My Mercy Registration

Overview

MyMercy is a useful, on-line tool for patients receiving their medical and surgical care at Mercy Hospital in St Louis. MyMercy will allow you to request appointments, get your lab results, request prescription renewals and pay your bills on-line. The following instructions are meant to help you register for this valuable resource.

Required Information

You will need to provide the following information when you register for MyMercy:
- First name
- Last name
- Email address
- Date of birth
- The last 4 digits of your SS#
- User ID (8-16 characters, letters and numbers only)
- Password (8-16 characters, letters and numbers only)
- Your first pet's name
- Your junior high school
- Your elementary school
- Your billing ID (provided to you by our office staff)

*Please remember to keep your confidential information in a safe place and to refrain from sharing that information with others.

Where do I go to register?

You may register on-line at www.MyMercy.net.

Registration steps
Use the steps below to register in MyMercy. To register a child under 18 who is in your care and whose account you will manage, you will first need to register yourself. Once you have registered your account, you will then be able to create an account for the child in your care. To begin the process of creating a new account, click on the Create Account button on the right side of the page at www.MyMercy.net.

1. MyMercy Sign Up

Enter the following information to match you to your patient record. All information must be entered exactly like it is in your patient record.

- **First Name** (Nick names or shortened forms of name should not be used. For example, if your name is Timothy in your patient record, do not register in MyMercy using Tim.)
- **Last Name**
- **E-mail Address**
- **Date of Birth**
- **Gender**
- **Last 4 Digits of SSN** (Some patients records have 0000 or 9999 as the SSN. If you have not provided your SSN to your provider's office, you will need to ask them what they have for your SSN. It is recommended that SSN updates be made to your patient record before you register in MyMercy.)

Enter the following information to create your MyMercy account.

- **Communication**
- **User ID** (ID must be unique; at least 8 but not more than 16 characters; and composed of letters and numbers only. Special characters, such as a period or @ sign should not be used. You will be notified if a User ID has already been taken and will be given a chance to enter a new one.)
- **Password** (You must enter and confirm the password. Passwords must be at least 8 but not more than 20 characters and contain at least one letter and one number, but no spaces. Special characters are allowed. The password cannot be the same as the user ID.)
- **Challenge Questions** (Select and answer 3 challenge questions to help identify you when signing in to MyMercy.)
- **Verification**
- **Terms and Conditions**

2. Welcome

Welcome - Please Enter Your Member Number, Billing Account Number, or Access Code If all information you entered in Step 1 does not match what is in your patient record, you will need to enter a health insurance number or a billing account number or an access code to complete the registration process.

- **Method 1: Health Insurance Number** (This is the member identification number that is displayed on your insurance ID card. If the number you enter matches what is in your patient record, your registration will be complete and you can begin using MyMercy.)
- **Method 2: Billing Account Number** (This is the account number that appears at the top of your Mercy statement. If the number you enter matches what is in your patient record, your registration will be complete and you can begin using MyMercy.)

- **Method 3: Access Code** (An access code is needed <u>only</u> when all the patient information (name, e-mail address, DOB, gender, SSN, and health insurance or billing account number) you entered during the MyMercy registration process does not match what is in your patient record. Call 1-888-98-Mercy ([1-888-986-3729](tel:1-888-986-3729)) to obtain an access code if needed.)

Welcome - Your Account is Active If all information you entered matches exactly what is in your patient record, your MyMercy account is created and you can begin using MyMercy.

Welcome - Your Account is Active and You Have Dependent Accounts If all information you entered matches exactly what is in your patient record and you are a guarantor for any other dependent (under age 18) patient records, your MyMercy account is created and you will be prompted to auto-create MyMercy accounts for these dependents.

Still having problems with MyMercy?

If you have a concern or a question, we want to hear from you. Please call our main office line at **314-251-4772** and we would be happy to help.