

Access the Mercy portal via www.mercyoptions.net and click on the Providers tab.

Full Service Customer Care

Quickly access the information you need by clicking on a selection to the right after logging in.

To continue, please log in.

Send us an [email](#) or call 877-875-7700

User ID

Password

[Log In](#)

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Access the various functions.

Click on the link in blue 'New User? Click here for New Provider Registration'

https://mercyprod.ramtechinc.net

eHealthsuite
Your Access to e-Health Services **Providers**

Mercy **Login**

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

Full Service Customer Care [New User? Click here for New Provider Registration](#)

Quickly access the information you need by clicking on a selection to the right after logging in. (*) indicates required fields.

To continue, please log in.

Send us an [email](#) or call 877-875-7700

User ID

Password Area where Clients may append text to eHealthsuite login pages

[Log In](#) [Clear](#)

[Change password?](#)
[Forgot password?](#)

[Log In](#)

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Enter the Tax ID number of the entity for which you are registering and click Continue.

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https://mercyprod.ramtechinc.net

eHealthsuite Your Access to e-Health Services

Providers

Mercury **i**

To register for access to the Online Provider Portal, please complete and submit the information below.

New Provider Registration

(*) indicates required fields.

Full Service Customer Care

Quickly access the information you need by clicking on a selection to the right after logging in.

To continue, please log in.

Send us an [email](#) or call 877-875-7700

User ID

Password

Log In

*Federal Tax Id

Continue **Clear**

Area where Clients may append text to eHealthsuite registration pages

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Enter the legal name of the entity associated with the Tax ID number for which you are registering. If you are unsure of how the name is displayed in our system, please call for assistance with this step 877.875.0085.

Then enter a valid email address for this account log-in. This email address will receive a validation email.

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https://mercyprod.ramtechinc.net

eHealthsuite
Your Access to e-Health Services **Providers**

Mercury **New Provider Registration**

To register for access to the Online Provider Portal, please complete and submit the information below.

Full Service Customer Care (*) indicates required fields.
Quickly access the information you need by clicking on a selection to the right after logging in.

Enter the legal Facility/Practice name or Physician name.

*Facility/Practice or Last Name

First Name

To continue, please log in. Enter your zip code, e-mail address, and press Continue.
Send us an **email** or call 877-875-7700

*E-Mail Address

*Confirm E-Mail Address

User ID

Password

Area where Clients may append text to eHealthsuite registration pages

Accept the Terms and Conditions of Access and click Continue.

Mercury  Terms & Conditions

Full Service Customer Care
Quickly access the information you need by clicking on a selection to the right after logging in.
To continue, please log in.
Send us an [email](#) or call 877-875-7700
User ID

Password

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TERMS AND CONDITIONS OF PROVIDER ACCESS

eHealthsuite ("eHS") provides you with access to its Provider 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 provided by eHS and its subsidiaries or affiliates. eHS

I Do Not Agree I Agree to the Terms and Conditions

Area where Clients may append text to eHealthsuite registration pages

Enter a User ID (up to 15 characters), enter your password (must contain at least one upper case, one number and one symbol), enter your security question and answer then click Save.

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https://mercyprod.ramtechinc.net

eHealthsuite
Your Access to e-Health Services **Providers**

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.

Full Service Customer Care
Both User ID and password can contain letters and numbers and the length must be from 3 to 15 characters.

Quickly access the information you need by clicking on a selection to the right after logging in.

To continue, please log in. (*) indicates required fields.
Send us an **email** or call 877-875-7700

User ID

Password

***Re-enter your password**

***Security Question**

***Security Answer**

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Area where Clients may append text to eHealthsuite registration pages

You will receive a welcome email and an email with an authentication code after you register for the first time. Thereafter, you will receive an email with an authentication code each time you log in. Enter the code you receive via email and click Submit.

The screenshot shows a web browser window with the URL `https://mercyprod.ramtechinc.net`. The page header includes the eHealthsuite logo and the text "Your Access to e-Health Services Providers". The main heading is "MultiFactor Authentication Entry".

