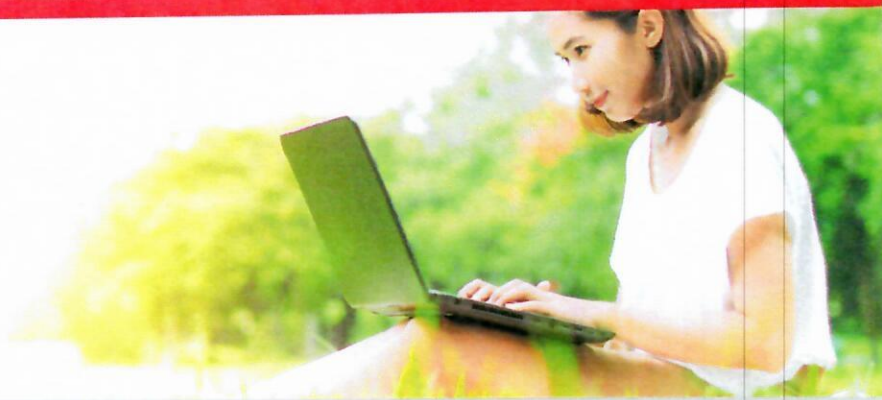


MYCHART



MYCHART IS OUR SECURE ONLINE PORTAL FOR MEMBERS 18 YEARS OF AGE AND OLDER. WITH MYCHART, YOU CAN SEE YOUR INSURANCE INFORMATION AND PARTS OF YOUR UW HEALTH MEDICAL INFORMATION.

AS A MYCHART MEMBER YOU CAN —

VIEW YOUR BENEFIT INFORMATION

- ▶ Check claims status
- ▶ Check eligibility
- ▶ Review prior authorizations
- ▶ Sign up for email messages from Quartz including your explanation of benefits
- ▶ Take a test to see how healthy you are and access your very own wellness portal
- ▶ Request or print ID cards
- ▶ Change your Provider
- ▶ Update your contact information
- ▶ Send a message to Customer Service

IF YOU VISIT A UW HEALTH PROVIDER, YOU CAN —

- ▶ Get your test results online
- ▶ Make, cancel and see appointments
- ▶ View after-visit summaries
- ▶ Read and print articles about health issues, medicines, allergies and immunizations
- ▶ Send secure messages to your health care team
- ▶ See benefit information for your children. *(All features are available for children ages 0-11. For children ages 12-17, access is restricted to allergies, immunizations, sending messages and scheduling appointments. You cannot review appointments.)*

WHAT IF I HAVE A MYCHART OR MYCARE ACCOUNT THROUGH ANOTHER HEALTH SYSTEM?

With MyChartCentral you can access all of your MyChart / MyCare accounts, including those from Gundersen Health System, Madison-area healthcare organizations and other organizations nationwide. Use MyChartCentral, found within MyChart, to access all those accounts from one place using a single username and password.

HOW DO I SIGN UP?

Quartz members 18 years of age and older can sign up. There are three ways to do this —

- ▶ Visit QuartzMyChart.com and complete the online form
- ▶ Sign up during your appointment at your UW Health clinic. Just ask your nurse or practitioner for an activation code
- ▶ Sign up at your UW Health Primary Care Clinic. No appointment needed. Ask any receptionist to help you (bring your photo ID)

Sign up today to enjoy the benefits of MyChart. To learn more, visit QuartzMyChart.com.

QuartzBenefits.com
Customer Service (800) 362-3310

WHAT IS MYCHART INSTANT ACTIVATION?



Choose a Signup Method

3rd Party Identity Validation (Instant Activation) ⓘ



Activate your account instantly. For your security, you will confirm your identity by answering questions about yourself, which are checked against an identity verification system.

The questions from the 3rd party system are only used to confirm your identity within that system. Your information is not stored in MyChart, or any other system.

U.S. Mail (7-10 Days)



You will receive an activation code in the U.S. Mail at your home in 7-10 days.

Proxy Access? If you are requesting an account to enable proxy access to another account and are not in our system as a patient or user, please choose this option.

Instant Activation is a convenient way to activate a MyChart account without an Activation Code from an After-Visit Summary or activation letter. Instant Activation uses a system from an outside company called Experian, to validate identity by asking a number of financial and public records related questions.

The answers to these questions are not stored in UW Health's system, and the process happens strictly with Experian. You may have experienced this when using other online services.

CAN EVERYONE USE INSTANT ACTIVATION?

- ▶ Instant Activation requires an **existing relationship** with UW Health. This may include having gone through registration, having a previous visit to the ER, hospital, or a clinic, or being scheduled to see a UW Health provider in the future.

- ▶ **Proxy access or not a patient?** You can still receive an activation code via U.S. Mail in 7-10 days.

HOW DOES INSTANT ACTIVATION WORK?

The process is simple, although the questions may seem hard.

1. Choose 3rd Party Identity Validation
2. Enter your demographics
3. Answer 3-5 questions from the Experian system
4. If Experian validates your identity, create a MyChart username and password
5. If Experian can't validate your identity, you may repeat the process once. If after retrying, you're still not able to validate your identity, please submit a U.S. Mail request for an activation code.

For more information, or to complete the Instant Activation process, navigate to uwhealthmychart.org/mychart/signup

