

FirstView Quick Reference Guide

Web Site: <https://firstview.firstadministrators.com>

Login: Enter User Name and Password, click Submit

Change Password

1. Click "Change Password" from left menu
2. Enter New Password
3. Confirm New Password
4. Click Submit
 - a. Use numbers and/or upper or lower case letters.
 - b. Use a minimum of six and a maximum of ten characters and/or numbers.
 - c. Your password cannot be the same as your user ID.
 - d. Use a word, number, or combination that is easy for you to remember.
 - e. Don't use a password that is easy to guess.
 - f. Do not use any spaces or unusual characters.

Maintain Users

1. Click "Maintain Users" from left menu
 - a. Allows you to maintain user passwords, add new users, change existing user's profiles, and terminate a user's privileges to access the system.
2. Select a User Type to search by and enter the Group/Case number
3. Maintain Users Search Results are displayed
4. Click on the eyeglasses icon to view the profiles for all registered users
 - a. Change password
 - b. Change user status (Active or Inactive)
 - c. Unlock User Access (Conditional) – This checkbox only displays when a user's account password has been locked due to six unsuccessful login attempts with an incorrect password. Remove the checkmark and reset the password to allow the user access to their account.
5. Click Submit if any changes were made.

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Reimbursement Plan Accounts

* Information available only if Flex plan is administered by First Administrators

1. Select Claimant, click Submit
2. Review Reimbursement Plan Account Information
3. Click glasses icon for detail
 - a. Payments
 - b. Contributions

Coverage Inquiry (view eligibility information)

1. Enter Date to verify coverage (default = today)
2. Select Claimant, click Submit
3. Review Eligibility
 - a. Case, Division, Plan
 - b. Employee & Claimant Information
 - c. Documents
 - i. Amendments to the plan document can be viewed by clicking within the **Red Box** to open the corresponding amendment.
 - d. Benefits
 - e. Accumulators

Claims Inquiry

1. Select Claimant,
2. Enter date range (default = three months), click Submit
3. Claims Summary Displays
4. Find Claim in question
 - a. Click glasses icon for detail
 - b. Review Claim Detail
 - c. Click on EOB/Checks button to view the electronic EOB
 - i. Electronic EOBs are only available for dates of service after 1/1/06
 - d. Click on Message (in blue) for description
 - e. Click on Return to Claim Summary (in blue)

Links & Documents

1. First Administrators, Inc. company website
2. Medical Reference Sites
 - a. MedLine Plus – provided by the US National Library of Medicine
 - b. MedicineNet – provided by physicians
3. PPO Networks
4. Pharmacy Benefit Manager

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