MyChart Patient Contact Information Verification

Epic

The Contact Verification features in MyChart help ensure a patient's secure contact information (email and mobile phone) is on file. This adds an additional layer of security for preventing an unauthorized user from trying to access your MyChart account.

Patient's will see one of the following messages on their MyChart Homepage or in an area in MyChart where they can verify demographic information such as eCheck-In or the Personal Information page. The patient will receive a message once initially and then anytime there's an update to the email, mobile phone or MyChart password.

If the patient doesn't have an email or mobile phone in Epic, they will only get the Update Contact Info option.

Example of where these alerts will display in the patient's MyChart home page:

Example of text and email messages containing codes that the patient will receive:

To verify your contact information with SSM Health, enter this code: 594824. This code expires at 9:44 AM CDT. https://mychart.ssmhc.com/mychart

SSM Health MyChart®

Hello Meg,

To verify your contact information with SSM Health, please enter the code shown below, on the Verify screen. This code expires at 9:38 AM CDT.

Code: 998306

Thanks for using SSM Health MyChart.
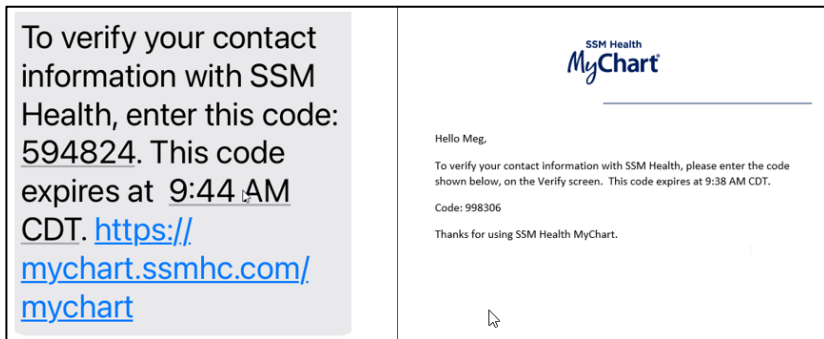
Update Contact Information Instructions

1. Click **Update Contact Info**.

Welcome!
You currently do not have verified contact information on file. Update your email address or mobile phone number.
[Update contact info]

2. Click **Edit**.

Contact Information

🔵 **Verification Needed**
We need to verify that we can reach you at your email address and mobile number.
[Verify]

Temporary Address (8/31/2020 - 5/14/2021)
1979 Milky Way
Verona WI 53593

🏠 ▉▉▉▉▉
📱 ▉▉▉▉▉
🏢 *Work phone not entered*
✉ mymail@mail.com ⓘ

Permanent Address
Address not entered

[Edit]
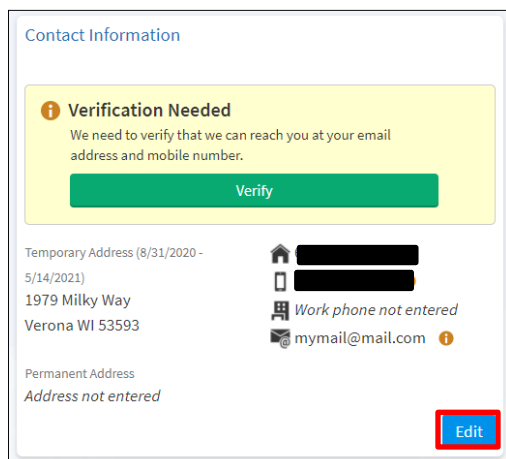
3. Update contact information.
4. Click **Save Changes**.

Contact Information 🔔

Going somewhere for a while? Add a temporary address

Country
United States of America

Street Address
123123123 TEST AVE

City
MIDWEST CITY

State
Oklahoma

ZIP
73110

County

Home Phone
405-272-6026

*Mobile Phone
224-406-6437 ⭐

Work Phone
405-555-1254

Email
ara.berta@ssmhealth.com ✕

[Save changes] [Cancel]
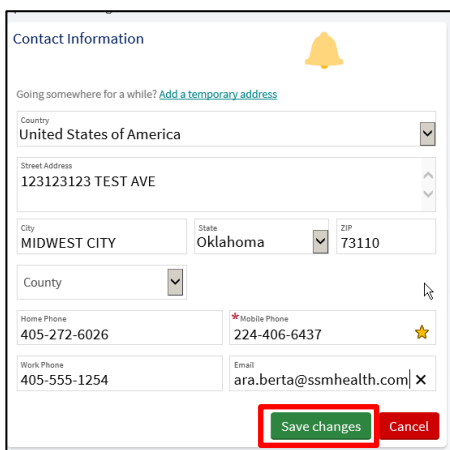
5. Click **Verify New Email** to complete verification of updated information.

