goPHR

Collect. Store. Access.
A Personal Health Record for all.

Frequently asked questions about goPHR.

Overview

What is goPHR and why should I use it?

goPHR is a personal health record tool created by the State of Connecticut and powered by the Department of Social Services (DSS). It helps you keep track of your health information easily and securely, so you can access it whenever you want or need to. You can use it to answer questions you might have about your medicines or a recent lab result, and share information with your doctors. You can log in to goPHR from any computer, tablet or smartphone.

Who can use goPHR?

goPHR was specifically built for Connecticut residents who are Medicaid members. But really anyone receiving services from DSS can create an account.

Can I use goPHR if I'm not a Medicaid member?

Yes, but you must be a recipient of DSS services. Keep in mind, if you aren't a Medicaid member, your health records will not be automatically added to the system. So any records you want to include will have to be uploaded by you.

How to Access goPHR

How do I sign up for goPHR?

Getting started online with goPHR is simple, but you must have a working email address and access to the internet to begin.

1. Visit the goPHR website and click the "Enroll" button at the bottom of the page. https://phr.ct.gov/public/index.html#/home

2. Complete the online enrollment form, including your name, email address and social security number, then click the "Enroll" button again.

3. Check your email for a response from goPHR. It will contain a unique link and access code to activate your account.

4. Click the link in the email and use the code provided to finish signing up.

You will then be given a username and asked to create a password so that you can securely log in to goPHR whenever you want.

If you have a Transition Coordinator or Care Manager, they may be able to help you sign up or answer any questions you might have. You can also contact PHR.Helpdesk.DSS@ct.gov for help.

How do I sign in to goPHR?

To sign in, you will use the username given to you when you signed up and your current password.

1. Go to the goPHR website. https://phr.ct.gov/public/index.html#/home

2. Enter your username and password in to the fields provided.

3. Select the type of device you are using—choose "a public or shared device" if you are at a library, for example, or "a personal device" if you are using your phone—then click the "Login" button.

If you have forgotten your username or password, click the link below the "Login" button and follow the instructions. You can also contact PHR.Helpdesk.DSS@ct.gov for help.

Is there a cost for using goPHR?

No. goPHR is free to all Connecticut residents receiving services from DSS.

Can a child have a goPHR account? And will parents or legal guardians have access to it?

Yes, children can have a goPHR account. In addition, parents or guardians will have access to the account through a special account of their own. If you need this special account set up, please email PHR.Helpdesk.DSS@ct.gov for help.
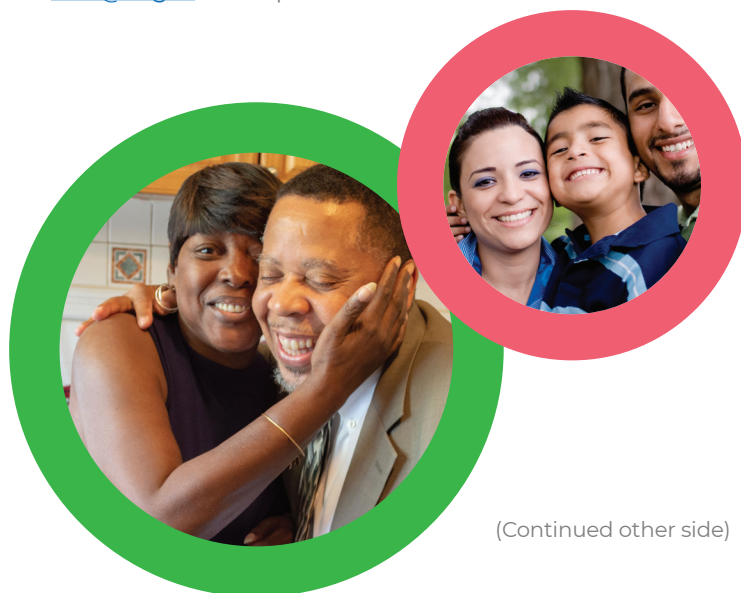
Frequently asked questions about goPHR.

Features of goPHR

What information will be included in goPHR?

When you log in to goPHR, you will find your health records that have been added to the PHR from data feeds coming from providers and billing systems and resources that will help you learn more about your health. For Medicaid members, these records are automatically collected from hospitals or doctors you've visited for care. The health records found on goPHR can include:

- Diagnoses
- Lab results
- Medication lists
- Immunization histories
- Care plans

You can also upload records to goPHR yourself.

How can I use this information?

By keeping all your important health information in one safe place, goPHR can help you learn more about your health and make better choices about your care. For example, if you have high cholesterol, you can review your lab results to see how your cholesterol levels have changed over time, then talk to your doctor about ways to manage your cholesterol.

What else can I do in goPHR?

In addition to reviewing your health records, goPHR allows you to:

- Share your health records easily with your doctors or specialists, using the Share My Records feature.

- Learn about any of your conditions or medications from the National Library of Medicine by searching for terms using the Library feature.

- Request a loved one be able to access your information, so that they can help you manage your care better.

Understanding the Difference Between goPHR and myAccount

Can I use my goPHR to submit a sign-up form for Medicaid eligibility?
No.

Can I use goPHR to submit my Medicaid redetermination form to DSS?
No.

Can I use goPHR to notify DSS if any of my personal information changes (ex. where I live, what my income is)?
No.

Confidentiality with goPHR

Who has access to my goPHR?

You are the only person who has access to your goPHR account. No one, not even your doctors or a member of your care team (if you have one) can log in and see your records. However, if you decide you want some help keeping track of your health care, you can ask DSS to give them access to your information. The person you pick will have their own username and password, and will be able to see all of your records. So it is important to think very carefully about if you want someone to help you, and who that person should be.

How does goPHR make sure that my information stays private?

The only person who can log in to your account is you or, if you have one, a person you've picked to help you manage your care. In addition, goPHR health records are stored in a secure database which has been certified through the internationally respected Common Criteria program. The database is encrypted using an advanced encryption standard which prevents data visibility in the event of unauthorized access or theft. Data being transmitted between computers is also encrypted to keep it from unauthorized eyes.

Getting Help

Where can I go for help using the goPHR tool?

If you have any questions about logging in to goPHR or finding information in the tool, you can click the pink question mark in the upper right corner.

Who should I contact if I have additional questions about my goPHR?

If you have any additional questions about goPHR, including how to use it, where certain records can be found or how to change personal information that isn't up to date (like an address), you should email PHR.Helpdesk.DSS@ct.gov

What do I do if I forget my password for goPHR?

If you forget your password, you can click on the "Forgot your username or password?" link found on the goPHR login screen. It is located under the green "Login" button. Next you will select "I forgot my password" and then be asked to enter your username. Click submit and follow the remaining directions to complete the process.

Another option for help with your password is to email PHR.Helpdesk.DSS@ct.gov

What do I do if some of my medical records seem to be missing from goPHR?

If you are a Medicaid member and believe some of your health records are missing, you should contact us by emailing PHR.Helpdesk.DSS@ct.gov

Please remember, if you are receiving DSS services but are not a Medicaid member, your health records are not automatically added to goPHR. This is something you do yourself. But, if something you have uploaded does not appear, you can get help by emailing PHR.Helpdesk.DSS@ct.gov

Can I cancel my goPHR? How?

Yes, you can cancel your goPHR account but you will need our assistance. To start the process please email your request to PHR.Helpdesk.DSS@ct.gov