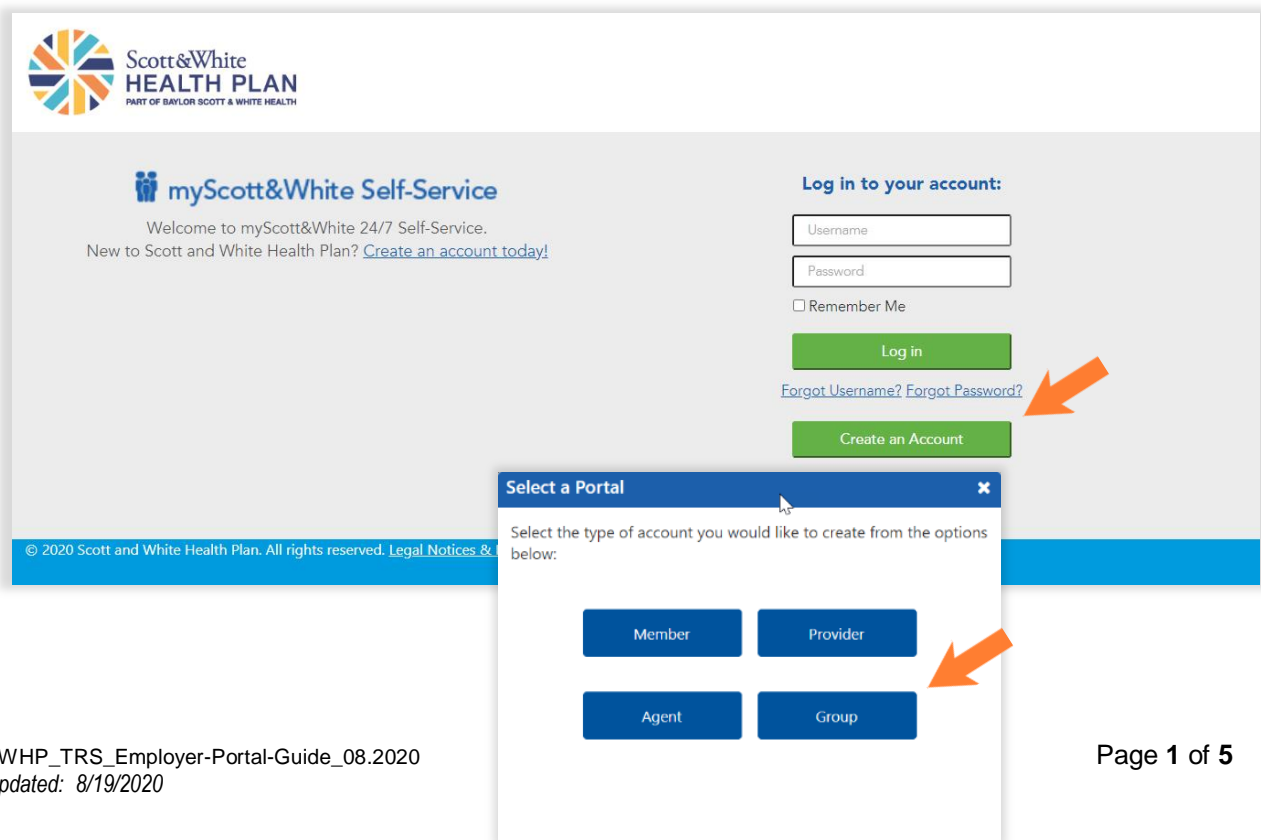*Accessing the Scott and White Employer Portal*

Step 1

Go to swhpemployer.firstcare.com/web and enter your username and password. Click **Log In** to proceed.

NOTE:

If you do not yet have a myScott&White portal account, click the **Create an Account** button and then select "**Group**" on the popup.

Fill out your **Group Top Account ID.** <u>DO NOT check "**Assign Full Administrator Permissions.**"</u> Click **Continue** *to advance.*

Fill out your **TRS District ID** *number.*

Click **Continue** *to advance from one screen to the next—to activate your profile and access myScott&White.*

