



1upHealth

Digital Health Portal

April 8, 2020



Accessing 1upHealth

Google Chrome is the preferred search engine. Copy and paste the link into Chrome.

<https://massmutual.1up.health>

Major Participating Providers (as of 4/1/2020)

Doctor search also available

- Cedars-Sinai Health System (CA)
- UCLA Medical Center (CA)
- Stanford Health (CA)
- UCSF Health (CA)
- Weill Cornell Medicine (NY)
- NYU Langone (NY)
- Rush University Medical Center (IL)
- Northwestern Medicine (IL)
- Mayo Clinic (MN)
- Mount Sinai Medical Center (FL)
- Cleveland Clinic (OH)
- University of Pittsburgh Medical Center (PA)
- Penn Medicine (PA)
- Johns Hopkins Medicine (MD)
- Partners Healthcare (MA)
- Michigan Medicine (MI)
- CMS Medicare (Washington, DC)
- Duke University (NC)
- Vanderbilt Hospital (TN)

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STEP 1: Choosing Provider Networks

1upHealth

Connect your health system
Find and connect to your healthcare provider to access your medical information. 1upHealth will send the info to **MassMutual** for use in underwriting your application. This will be a one time transfer of your data.

Connect in less than 1 minute!

1. Click connect next to your provider
2. Enter credentials for your patient portal
3. Authorize a one time transfer of your data

[Click here for MassMutual's Privacy Policy.](#)

novant Search

CMS Medicare
Washington, DC

Novant Health Clemmons Medical Center
6915 Village Medical Cir Clemmons, NC 27012

Don't see your doctor, hospital, or clinic? Search with a more specific query.

Questions? Email support@1up.health

Use the link provided to access 1upHealth

You will then choose your healthcare provider

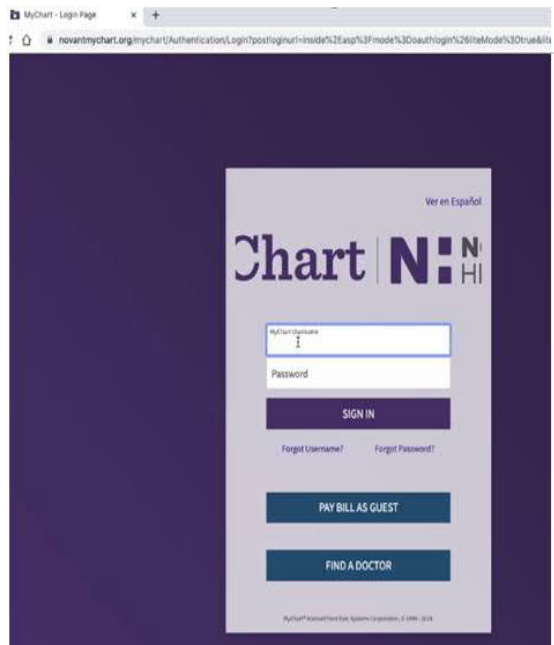
Once you've selected your healthcare provider, you will be brought to your provider's portal where you will log in with your portal credentials

Note: (if you cannot locate your provider, it means 1upHealth does not have access.)

Accessing 1upHealth

STEP 2: Entering Credentials and Authorizing Access

Log into your portal



novantmychart.org/mychart/Authentication/Login?postlogin=inside%2Easp%3Fmode%3Dcoauthlogin%26siteMode%3Dtrue&is

