

FirstView Quick Reference Guide for Providers

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.

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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. Benefits

FirstView Quick Reference Guide

Claims Inquiry

1. Click Claims Inquiry on left menu
2. Enter Search Option, click Submit
3. Select Claimant,
4. Enter date range (default = three months), click Submit
5. Claims Summary Displays
6. Find Claim in question
 - a. Click ICD-9 code (in blue) for description
 - b. Click glasses icon for detail
 - c. Review Claim Detail
 - d. Click on Procedure (in blue) for description
 - e. Click on Message (in blue) for description
 - f. To view the EOB, click the EOB/Checks button
 - i. If available, a PDF version of the EOB will open in a new window
 - ii. Close window to return to Claim Detail
 - g. Click on Return to Claim Summary (in blue)

Links

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

Maintain TIN Access List

1. Click Maintain TIN Access List on left menu
2. Removing a TIN(s)
 - a. Click on the blue “Delete TIN” link to the left of the TIN Number you wish to remove
3. Adding a TIN(s)
 - a. Click the Add TINs button
 - b. Enter the Provider TIN and click Submit
 - c. Click in the check box of the Sub-TINs you wish to access or click on the Select All button to select all Sub-TINs
 - d. Click Submit
 - i. Request is sent
 - ii. Once approved by the administrator, user will receive notification