

## **MyChart Self-Sign Up Process FAQs**

### **Q: How does the process work?**

**A:** Before BJC Healthcare and Washington University Physicians allow a MyChart account to be created, we must verify the identity of the individual requesting the account in order to protect the health information of our patients. There are several ways we have done this in the past, and these methods will continue to be an option—type in an activation code provided by BJC/WU, use an activation link provided by BJC/WU, set up the account in person during a visit to our facility. Now patients can set up a MyChart account whenever they like, using a new method that works with Experian Health to verify the identity of the person requesting the new account. Again, this is so that we protect the privacy of our patients.

### **Q: What age patient can use this self-sign up process?**

**A:** Anyone 18 and older. We are working on a process to include our adolescent patients and parents of our younger patients, but that is not available at this time due to the need to sign consent paperwork for the proxy access. Additionally, adolescents may not have information that Experian can access to verify identity.

### **Q: I am an established patient and set up my MyChart account but don't see any of my historical health information?**

**A:** This is because we couldn't find a perfect match among our existing patient records based on the information you provided during self-signup. In order to keep protected health information secure, a temporary new chart was created that has no information in it. Our Health Information Management Team will review the records and merge your new record with your existing record within a few days. After that, your historical information will appear.

### **Q: If patients 17 and younger can't use this self-sign up process, how do they get a MyChart account?**

**A:** There is a process in place for adolescents to set up a MyChart account and for parents of all pediatric patients to set up a proxy account. Those interested in these options should discuss with their provider or the office staff.

### **Q: What does it mean if I went through the process and wasn't able to set up a MyChart account online?**

**A:** Many people don't remember all the details needed to answer all the Experian questions—so not 'passing' the questions does not mean that there are any issues with your online identity or anything to worry about. We know that this process will not work for all people. If you don't 'pass' the process, you can set up a MyChart account by contacting your BJC or WU provider's office or through the MyChart help desk.

### **Q: Why did I see an inquiry on my credit report?**

**A:** Many healthcare systems use Experian Health to verify a patient's identity. This is necessary so that we make sure your private health information is not shared with anyone besides yourself. This type of inquiry is called a "soft inquiry." For example, the inquiry may find out the name of the company who holds your auto loan. You are then asked that question in the application in order to verify that it is really you opening a MyChart account. By doing this type of verification we make sure your health and other personal and financial information in the patient portal is protected.

### **Q: Will a soft inquiry affect my credit score?**

**A:** No. These inquiries do not impact credit scores in any way. In fact, only the consumer themselves can see the inquiry on the report. In addition, BJC Healthcare and Washington University Physicians do not see your credit score or the associated information. All we receive from Experian is that your identity has or has not been verified through their process.

**Q: Don't I have to authorize an inquiry into my credit?**

**A:** Since this doesn't look at your credit, but only obtains information that is used to make sure it's you creating this account, permission is not needed.

**Q: How does this type of inquiry differ from others made to my credit report?**

**A:** The "soft" inquiry that is used to verify your identity is different than a "hard" inquiry. Hard inquiries generally occur when a financial institution, such as a lender or a credit card issuer, checks your credit when making a lending decision. They commonly take place when you apply for a mortgage, loan or a credit card, and you typically have to authorize them.

**Q: How does this appear on a consumer credit profile?**

**A:** An inquiry is listed in the name of both Experian Health and the organization. Patients will see "Experian Health/BJC/WU".