Welcome to MyUPMC

The easy way to connect to your health care.

With a single login to **MyUPMC**, you have access to **UPMC HealthTrak** for medical records and doctor communication, **UPMC AnywhereCare** for round-the-clock online medical visits, UPMC Health Plan, bill paying, and more.
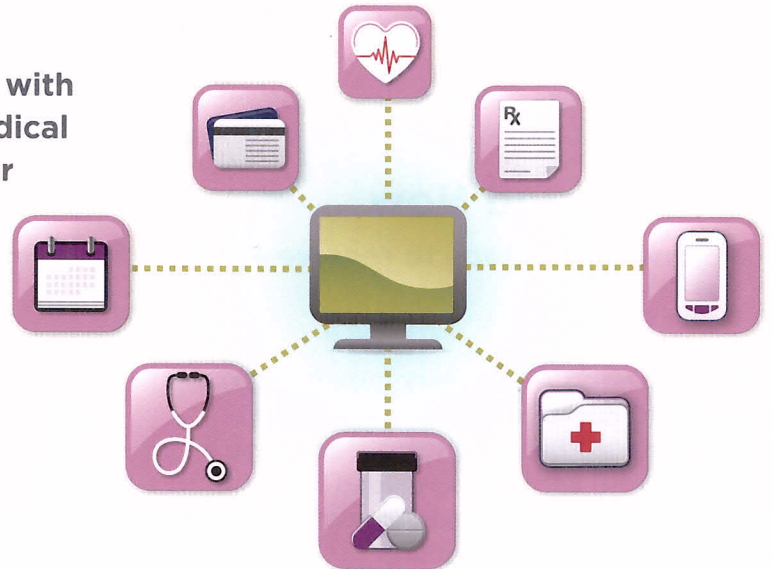
Here's a sample of what you can do on MyUPMC:

Manage your health online.

UPMC HealthTrak lets you communicate with your doctor's office and access your medical records anytime, anywhere, through your computer or tablet.

With UPMC HealthTrak, you can:

- Get advice securely from your UPMC doctor's office
- View your test results and medical history
- Renew prescriptions
- Request appointments
- Pay bills or ask billing questions
- Manage your family's health
- Track chronic conditions
- Go mobile with the UPMC HealthTrak app

Get fast, online medical treatment.

Feeling under the weather? Get fast, online medical treatment from wherever you are in Pennsylvania...with **UPMC AnywhereCare.**

With UPMC AnywhereCare, you can:

- Get 24/7 online medical care, 365 days a year — from wherever you are in Pennsylvania. Treatment for ages 3 and up.
- Receive a diagnosis and treatment for many common symptoms.
- Start feeling better fast!

UPMC AnywhereCare is an enhanced eVisit that was formerly part of UPMC HealthTrak.

Visit MyUPMC.com to learn more and sign up today!

MyUPMC Proxy

What is Proxy?

The **Proxy** feature from MyUPMC allows adult patients to give family members or other designated individuals access to their MyUPMC account, which includes UPMC HealthTrak features and UPMC AnywhereCare online visits. On the patient's behalf, the proxy can access most MyUPMC features. A proxy representative does not have to be a UPMC patient.

Pediatric Proxy is available for parents/legal guardians from the birth of their child until the child's 18th birthday. Pediatric proxy allows parents/legal guardians to request primary care doctor's appointments, communicate with their child's doctor, and view immunizations. It also allows them to conduct a UPMC AnywhereCare visit with their child, ages 3 to 18.

For details on the information a proxy can access, see the FAQs on **MyUPMC.com**.

Get Started Now

Follow these steps to receive Adult or Pediatric Proxy access.

Adult Proxy

1. Request an Adult Proxy form from your UPMC doctor's office or the patient's doctor's office, or if you already have a MyUPMC account, download the form under "Request Proxy Access" within the UPMC HealthTrak section.

2. Submit the signed form to the patient's doctor's office or mail/fax it to the address indicated on the first page of the form.

3. If you don't have a MyUPMC account, create an account by:

   - Requesting an activation code from your UPMC doctor's office or the patient's doctor's office

   - Or by signing up online at MyUPMC.com.
     (Note: The patient does not need to have a MyUPMC account to designate a proxy; however, the individual who is designated as a proxy must obtain their own MyUPMC account to access the proxy feature.)

4. Once your MyUPMC account is created, log in to access UPMC HealthTrak. Click "My Family's Records." You can now access the health information of the family member or other individual who gave you proxy access.

Pediatric Proxy

For MyUPMC Members

1. Complete the online Pediatric Proxy request form under "My Family's Records" within UPMC HealthTrak.
   (Note: this feature is only available for Pediatric Proxy requests.)

2. Once the request has been processed and approved, you will be granted Pediatric Proxy access.

For Non-MyUPMC Members

If you are not a MyUPMC member, you can still request Pediatric Proxy access. Simply request a Pediatric Proxy form from your doctor's office and follow Adult Proxy steps two through four to obtain Proxy access.

Note on Pediatric Proxy:

It takes one business day from the time the Pediatric Proxy request is received until the Proxy is able to conduct a UPMC AnywhereCare visit with the child. The one business day time frame is contingent upon all required documentation being valid.

To learn more about Proxy Access, see the FAQs on MyUPMC.com.