



Participant Quick Reference Guide

Welcome to the FirstView Online Benefit System, provided by the City of Urbandale and First Administrators, Inc. You may use this website to view claims history and detail and verify current coverage elections. To begin, follow the steps below to register for a secure user name and password.

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

To Register

1. From the Login Page, Click Register
2. Select User Type from drop-down list (**Employee** or **Dependent**)
3. Enter Group Number (**78777**)
4. Enter your Social Security Number or I.D. Number
5. Click Next
6. Review information at the top of the screen
 - Existing Member = Currently covered on the benefit plan
 - New Member = New to the benefit plan
7. Complete additional requested information
 - a. Username: create your own, must be less than 10 characters
 - b. Password: Current members receive password letter in US Mail.
 - c. Address, City, State, Zip Code
 - d. Phone Number
 - e. E-mail Address
 - f. Reset Password Settings: Create security questions to be answered to reset a forgotten password.
8. Click Next
 - You will receive your password letter in the US Mail within 7-10 days.
 - When you receive your password, you will be able to access FirstView.

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.

FirstView Quick Reference

Coverage Inquiry (view eligibility information)

1. Click "Coverage Inquiry" from left menu
2. Enter Date to verify coverage (default = today)
3. Select Claimant, click Submit
4. 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. Click "Claims Inquiry" from left menu
2. Select Claimant,
3. Enter date range (default = three months), click Submit
4. Claims Summary Displays
5. 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 EOB 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

Forgotten Password

1. If you forgot your password, click on "Forgot my password" at the log-in screen of FirstView
2. Enter your User ID
3. Answer the preset security questions
4. Reset password

Home

Welcome

Security

Change Password

My Profile

Inquiry

Claims Inquiry

Coverage Inquiry

Links

Help

About

Contents