

Q What is MyThedaCare.org/MyChart?

A MyThedaCare.org is a completely secure website providing access to powerful online tools that make healthcare easier, faster and even safer by giving you the ability to view and share important medical information when you need it. Each member of your family receives a separate account so personal medical information remains completely private. *(Due to federal regulations, Parents of children 12+ may not be able to view all information. Obtain a Proxy Access form from your clinic or online at MyThedacare.org.)*

Q How do I set up a MyThedaCare.org account?

A It's easy!

- New Users simply need to visit www.ThedaCare.org.
- Click on MyThedaCare on the right side.
- When the MyThedaCare Login Page appears, click on the New User/Sign Up Now button.
- Enter the MyThedaCare Activation Code provided during your visit.
- Enter the required information, select next. Screens will walk you through the sign up process.
- If you have questions, call (877) 259-6180, M-F, 8am - 5pm.

Q Where do I get my activation code?

A If you do not have a MyThedaCare account and are over 18 years of age, you will receive an Activation Code on your After Visit Summary. If you are under 18, you can sign up in person at your clinic. Parents and patients 18+ can also call to receive an Activation Code by calling (877) 259-6180.

Q What information is needed to sign up for an account?

A You will need your Activation Code, social security number and an email address to activate your account. We use your social security number to verify your identity. This is for the safety of your medical information. While we need your email address for sign up, we will never send medical details via email. We only use your email to send you notifications of new lab results, appointment reminders and messages from your provider. As a policy, we never sell email addresses.

Q What can I do on MyThedaCare.org?

A Access your medical record and interact with your care team, online, anytime, safe and secure. Your health care portal gives you access to:

- View your secured medical record using your computer or mobile device
- Request appointments with members of your care team
- Get answers from your personal care team to important medical questions
- View lab results and track progress over time
- Request prescription renewals
- Download your medical records to your computer
- View and pay your bill online via Visa, Mastercard, Discover or American Express

(Note: Click on "Detail" to view additional information about your bill.)

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Q Is there an app for that?

A Yes! Download MyChart (EPIC) in the App Store and choose ThedaCare as your provider. If you prefer not to download an App, mythedacare.org is also completely mobile friendly.

Q Who can I call for technical or billing issues?

A Call 877-259-6180, M-F between the hours of 8am - 5pm

Select option 1 for help with these and other technical questions:

- Set up account /retrieve activation code
- Reset locked out accounts
- Research missing information or test results
- Assist with password issues

Select option 2 for help with these and other billing questions:

- Answer billing detail questions, such as balance information
- Establish payment plans
- Set up recurring payments
- Transfer payments if you accidentally paid upon the wrong account
- Process refunds

Q What payment methods are available online?

A MyThedaCare.org accepts credit card payments via Visa, Mastercard, Discover and American Express.
Note: Be sure to enter the amount you want to pay before you hit the submit button. Once you press submit, the payment is final. (You cannot go back and make changes.)

Can I get a receipt for my payment?

You will receive a confirmation code once your payment is processed. Click on the printer icon to print a copy of your receipt. Or, print a copy of the receipt sent to your MyThedaCare.org inbox. And, you can also look back at past receipts by running a detail on a specific date period.

Q Why was my credit card declined?

A Make sure you're using your credit card billing address (if different from your physical address). If that doesn't resolve the issue, try another credit card or call your credit card company.

Q I've also seen a Bellin physician. Can I still see my info from Bellin on this same MyChart?

A Yes. ThedaCare and Bellin and many independent clinics share MyChart information, so you can see all your medical information in one portal. Therefore, if you already have a login for mybellin.org, the same login will work on mythedacare.org.