



# Reserve FTS Information Bulletin

## Change in Periodic Health Assessment (PHA) Policy & Process

A change to Coast Guard Periodic Health Assessment (PHA) policy contained in COMDTINST 6150.3A was announced through an ALCOAST Commandant Change Notice (ACN) message on February 28, 2018. The updated policy reflects adoption by the Coast Guard of the Department of Defense (DoD) all-services PHA, makes changes in the periods of eligibility to obtain PHAs and brings policy for PHA expiration into standardization with the other military services.

As a result, there have been some significant changes in the process by which reservists request and receive their PHAs. Attached to this FTS Information Bulletin are an updated PHA Job Aid and set of Frequently Asked Questions (FAQs). Both products were developed in conjunction with the Office of Health Services (CG-112) which is the program manager for all PHA related issues.

A Coast Guard All Hands Blog on this topic was released on March 5 and can be found at: <http://allhands.coastguard.dodlive.mil/2018/03/05/new-periodic-health-assessment-in-effect/>.

Clinics have been made aware of the changes included in the PHA Job Aid and are ready to support Reserve PHA requirements. Any difficulties in scheduling PHAs at any level should be communicated to your unit's regional Health Services Technician (HS) and/or the HSWL Service Center as soon as possible.

Questions on the RHRP program should be directed to CDR Shane Steiner in CG-1121. Questions on which HS is assigned to support your unit should be directed to HSC Athan Anderson.

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## **NEW! All-Services Electronic Periodic Health Assessment (PHA) Process**

The Coast Guard has transitioned to the All-Services PHA System to process all PHAs. Service Members are required to complete a PHA every 12 months.

The PHA is a three part assessment including a self-assessment, medical record review, and a face-to-face review with a certified PHA Health Care Provider.

The questions within the PHA ensure the maintenance of medical readiness by:

- Reviewing Service Members' physical and mental health
- Assisting health care providers in making readiness determinations
- Recommending present or future care

The PHA system may be accessed by a CAC or DOD ID and password created on registration. Users will be able to see any PHA they have created, both certified and uncertified, as well as Certification Metrics which shows the progress of certification on the User homepage.

*Note: The PHA system may be accessed from a non-DOD or Standard Workstation III by using your DOD ID number as your user name and the password used during the registration process. The member will be required to answer their "security question" as well as the CAPTCHA.*

To complete your PHA, you need to perform the following **steps**:

**Step 1. Enroll in the PHA system** (<https://data.nmcphc.med.navy.mil/pha/>).

- If you have previously enrolled, move to Step 2.
- Select "Register New Account" and follow the instructions.

**Step 2. Complete the PHA survey** (<https://data.nmcphc.med.navy.mil/pha/>).

- Access the site using your **Common Access Card (CAC)** or your **DoD 10-digit ID number** and the password you created during registration.
- If you are logging in from a non-CAC enabled computer, you can use your DOD ID and password. You will also need to answer your "Security Question" you set up during registration.
- Don't forget to have your **5 digit Unit Identification Code (UIC)** on hand. The UIC is the same as the unit OPFAC.
- Once completed, a customized education form is generated. You can save, print, or email this document for your personal use.



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**Step 3. If you are due for a Post Deployment Health Assessment complete your survey at:**  
(<https://data.nmcphc.med.navy.mil/EDHA/>)

- If you have not previously enrolled, select “Register New Deployer Account” and follow the instructions.
- If you do not remember your password, click the “Forgot Your Password” link and reset your password.

**Step 4. Check your Dental Status.** We suggest you have a current dental exam in combination with the PHA to remain medically ready. Your dental status can be viewed at CGBI, (<http://cgbi.osc.uscg.mil/2.0/personal.cfm>). If you are due for a dental exam or are Dental Class 4, contact your local dental provider and schedule an appointment.

**Step 5. Notify your health care representative.** After all steps are complete, contact your health care appointment desk or representative to tell them that your PHA survey has been submitted and is ready for review using one of the following steps.

**Service Members Attached to a CG Clinic.**

Schedule an appointment at your assigned Coast Guard Clinic for your PHA visit.

**Service Members Attached to a DOD Medical Treatment Facility.**

Schedule an appointment for your PHA at your local MTF.

**Service Members Utilizing RHRP (White-Space) Medical Care. (This includes all reservists)**

Contact your regional Health Services Technician (HS) and request a medical record review. Once the Reserve member contacts his/her regional HS, the HS will submit the proper documentation to the RHRP contractor. The RHRP contractor will then contact the Reserve member to schedule an appointment.