Step 2

Once inside the myScott&White employer portal, click the various options listed in the left margin to access the functions/actions.
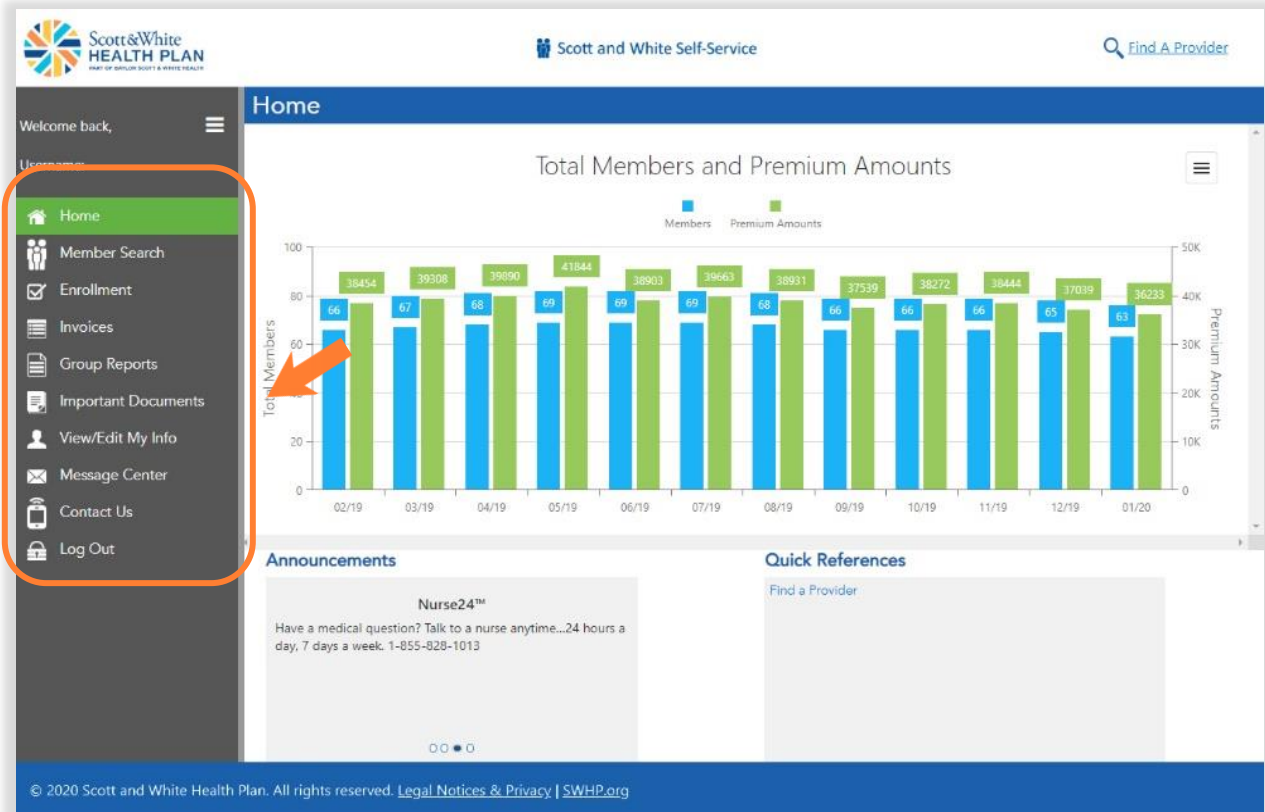
For a breakdown of the various menu options and their function, see the table below.

Tab Name	Available Options/Functions
Home	• See a dashboard for your group's information, including: o Total active members and premium amounts (by month), o Announcements, and o Quick reference links.
Member Search	• Search by Member ID • Select Member information (dropdown menu) • View ID Cards for group member(s)

Tab Name	Available Options/Functions

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 for date range) • Displayed by Invoice Number, from/to dates, premium due date • View invoices by clicking the "View PDF" button
Group Reports	• Currently available for Large Groups only and for employer group account 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

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, and
	   ○ Language.

View/Edit My Info	• Here you can edit/update the following:
	   ○ myScott&White Account
	     ▪ Change contact email address and/or password and security questions
	   ○ Group Information
	     ▪ Edit Group contact info (i.e., address, phone number, etc.)

Tab Name	Available Options/Functions

Message Center	• My Messages
	    o Lists messages sent to the employer group by Scott and White, including confirmation of actions within the portal
	   o Query/sort by time (30-days, 90-days, all open) or by date range
	• Send a Message
	   o Allows group to send secure message to Scott and White
	   o Attach files (Word doc, PDF, .txt, or Excel files)

Contact Us	• Contact your client management team representative
Log Out	• Logs you out of myScott&White Self-Service.

Create a Shortcut

Once you've accessed myScott&White Self-Service, you can create a shortcut so that you can connect quickly and easily next time you log on:

Apple (iOS) device
- Open Safari
- Open swhpemployer.firstcare.com/web
- Tap Upload icon in bottom navigation bar
- Tap Add to Home screen icon
- Confirm or adjust the title you with to display below the shortcut icon
- Tap Add

Android device
- Launch the web browser on your device
- Tap Menu button
- Select Bookmarks
- 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.