My HealtheLife Portal FAQs

What is My HealtheLife Portal?

My HealtheLife Portal is an online portal where you can view some of your medical information and participate in video visits with your provider at Colonial Behavioral Health.

Why do I need an account?

An account provides a username and password to securely access your My HealtheLife Portal health record. This safeguard keeps your personal health information secure and prevents access by anyone except you.

My HealtheLife Portal secure?

Colonial behavioral Health takes great care to protect your health information. My HealtheLife Portal is completely confidential and meets all federal HIPAA guidelines designed to protect your private health information. To help protect your personal health information, do not share your username and password with anyone and be sure to log out after each visit.

Is there a fee to use My HealtheLife Portal?

No, **My HealtheLife Portal** is a FREE service offered to our individuals served at Colonial Behavioral Health.

Can I set up a My HealtheLife Portal account during my appointment?

Yes. Just ask Support Staff, before or after your appointment, to send you an invite for the **My HealtheLife Portal**.

What if I have requested/need an e-mail invitation to register but do not receive the invitation?

Please check the spam or junk mail folders in your email account. If you still cannot find the invitation, visit our [CBH website, Locations page](#) for a listing of agency locations and phone numbers. Please call to verify your email address and have the invitation resent to you if needed.

Why does my invitation link not work?

For your security, your invitation expires after 90 days. Visit our [CBH website, Locations page](#) for a listing of agency locations and phone numbers. Please call to have the email invitation re-sent to you.

What do I do if I forget my username or password?

Call Consumer Support for My HeatheLife Portal at **1-877-621-8014**, 24-hours a day, seven days a week.

Who do I contact for technical help with the My HeatheLife Portal?

Call Consumer Support at **1-877-621-8014**, 24-hours a day, seven days a week.

Can my spouse and I share one My HeatheLife Portal account?

No. Due to the sensitive nature of medical information, each adult must establish his or her own account in the My HeatheLife Portal.

Can an individual age 14 years or older create an My HeatheLife Portal account?

Yes. An individual age 14 years of age or older presenting as an adult can create a separate account. Please speak to your provider for more information and access to the portal.

Can I view the medical record of my child or a family member with My HeatheLife Portal?

Yes. Proxy access allows a patient's parent, guardian or designee to connect to the patient's health information. Forms to request proxy access are available through Support Services at our various locations. For a listing of CBH offices, click the **Patient Practice** link in the My HeatheLife Portal or visit our [CBH website, Locations page](#).

Can I update my account information in My HeatheLife Portal?

No. Please contact your health care provider with any concerns about the accuracy of your health information. For a listing of CBH offices, click the **Patient Practice** link in the My HeatheLife Portal or visit our [CBH website, Locations page](#).

If the health information in my account is not correct, what should I do?

Please contact your health care provider with any concerns about the accuracy of your health information. For a listing of CBH offices, click the **Patient Practice** link in the My HealtheLife Portal or visit our CBH website, Locations page.

Can I use My HealtheLife Portal to communicate an emergency or medical concern?

NO. If you are experiencing a medical emergency, call **9-1-1**. My HealtheLife Portal is not configured for messaging.