Instructions: "Please enter the authentication code that was sent to your email address. If you can't locate the email, please check your spam folder." A note below states: "Please note that if you click the 'Log In' button multiple times, you may receive multiple emails with different authentication codes. In addition, the last email received may not be the last authentication code generated. If you enter the code from the last email and receive the message 'Authentication Code entered is incorrect,' try entering codes from other emails received after you login. (*) indicates required fields."

Form fields include:

- A large yellow highlighted input field for the authentication code, labeled "*Authentication Code".
- Buttons for "Submit" and "Clear".
- Fields for "User ID" and "Password".
- A "Log In" button.
- A text box labeled "Area where Clients may append text to eHealthsuite multiFactor page".

Footer text: "Copyright © 2018 RAM Technologies, Inc. Version 4.11.00".

Once you have successfully entered your authentication code you complete registration and can click Continue.

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https://mercyprod.ramtechinc.net

eHealthsuite
Your Access to e-Health Services **Providers**

Mercy **IT** **Provider Login Confirmation**

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

Full Service Customer Care Welcome! Click the Continue button to go to the main menu.

Quickly access the information you need by clicking on a selection to the right after logging in. [Continue](#)

To continue, please log in.

Send us an **email** or call 877-875-7700

User ID

Password

[Log In](#)

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You can select 'Member Eligibility' to view a member's status, group number and ID number.

The screenshot shows a web browser window with the URL <https://mercyprod.ramtechinc.net>. The page header features the eHealthsuite logo and the text "Your Access to e-Health Services" and "Providers". The main content area is titled "Mercy Online Provider Services" and includes a navigation menu with the following items:

- Provider**
 - [Member Eligibility](#)
- Account Maintenance**
 - [View Claim Status](#)
- Login Maintenance**
 - [View Authorizations](#)
- Information**
 - [Log Out](#)

A circular image of a doctor examining a child is positioned to the right of the navigation menu. Below the navigation menu, the text "Welcome MERCY HOSPITAL SPRINGFIELD" is displayed. At the bottom of the page, there is a copyright notice: "Copyright © 2018 RAM Technologies, Inc. Version 4.11.00". A text box at the bottom of the page contains the instruction: "Area where Clients may append text to eHealthsuite provider pages".

Enter the member's ID, last name or SSN.

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https://mercyprod.ramtechinc.net

eHealthsuite Your Access to e-Health Services Providers

Verify Member Eligibility

To verify the eligibility of a member, please enter the Member Number, Name or Social Security Number and the As Of Date.

Provider	Member Number	<input type="text"/>
	Last Name	<input type="text"/>
Account Maintenance	First Name	<input type="text"/>
	Middle Name	<input type="text"/>
Login Maintenance	SSN	<input type="text"/>

Information Area where Clients may append text to eHealthsuite provider pages

Welcome MERCY HOSPITAL SPRINGFIELD

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You also have the ability to search for a claim. Enter your patient control number, the claim number or the check number. Please note some claim and check numbers require leading zeros.

The screenshot shows a web browser window with the URL <https://mercyprod.ramtechinc.net>. The page features a navigation menu on the left with links for [Provider](#), [Account Maintenance](#), [Login Maintenance](#), and [Information](#). The main content area is titled "View Claim Status" and contains a search form. The form includes a text input field and three radio buttons labeled "Patient Control Number", "Claim Reference Number", and "Check Number". Below the form are "Search" and "Clear" buttons. A note states: "To search for claims, please enter a Member Number, Patient Control Number, Claim Reference Number, Date of Service, or Check Number. Date of Service can also be used in combination with Member Number." The footer contains the text: "Welcome MERCY HOSPITAL SPRINGFIELD", "Copyright © 2018 RAM Technologies, Inc. Version 4.11.00", and a "Log Out" button.

View Claim Status

To search for claims, please enter a Member Number, Patient Control Number, Claim Reference Number, Date of Service, or Check Number. Date of Service can also be used in combination with Member Number.

Search Clear

Area where Clients may append text to eHealthsuite provider pages

Log Out

Welcome MERCY HOSPITAL SPRINGFIELD
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