

ePower Member Portal



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ePower Member Gateway Instructions

ePower is a web-based product that FirstCarolinaCare makes available to current members that provides users access to their health insurance information, including eligibility, claim status, authorizations and the ability to make modifications to demographics and place orders for replacement health insurance cards.

This reference guide will outline how to self-register with ePower using information from your health insurance ID card as well as an introduction to the various functions available to you.

Member Portal – Accessing the Web Site

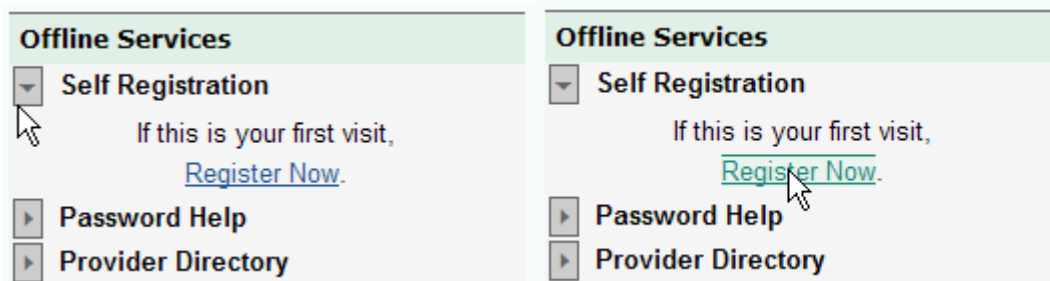
Open the ePower Member Gateway via the web portal at www.firstcarolinacare.com <http://www.firstcarolinacare.com/members> and click on **Member Portal** or directly at <http://www.firstcarolinacare.com/members/portal.htm>.

Self-Registration Instructions



The screenshot shows the FirstCarolinaCare Insurance Company website. On the left, there is a 'Contact Us' section with phone, email, and website information, and an 'Offline Services' menu with 'Self Registration', 'Password Help', and 'Provider Directory'. On the right, there is a 'Login' section with a text prompt, 'UserID' and 'Password' input fields, and a 'Login' button.

Refer to the left menu under the heading “Offline Services” and click on Self Registration and then click on “Register Now” to display the Member Self-Registration screen.



Two side-by-side screenshots of the 'Offline Services' menu. The left screenshot shows a mouse cursor hovering over the 'Self Registration' item, which is expanded to show the text 'If this is your first visit, Register Now.' The right screenshot shows a mouse cursor hovering over the 'Register Now' link.

Self-Registration Form – Required Details

- Enter your member number from your health insurance ID card,
- your zip code, gender, and date of birth
- Group Number – see notes below

Group Number

The group number indicated on your health insurance card is abbreviated; instead enter your specific group number based on your category of employment.

This specific group number is referred to as the “child group.” If you do not know your “child group” number, please contact us at (910) 715-8100 or toll-free at (800) 574-8556 with your member number and a staff member will be glad to look up your child group number.

Member Self-Registration

Member Information

Before you can access ePower, you must identify yourself by providing the information below. When your information and active coverage have been verified, your web account will be activated. Your member number and group number can be obtained from your membership card or from your healthplan.

Member Number **Group Number**

Zip Code **Gender**

Birth Date

User ID Information

Choose a permanent login name and password to log into ePower. Your login name and password are case sensitive, so be sure to remember them exactly.
If you forget your login name or password, try the password assistance page. It uses the reminder question that you specify below.

User ID

New Password **Confirm New Password**

Additional Information for Password Assistance

To reactivate your password, a reminder question of your choice will be asked. You can choose one of the sample questions, or create your own.

Enter Your Reminder Question Here **Answer**

[Or Choose A Pre-Selected Question](#)

Complete the User ID information as requested, including picking a User ID that you wish to use to login to ePower, as well as your password and a reminder question and answer.

Please note: You can create your own reminder question or use a pre-selected question by clicking on “Or Choose a Pre-Selected Question” hyperlink.

Sample Member Self-Registration Form Completion

Member Self-Registration

Member Information

Before you can access ePower, you must identify yourself by providing the information below. When your information and active coverage have been verified, your web account will be activated. Your member number and group number can be obtained from your membership card or from your healthplan.

Member Number **Group Number**

Zip Code **Gender**

Birth Date

User ID Information

Choose a permanent login name and password to log into ePower. Your login name and password are case sensitive, so be sure to remember them exactly.
If you forget your login name or password, try the password assistance page. It uses the reminder question that you specify below.

