

Kootenai Health: Benefits Information

Effective January 1, 2026, First Choice Health is your medical benefits administrator.

First Choice Health is a trusted physician and hospital-owned company that serves the United States, and has provided network, administrative, and client services since 1985. FCH will handle the processing of your medical claims and inquiries related to your medical plan benefit and provider network.

Member Portal

FCH provides 24/7 online access to your benefits information on the **myFirstChoice** member portal.

Register for myFirstChoice on or after January 1, 2026, by visiting www.fchn.com/mfc or scanning the QR code.

Available on the member portal:

- Benefit Plan Documents
- Claims Info & Access to Forms
- Comparing Cost & Quality
- Finding a Provider
- Ordering ID Cards
- Explanation of Benefit (EOB) Forms
- Selecting a Primary Care Physician



New ID Card

- Each enrolled person will receive a **combined medical and pharmacy ID card** before January 1, 2026.
- The front of the ID card will reflect **ClearScript enrollment and coverage information**.
- Please update your ID card information with your physician and pharmacy once received.
- If you don't receive a new ID card by January 1, 2026, contact FCH Benefit Guidance Team. [800-993-8956](tel:800-993-8956) | benefitguidance@fchn.com



KootenaiHealth

**Your Dedicated
FCH Benefit Guidance Team**

Contact your designated FCH Benefit Guidance team for any medical benefits and network questions.

**Call: 800-993-8956
Monday-Friday
6am to 7pm PST**

**Email:
benefitguidance@fchn.com**

Clinical Support

FCH understands you may need clinical support during the transition. If you have any surgeries or procedures planned for 2026, the FCH Case Management team is available to assist you. Reach out to the Case Management team directly for help navigating your diagnosis and care needs.

800-808-0450 | casemanagement@fchn.com

Finding a Network Provider

Find network providers using the links below:

- **Inside:** [Kootenai County & the 4 Northern Counties](#)
- **Outside:** [The 5 Northern Counties](#)

The links direct you to a network selection page, before proceeding to the search page.