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## COMMONLY ASKED PHA QUESTIONS

**Q: What's different about the PHA survey?**

**A:** One major change to the PHA self-assessment is the addition of a Mental Health Assessment (MHA). This will also satisfy the requirement for deployment-related MHAs (DD FORM 2978) if completed in the appropriate timeframe (181 – 545 days and/or 546 – 910 days after returning from deployment). The other major change is that the service member survey is longer and more thorough.

**Q: Can I complete my PHA on my personal computer?**

**A:** Yes. The PHA system is accessible from any computer with internet access. If you do not have a CAC reader you will need to access the PHA website using your DOD ID number (found on the back of your CAC) as your user name, the password you used when creating your account, and your security question response. A CAC reader is not required.

**Q: Whom do I contact when I've completed my PHA survey?**

**A:** You'll contact the regional HS that is assigned to support your unit.

**Q: How do I contact my regional HS to let them know I've completed my PHA survey?**

**A:** A procedure for accomplishing this should be worked out between the clinic administrator of the supporting clinic where the HS works and your HS/Logistics Officer or Reserve Force Readiness Staff. This can be accomplished with a phone call or e-mail to the appropriate representative at the supporting clinic.

**Q: How far out can I complete my survey before contacting my HS? Does it reset?**

**A:** Once you complete your service member portion, it will remain valid for 90 days. If more than 90 days pass between completing your survey and the HS starting the record review, you will have to do a new survey. It is important to remember that the PHA is a screening tool used to evaluate the individual medical readiness of the service member by its components (self-reported health status, review of current medical conditions, recommendation for improvement of identified health conditions, and a behavioral health screen).

The time between completing the self-assessment and seeing a medical provider should be kept to a minimum to ensure current and accurate information is documented.

The PHA may be accomplished up to six months early to allow units to synchronize PHA completion prior to scheduled deployments.



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## **Q: What happens after I notify my regional HS?**

**A:** The HS will conduct the “Record Review” portion of the PHA. Once completed the HS will log onto the LHI portal to order your PHA and any other medical readiness items you are due for or will come due for in the next 12 months.

## **Q: How do I get my PHA appointment?**

**A:** After the HS has entered the required information/services required into the LHI portal, the RHRP contractor will contact you within one business day to schedule an appointment. This initial contact will be by phone if you have never used RHRP before.

If you’ve used RHRP before and given them your preferred contact method, they will try to contact you using that method (phone, email, or text). The contact will contain instructions to log on to the RHRP contractor’s website. You’ll set up your appointment using their automated system.

## **Q: What do I do if I notified my HS, but I never receive a call from a RHRP Contractor?**

**A:** Procedures for circumstances like this should be worked out between the regional HS and the unit’s HS/Logistics Officer as each facility may operate in a different manner.

Some suggestions may include contacting the responsible party (HS that entered information into the LHI portal) if you have not been contacted by RHRP in 7 business days to ensure the request was entered/processed correctly.

## **Q: Where do I find my unit’s Unit Identification Code (UIC)?**

**A:** Your Unit Identification Codes (also known as an Operating Facilities Code (OPFAC)) should be available from your administrative division or by using the search function in the “Units By OPFAC” cube in CGBI.

## **Q: If I completed my PHA between October 1, 2017 and March 1, 2018 do I need to complete a stand alone Mental Health Assessment (MHA)?**

**A:** Yes. The new PHA includes an MHA; however, if you completed the old PHA between October 1, 2017 and March 1, 2018 a stand alone MHA is required. Log in and complete the [online MHA](#) by selecting the “Report a New Standalone DMHA” option [***NOTE: the online MHA is a different system from the PHA***]. After you have completed your assessment, if you got the old PHA at a Coast Guard or DoD clinic, contact that clinic to schedule an MHA review before September 30, 2018. If you completed the old PHA through RHRP, contact HRP to request an MHA review before September 30. All subsequent PHAs will include an MHA as part of the PHA survey.



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**Q: Will RHRP also conduct other medical and readiness tests?**

**A:** Yes. The HS will order required Individual Medical Readiness (IMR) items through the LHI Portal (HIV blood draw/required vaccinations) so they can be administered during your PHA appointment.

**Q: Can I get a dental exam at the same time as my PHA?**

**A:** Members can continue to utilize their own dentist to fill out their DD 2813 Dental Examination Form, but a dental exam can be entered into the LHI portal to be booked through a RHRP contractor. The member would still have to follow RHRP's scheduling rules meaning they may not get a nearby dentist if there is not a contracted dentist available. Either way would fulfill the annual requirement.