User ID

New Password **Confirm New Password**

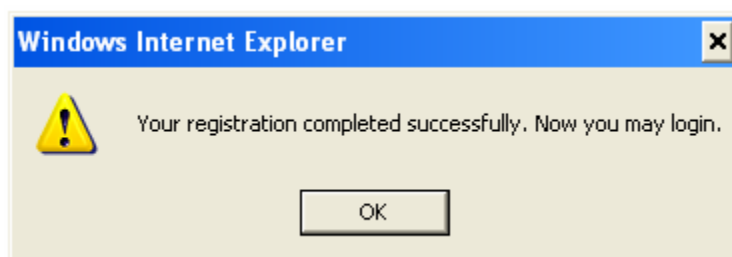
Additional Information for Password Assistance

To reactivate your password, a reminder question of your choice will be asked. You can choose one of the sample questions, or create your own.

Enter Your Reminder Question Here **Answer**

Or Choose A Pre-Selected Question

Success: Click the Register button and if successful, the following message will display on your screen:



Login: You may now login with your login and password that you picked during the registration process.

Login

Enter your personal UserID and password below. If you've forgotten your password, contact your Health Plan or click on "Password Help" in the Offline Services section.

UserID

Password

Member Portal Features

ePower Member Home Page - After successful login, a page like the following will display.

The screenshot shows the First Carolina Care Insurance Company ePower Member Portal. The header includes the company logo and navigation links: Home, Services, Administration, and Logoff. A personalized greeting reads "Hello Jane. Welcome to ePower Member Portal." The main content area is divided into several sections:

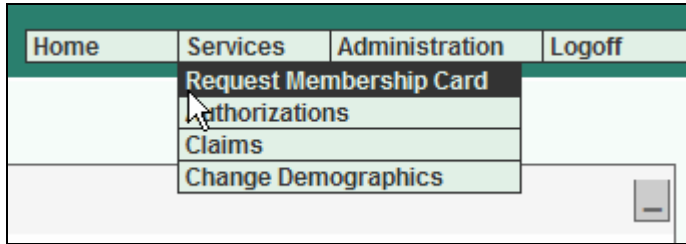
- Contact Us:** Phone: (800) 811-3298, eMail: fcc@firstcarolinacare.com, Website: <http://www.firstcarolinacare.com>
- Favorite Links:** [FCC Provider Directories](#)
- Subscriber Demographics:** This is your primary demographic information. Subscriber: JANE SMITH (0000000000), Address: 123 ANY LN., PINEHURST, NC 28374, Home Phone: (910) 555-1212, Work Phone: (910) 555-1213, Birthdate: 01/02/52, Gender: FEMALE, Effective: 01/01/09, Expiration: 99/99/99, Relation: SELF, Group: EMPLOYER NAME (123001). A [Change Demographics](#) link is provided.
- Primary Care Provider:** Provider: NO PCP SELECTED, MD (>>) (NPI:), Effective: 01/01/09, Expiration: 99/99/99, Organization: , Address: , Phone: .
- Benefits / Patient Responsibility:** Current Benefit Summary Document: [PKG](#)
- Other Insurance / Coordination of Benefits (COB)**

The following features are currently available to you as a member via ePower.

