



## PHA FREQUENTLY ASKED QUESTIONS

[What is the link to PHA?](#)

[What is my Username?](#)

[How do I login with my CAC?](#)

[Why does my CAC open another Member's information?](#)

[Can I access PHA in any Internet browser?](#)

[How do I unlock my account?](#)

[How do I contact the Help Desk?](#)

### Service Members:

[Is someone automatically notified when I finish the self-assessment portion of my PHA?](#)

[Will my PHA be reviewed immediately?](#)

[I'm in the Army or Air Force, do I need to complete my PHA within the Navy PHA website?](#)

### Health Care Personnel:

[How do I become a Record Reviewer, MHA Provider, or Health Care Provider?](#)

[Who can become a MHA Provider or Health Care Provider?](#)

[As a Provider, how do I export the PHA to ALTHA?](#)

[How do I code for the PHA?](#)

[Can I still sign off on a Service member's PHA even if they have referrals or other readiness items that need to be addressed first?](#)

[How can I make suggestions for changes to the PHA?](#)

[How do I review a PHA for an Army or Air Force Service member?](#)



## What is the link to PHA?

<https://data.nmcphc.med.navy.mil/pha/>

## What is my Username?

Your Username for PHA is your DoD ID which can be found on the back of your CAC.

All additionally granted access will be available under the same Username and will be visible under "Choose Your Role".

## How do I login with my CAC?

In order for your CAC to be registered with PHA, you must first login with your Username (DoD ID) and Password with your CAC in the computer.

If you have received a new CAC since you last logged into PHA, you must first disassociate your old CAC in order for the new CAC to be registered. Once you have logged in with your username (DoD ID) and password, click on "My Account" at the top right of the page. Click on "Disassociate CAC" and this will remove the old CAC from your account. Log out and log back in with your Username and Password and your CAC should automatically associate with your account.

## Why does my CAC open another Member's information?

The CAC in the system will associate with the account upon log on. DO NOT CHANGE ANY INFORMATION. Click "My Account" at the top right of the page. Click "Disassociate CAC." Your CAC will no longer be associated with the other Service member's account. Log out and log back in with your Username and password and your CAC will automatically associate with your account.

## Can I access PHA in any Internet browser?

PHA is best suited for Internet Explorer 9 or 11 or Google Chrome. The site is accessible using other internet browsers however some functionality may be limited.

## How do I unlock my account?

Click "Forgot Password" and follow the prompts. The site will allow you to reset your password and access the system.

If your account does not unlock through the prompts, please contact the PHA Help Desk.

## How do I contact the Help Desk?

Email us at [usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-phahelpdesk@mail.mil](mailto:usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-phahelpdesk@mail.mil)

Or call at 757 953 0737 DSN 312 377 0737



## Service Members:

### Is someone automatically notified when I finish the self-assessment portion of my PHA?

No automatic notification system is built into PHA. To make an appointment, call your local clinic to let them know you have completed your portion of the PHA.

### Will my PHA be reviewed immediately?

The timeliness of your PHA review depends on how quickly the Record Reviewer is notified, how many other PHAs are in the queue to be reviewed, etc. If you have a concern that may need immediate attention, contact the nearest medical facility or go to the emergency department for an evaluation.

### I'm in the Army or Air Force, do I need to complete my PHA within the Navy PHA website?

No, complete your PHA within the service specific readiness system (ASIMS for Air Force and MEDPROS for Army). If using a Navy facility to certify the PHA, notify the local Navy clinic to let them know you are done with the self-assessment portion of the PHA.

## Health Care Personnel:

### How do I become a Record Reviewer, MHA Provider, or Health Care Provider?

To request access to PHA as a Record Reviewer, MHA Provider, or Health Care Provider, first register on the PHA site as a user by clicking "Register New Account." Then, complete the training for each role you would like access to through Swank at <https://navy.swankhealth.com>

- Record Reviewer training course number: NMELTC-FY17-RRT
- MHA Provider training course number: NMETC-FY17-MHA  
Also, complete the required MHA training at <https://mhaquiz.dhhq.health.mil/>  
Clinical Psychologist or Licensed Clinical Social Worker are not required to complete the MHA training prior to requesting access.
- PHA Provider training course number: NMETC-FY17-PHA Training

Then, complete the OPNAV 5239/14 (SAAR) posted on the PHA login page. All SAAR forms should be signed by your Department Head. In block 11, indicate the requested role(s), your DOD ID, and training completion.

### Who can become a MHA Provider or Health Care Provider?

MHA Provider and HCP must be a Physician, Nurse Practitioner, Physician Assistant, Advanced Practice Nurse, Independent Duty Corpsman, Independent Duty Health Services Technician, Independent Duty Medical Technician, or Special Forces Medical Sergeant.



MHA Providers may also be Clinical Psychologist or Licensed Clinical Social Worker.

## As a Provider, how do I export the PHA to AHLTA?

Once the HCP has certified the PHA, a pop-up window will appear asking "How would you like to proceed?" The pop up window will give the option to copy and paste the information into AHLTA. To copy and paste, click "Copy/Paste to AHLTA." A pop up window will ask to give the webpage access to your Clipboard. Click "Allow access." A pop up window will show all of the information to copy. Click "Copy to clipboard." The information is now saved in your Clipboard and can be pasted into AHLTA.

## How do I code for the PHA?

Use the ICD-10 code DOD0225, CPT code of 96160 and then the E&M code of 99499, making sure you also make it a "non-count" by selecting "no" in the box next to "Meets Outpt visit criteria (workload)." You will still get credit despite selecting "no" here.

For medical departments still using ICD-9 codes, use V70.5\_2 for the Periodic Health Assessment.

## Can I still sign off on a Service member's PHA even if they have referrals or other readiness items that need to be addressed first?

Yes. Finishing the PHA will not negate a lack of medical readiness due to other unfinished issues. If the Service member has other delinquent readiness items or a medical condition that makes them non-deployable, their non-readiness due to these issues will be reflected appropriately despite the PHA being signed off as completed.

## How can I make suggestions for changes to the PHA?

The PHA is a DoD form and, therefore, would require all services to agree to any changes prior to submitting a change request. However, suggestions can still be emailed to [usn.ncr.bumedfchva.mbx.bumed-medical-readiness@mail.mil](mailto:usn.ncr.bumedfchva.mbx.bumed-medical-readiness@mail.mil) and reference PHA Suggestions in the subject line. For questions about site access or functionality, contact the PHA help desk.

## How do I review a PHA for an Army or Air Force Service member?

The Army and Air Force Service members will complete the PHA through their service specific readiness system. PHAs for Army Service members must be completed at an Army facility. PHAs for Air Force Service members be reviewed using the same process as for Sailors and Marines. To search for completed Air Force PHAs, enter the DoD ID or SSN in the search box and check "Search for Records in other Service Systems (May increase search time)" before clicking "Search." Upon certification, the PHA completion will be immediately visible to the Air Force.