




Delivering exceptional care to you and your family is our #1 priority, which is why we want to make you aware of the changes made to My Premise Health accounts for adolescents.

Starting November 4, 2023, our members aged 12 through 17 will need parental/guardian permission to activate or reactivate their own My Premise Health (MPH) account. Parents/guardians can obtain an activation link by calling their health center or by going to “Contact Support” on their MPH portal.

The reason for this change is to comply with state and federal privacy laws which specify that parents/guardians must have an adolescent’s written consent to access their full medical records in their MPH portal. These laws are designed to support adolescents by:

-  Ensuring that those in crisis have a safe place to get help
-  Ensuring that those without adult support are protected
-  Encouraging them to provide a complete medical history

Adolescents who have concerns over how a parent/guardian may react to their behavior(s) may withhold critical and sometimes life-saving information, resulting in them not getting the medical help they may need. This update offers them the chance to speak honestly and independently with healthcare providers about any issues.

Note: Minors 12 years of age and under are not eligible for MPH accounts. Parents/guardians can request full proxy access for members in this age range at any time via their own MPH account.

An adolescent can choose between three levels of access permission for their parents/legal guardians:

Limited Proxy MPH Access

(Automatically granted by Premise Health)

- **A parent/legal guardian can see:**
 - > Appointment scheduling
 - > Messages between the parent and the provider
 - > Billing info

Full Proxy MPH Access

(Requires the adolescent’s written consent)

- **A parent/legal guardian can see:**
 - > Everything the adolescent can see; nothing is restricted
- An adolescent can request an electronic consent form when they call the health center, or they can sign the paper consent form in person.

No Proxy MPH Access

(A teen can choose to remove all MPH proxy access at age 13)

- **A parent/legal guardian can see:**
 - > No parts of the adolescent’s MPH account

Thank you for entrusting us with your family’s care, and for using My Premise Health. To learn more about minor health records, please visit members.premisehealth.com/minor-proxy.