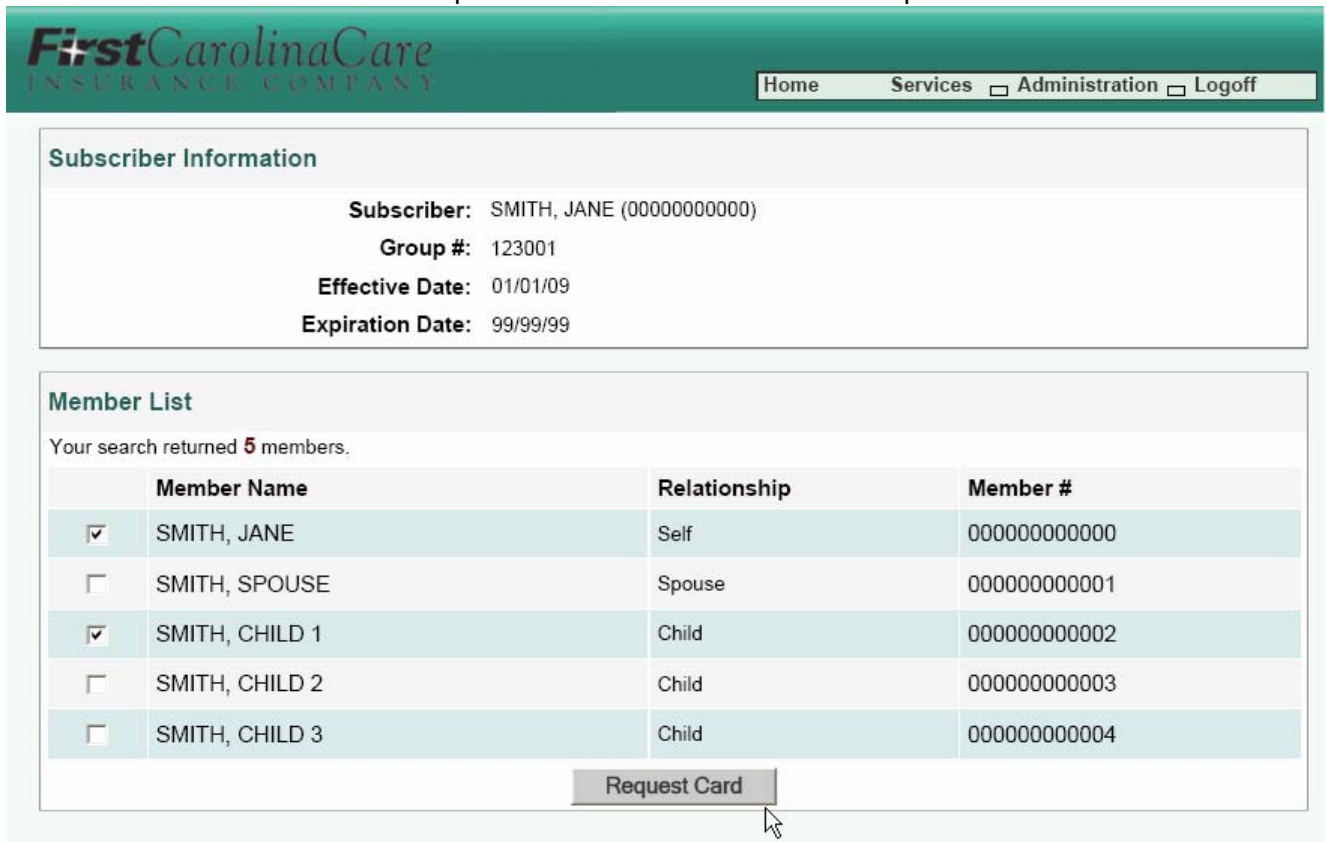
- **Duplicate Membership Card Request**
- **Authorizations:** view any prior authorizations that were submitted on your behalf
- **Claims:** view your claims history
- **Change Demographics:** including name, address, home telephone, and work telephone

Feature: Request Membership Card

To request a duplicate membership card, place your mouse arrow over Services, then select “Request Membership Card” from the drop down menu.



The next page will list you and any dependents for which you are the subscriber. Select the check box next to the members that need duplicate ID cards and then click “Request Card”.



The screenshot displays the First CarolinaCare Insurance Company website. At the top, there is a navigation bar with the company logo and the text 'Home Services Administration Logoff'. Below this, the 'Subscriber Information' section shows the following details:

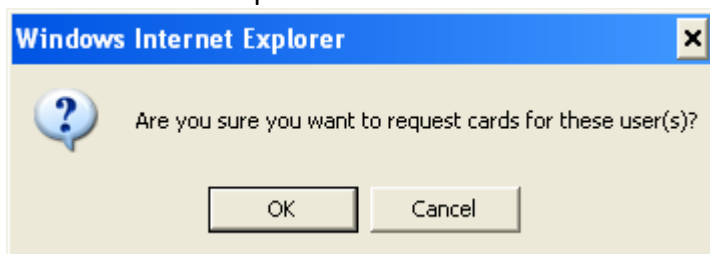
- Subscriber: SMITH, JANE (00000000000)
- Group #: 123001
- Effective Date: 01/01/09
- Expiration Date: 99/99/99

The 'Member List' section indicates that the search returned 5 members. The list is as follows:

	Member Name	Relationship	Member #
<input checked="" type="checkbox"/>	SMITH, JANE	Self	000000000000
<input type="checkbox"/>	SMITH, SPOUSE	Spouse	000000000001
<input checked="" type="checkbox"/>	SMITH, CHILD 1	Child	000000000002
<input type="checkbox"/>	SMITH, CHILD 2	Child	000000000003
<input type="checkbox"/>	SMITH, CHILD 3	Child	000000000004

At the bottom of the member list, there is a 'Request Card' button with a mouse cursor hovering over it.