6. Check your email to find code.
7. Enter the code in the *Enter Code* field.

8. Click **Verify.**
9. Patient will receive one of these screens.

If this screen appears, continue to the next step.

If this screen appears, the verification process is complete.

10. Click **Verify New Phone**.
11. Check your mobile phone to find code.

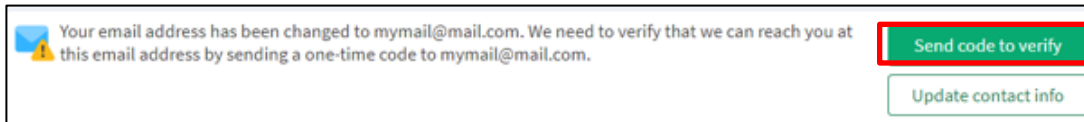12. Enter the code in the *Enter Code* field.
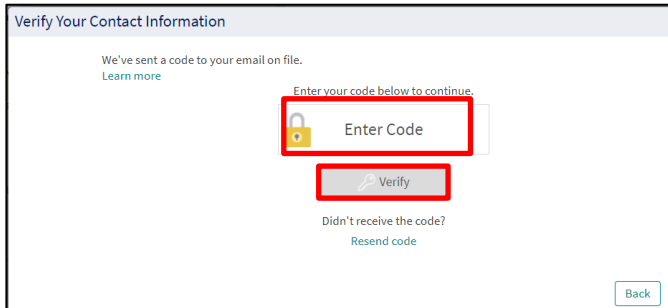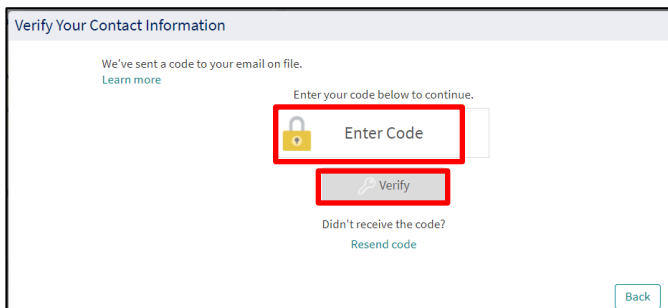

13. Click **Verify**.
14. Success! message appears.

Send code to verify instructions
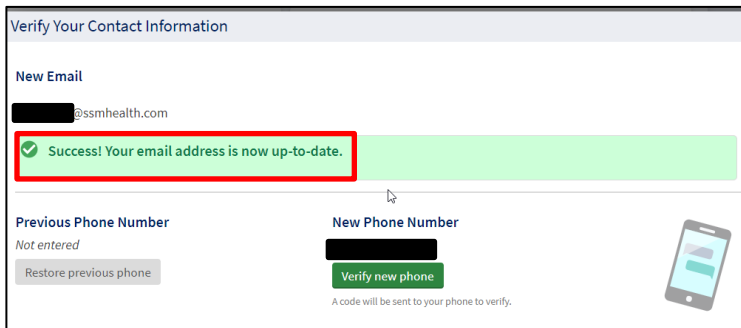
1. Click **Send Code to Verify.**

2. Check your email to find code.
3. Enter the code in the *Enter Code* field.

4. Click **Verify**.
5. Success! message will appear.

6. If there's no mobile phone on file, the Personal Information/Success page will appear, and you are finished!

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7. If there's a mobile phone number, the patient can then verify.
8. Click **Verify new phone**.
9. Check your mobile phone to find code.
10. Enter the code in the *Enter Code* field.

11. Click **Verify.**
12. Success! message will appear.

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