Ver en Español

Chart | NOVANT HEALTH

MyChart Username

Password

SIGN IN

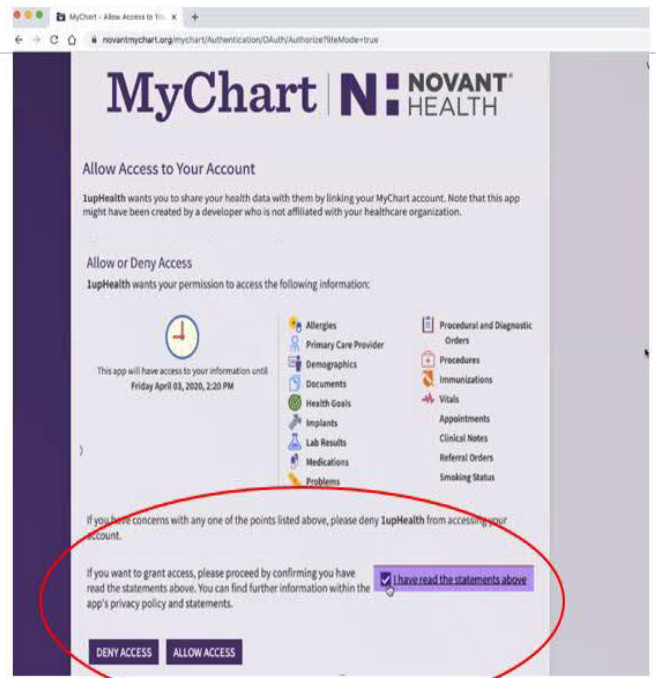
Forgot Username? Forgot Password?

PAY BILL AS GUEST

FIND A DOCTOR

MyChart Account Services System Organization, © 2008 - 2018

If prompted from your provider, authorize the access to your records



MyChart | NOVANT HEALTH

Allow Access to Your Account

1upHealth wants you to share your health data with them by linking your MyChart account. Note that this app might have been created by a developer who is not affiliated with your healthcare organization.

Allow or Deny Access

1upHealth wants your permission to access the following information:

This app will have access to your information until Friday April 03, 2020, 2:20 PM

- Allergies
- Primary Care Provider
- Demographics
- Documents
- Health Goals
- Implants
- Lab Results
- Medications
- Problems
- Procedural and Diagnostic Orders
- Procedures
- Immunizations
- Vitals
- Appointments
- Clinical Notes
- Referral Orders
- Smoking Status

If you have concerns with any one of the points listed above, please deny 1upHealth from accessing your account.

If you want to grant access, please proceed by confirming you have read the statements above. You can find further information within the app's privacy policy and statements.

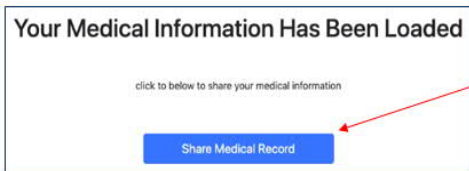
I have read the statements above

DENY ACCESS ALLOW ACCESS

Note: This is an example of a MyChart portal. Your view and experience might be different.

Accessing 1upHealth

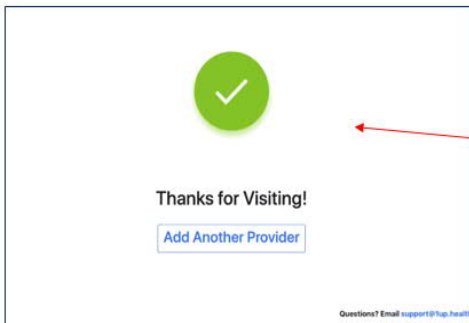
STEP 3: Authorizing Sharing of Records



Authorize the sharing of your records



You will see records loading for sharing



You will see completion of the records transfer and you can log out

Accessing 1upHealth

Who is 1upHealth? MassMutual has worked with 1upHealth to access medical records electronically from more than 300 health systems' patient portals. The 1upHealth portal allows you to search for your health network, input your user ID and password and authorize a one time transfer of any available health records to MassMutual. This process is secure and allows records to be sent quickly and seamlessly to MassMutual for use in considering your application for life insurance.

How will be information be protected? As with all non-public information obtained during the underwriting process, the information provided from 1upHealth will be stored on MassMutual's secure servers. As with any log in credentials, keep your information secure and do not share your log in ID or password.

Will I be charged for obtaining records? No, there is no charge to clients for this service.

What if I have questions while accessing my information? Email support@1up.health