Confirm ID card request or cancel.

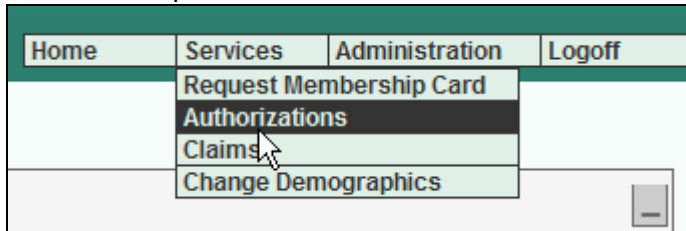


After you click OK, the following red information bar will appear at the top of the window indicating “Operation Successful”.



Feature: Authorizations

To view your Authorizations place your mouse arrow over Services, and then select “Authorizations” from the drop down menu.



ePower will display all authorizations on file for you.

Authorization Search Results

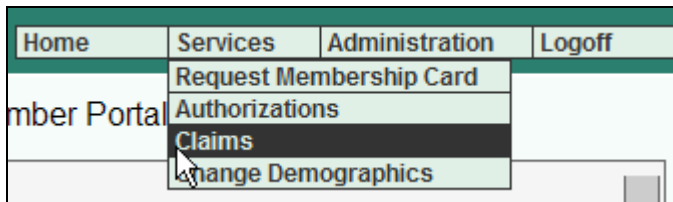
Your search returned 2 authorizations.

Authorization # ▲	Member Name [#]	Company Name [#]	Provider Name	Approved	Actual
0101050912301	JANE SMITH	FIRSTCAROLINACARE INSURANCE CO	DOCTOR A	\$0.00	\$1178.23
112270690009	JANE SMITH	FIRSTCAROLINACARE INSURANCE CO	DOCTOR B	\$0.00	\$0.00

To view **Authorization details**, click on the underlined Authorization # hyperlink and a new page will display which outlines the details associated with the authorization request.

Feature: Claims

To view your Claims place your mouse arrow over Services, then select “Claims” from the drop down menu.



At the claim search criteria window, you can search by claim # or member number.

You only have access to your own claims history, therefore your member number is pre-populated for you. To view all claims on file under your member number, click on Search.

Claim Search Criteria

Choose a search method.

Claim #

Member # 000000000000 [Filter](#)

To specify a date range or other criteria, click on “[Filter](#)” and the screen will expand to show filter options available.

Claim Search Criteria

Choose a search method.

Claim #

Member # 000000000000 [Filter](#)

Claim Status

Date Range -

Date Type

You can filter by claim status, service date range, or paid date range.

Claim Search Results Screen

Claim Search Results

Your search returned **2** claims.

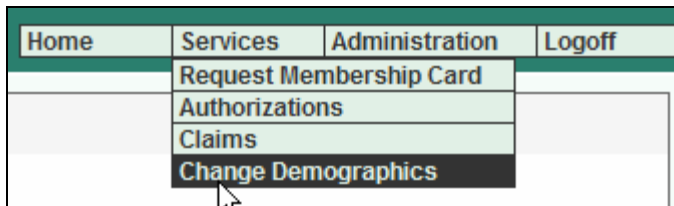
Claim # ▲	Member Name [#]	Company Name [#]	Provider Name	Serv
0112050855501	JANE SMITH	FIRSTCAROLINACARE INSURANCE CO	DOCTOR A	11/2
0112120855502	JANE SMITH	FIRSTCAROLINACARE INSURANCE CO	HOSPITAL A	12/0

Place your mouse arrow over the hyperlink claim # to view a quick snapshot of the claim information.

