Mercy

- On January 1, 2018, your health plan administrator, Mercy Benefit Administrators, will migrate to a new claims processing platform.
- With the new platform, there will also be a new member portal. The member portal is used to access your personal claim information. The new portal has some enhanced features and we hope you find it to be user friendly.
- In the following pages, you will find detailed instructions and screen shots to assist you with registering on the new portal.
- You will need your new ID card prior to attempting to register.
- Should you encounter any issues while registering for the new portal, please call us at 877-875-7700 for assistance.

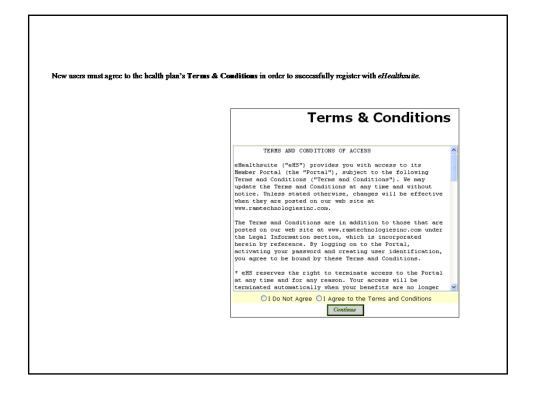Thank you and Happy New Year!
Mercy Benefit Administrators

Member Portal

Member Registration

The *eHealthsuite* home page displays when the application is first opened. Users will click the Members link.

The Login screen will display. New users must click the **New User? Click here for New Member Registration** link.

The **New Member Registration** screen displays. Users must complete all required fields to accurately and positively identify themselves as a member and then click **Continue**. If a match is not found, an error message will display. The member number requested in this screen is the number listed on your ID card.

New users must agree to the health plan's **Terms & Conditions** in order to successfully register with *eHealthsuite*.

Terms & Conditions

TERMS AND CONDITIONS OF ACCESS

eHealthsuite ("eHS") provides you with access to its Member Portal (the "Portal"), subject to the following Terms and Conditions ("Terms and Conditions"). We may update the Terms and Conditions at any time and without notice. Unless stated otherwise, changes will be effective when they are posted on our web site at www.ramtechnologiesinc.com.

The Terms and Conditions are in addition to those that are posted on our web site at www.ramtechnologiesinc.com under the Legal Information section, which is incorporated herein by reference. By logging on to the Portal, activating your password and creating user identification, you agree to be bound by these Terms and Conditions.

* eHS reserves the right to terminate access to the Portal at any time and for any reason. Your access will be terminated automatically when your benefits are no longer

○ I Do Not Agree ○ I Agree to the Terms and Conditions

Continue

Once the terms and conditions have been accepted, *eHealthsuite* allows the user to select a user ID and password and specify a security question and answer.

Registration - Create User Information

Be aware that your password is private information that allows access to your account. It should not be easy to guess.

Password can contain letters and numbers and the length must be from 3 to 15 characters.

The security question is a question you will be asked if you forget your password or need to change it. Common security questions might include "What is your mother's maiden name?" or "What was the make and model of your first car?" Your answer will verify your identity before your password can be reset.

(*) indicates required fields.

*User ID	980620668
*Password	
*Re-enter your password	
*Security Question	
*Security Answer	

Save *Clear*

Following registration, the account maintenance page will display. The user selects how they want their Explanation of Benefits (EOB) statements delivered and then clicks **Update**. If you select not to receive paper Explanation of Benefits, when a claim is processed on your account, you will receive an email asking you to log-in to view your electronic Explanation of Benefits. This email will be sent to the email account you used to register. You can change this selection at any time in the Account Maintenance section.

Account Maintenance

Remember to click the Update button to save your changes

Mailing Preferences

Would you like to stop receiving paper Explanation of Benefits statements?
Users who choose to discontinue the mailing of their EOBs will receive an e-mail informing them when a claim is processed. You can change your mailing preference at any time by selecting the Account Maintenance option from the main menu.

◯ I do not want paper Explanation of Benefits (EOB) statements mailed to me. I will be contacted by e-mail whenever a new EOB statement is available and will view it online.

◉ I want paper Explanation of Benefits (EOB) statements mailed to me.

[Update]

Upon successful completion of the member account setup, the login confirmation page displays next. The user clicks the **Continue** button and the Member menu page will display.

Member Login Confirmation

You have successfully set up your membership account. A confirmation letter and the health plan terms and conditions will be emailed to you.

Welcome! Click the Continue button to go to the main menu.

[Continue]