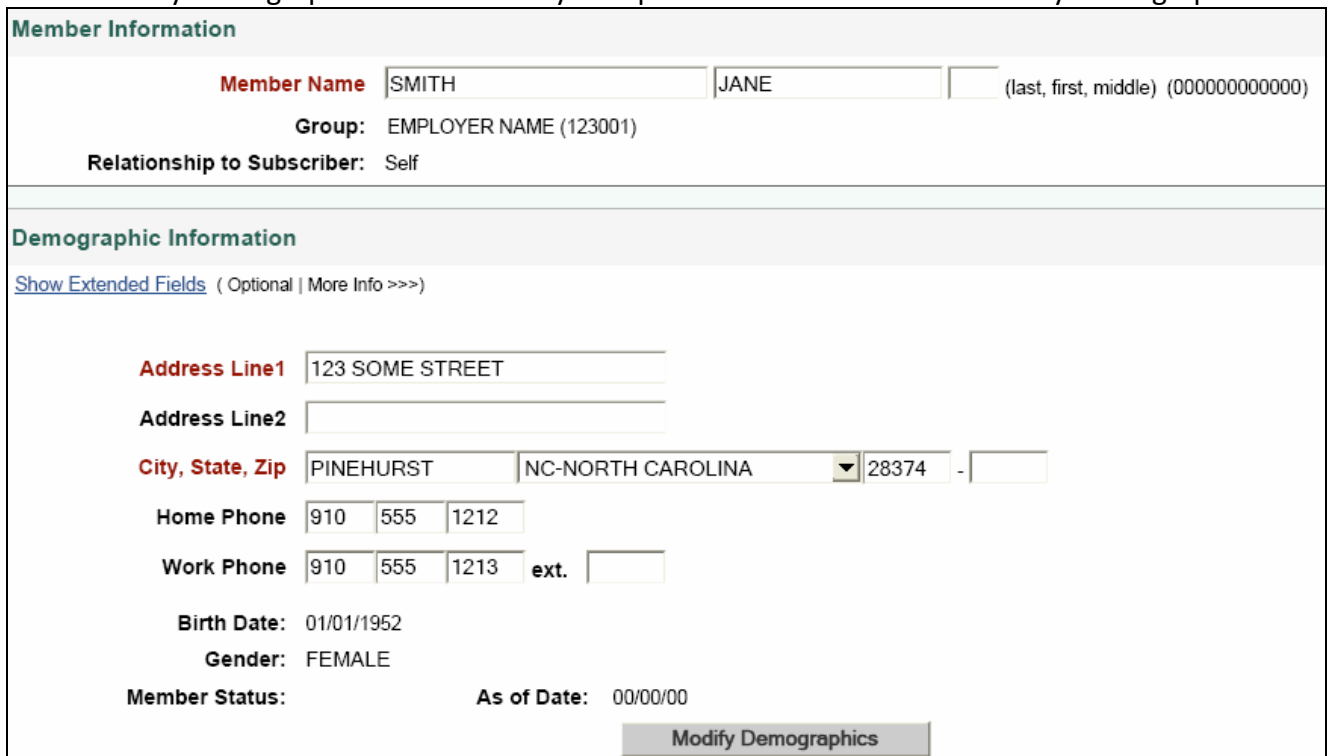
To view individual claim detail, click on the claim # hyperlink and **Claim Search Details** will display.

Feature: Change Demographics

To modify your information, such as address, telephone number or your name, place your mouse arrow over Services, then select “Change Demographics” from the drop down menu.



At the modify demographics screen make your updates and then click on “Modify Demographics”.

A screenshot of the 'Modify Demographics' form. The form is divided into two main sections: 'Member Information' and 'Demographic Information'.
Member Information:
- Member Name: SMITH (last name) and JANE (first name) in separate text boxes. A placeholder '(last, first, middle) (000000000000)' is shown to the right.
- Group: EMPLOYER NAME (123001)
- Relationship to Subscriber: Self
Demographic Information:
- A link 'Show Extended Fields (Optional | More Info >>>)' is present.
- Address Line 1: 123 SOME STREET
- Address Line 2: (empty text box)
- City, State, Zip: PINEHURST, NC-NORTH CAROLINA (dropdown), 28374 - (empty text box)
- Home Phone: 910 555 1212
- Work Phone: 910 555 1213 ext. (empty text box)
- Birth Date: 01/01/1952
- Gender: FEMALE
- Member Status: (empty text box) As of Date: 00/00/00
- A 'Modify Demographics' button is located at the bottom right of the form.

If the changes were accepted, the page will refresh and display the updated information as well as an informational update at the top of the screen indicating “Member Modified.”

MEMBER MODIFIED

Additional Information – Questions?

If you have questions or need assistance, you may contact us toll-free at (800) 574-8556 or local at (910) 715-8100. You may also email us for assistance at fcc@firstcarolinacare.com and a member of our staff will contact you.