



**Defense Centers for Public Health – Portsmouth**

## **EHA Frequently Asked Questions**

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#### Login Questions

- How do I associate my CAC with my account?
- Can I have more than one role registered to my CAC?
- Can I use my Username and Password to complete a survey?
- How often can I request a CAC Exemption?
- Can I access my provider account with a CAC Exemption login?
- What is my Username?
- Which CAC certificate should I click to access the site?
- How do I reset my security questions?
- What are the password requirements?
- What should I do if my CAC opens another member's information?
- Can I access EHA in any Internet browser?
- How do I contact the Help Desk?

#### Completing an Assessment

- What are the timeframes for the EDHA assessments?
- Will my assessment be reviewed immediately?
- Is someone automatically notified when I finish the self-assessment portion of my assessment?
- 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, Health Care Provider, Local Administrator, or Provider Screener?
- Who can become a MHA Provider or Health Care Provider?

How do I export the PHA to ALTHA?

How do I code for the PHA?

How can I make suggestions for changes to the EHA assessments?

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

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?

If I am a Provider or Local Administrator, can I use the same Username if I personally want to do a survey for my deployment?

As a Local Administrator, can I grant Provider access to all my Providers, IDCs, or IDMT?

As a Local Administrator, can I "Generate Survey Status Report" on numerous SSNs?

As a Provider or Provider Screener, can I see a list of SSNs to review?

Is there a role available to print surveys without being a Provider?

Can the site be accessed with limited or no internet connectivity to complete surveys and MHAs?

## Login Questions

### How do I associate my CAC with my account?

Click "Associate CAC with Account." Ensure your CAC is in the computer. Do not attempt to register another Service member's CAC to your account. Enter your Username and password and click "Login." All roles will now be associated with your CAC.

### Can I have more than one role registered to my CAC?

Yes, once each account is associated with the CAC you can select the specific role upon login and switch at any time by clicking "Choose Site and Role" on the top tool bar.

### Can I use my Username and Password to complete a survey?

You may request an exemption with your Username and password by clicking on "Request Temporary CAC Exemption." This exemption will only allow access to user accounts. CAC Exemptions will not allow access to any provider accounts. CAC Exemptions expire after 72 hours.

### How often can I request a CAC Exemption?

CAC Exemptions can be requested once per month. If further CAC Exemptions are required. Please contact the EHA Help Desk.

## **Can I access my provider account with a CAC Exemption login?**

No. CAC Exemptions only open user accounts. All other accounts must be accessed through CAC logon.

## **What is my Username?**

Your Username for user roles is your DoD ID.

## **Which CAC certificate should I click to access the site?**

Choose the PIV authentication.

## **How do I reset my security questions?**

Security questions are case sensitive and cannot contain spaces. If you are sure of your answer, try again ensuring to remove any spaces and use the same case you originally submitted. If you are still having trouble with your security question, please contact the EHA Help Desk.

## **What are the password requirements?**

All passwords must be 15 characters and include two uppercase, two lowercase, two numbers, and two special characters (!,@,#,\$, etc.). Spaces are not allowed in passwords. You may not use your first name, last name, or DODID within the password.

## **What should I do if my CAC opens another member's information?**

If your CAC opens another Service member's account. DO NOT CHANGE ANY INFORMATION. Do not create an assessment under another member's account. 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 click "Associate CAC with Account." For any other help, contact the EHA Help Desk.

## **Can I access EHA in any Internet browser?**

EHA is best suited for Microsoft Edge or Google Chrome. The site is accessible using other internet browsers, but functionality will be limited.

## **How do I contact the Help Desk?**

For PHA questions email us at [usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-pha1@health.mil](mailto:usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-pha1@health.mil)

For EDHA questions email us at [usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-edha@health.mil](mailto:usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-edha@health.mil)

Or call at 757 953 0737 or 757 900 9050 DSN 312 377 0737

## Completing an Assessment

### What are the timeframes for the EDHA assessments?

#### DD 2795 Pre-Deployment Survey

- to be completed no earlier than 120 days prior to start of deployment

#### DD 2796 Post Deployment

- to be completed between 30 days before and 30 days after return from deployment

#### DD 2900 Post Deployment Reassessment - PDHRA

- to be completed between 90-180 days after returning from deployment

#### DD 2978 Deployed Mental Health Assessment - DMHA

- two surveys to be completed between 181-545 days and 546-910 days after returning from deployment

### Will my assessment be reviewed immediately?

Upon completion of your assessment, contact your local clinic to set up an appointment to have the assessment certified. There is no automated Provider notification in EHA.

The timeliness of your certification depends on how quickly the clinic is notified, how many other EHAs are in the queue to be reviewed, appointment availability, 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.

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

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

### 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. They will be able to access to your PHA created in Air Force and Army systems.

## Health Care Personnel

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

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 JKO.

- Record Reviewer training course number: DHA-US066
- Mental Health Assessment Provider training course number: DHA\_US332
- Provider training course number: DHA-US066
- Providers are also required to complete the [MHA training](https://jkodirect.jten.mil/) at <https://jkodirect.jten.mil/> course number US332. Clinical Psychologist or Licensed Clinical Social Worker are not required to complete the MHA training prior to requesting access.

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.

To request access to EDHA as a Local Administrator, Provider, or Provider Screener, complete the OPNAV 5239/14 (SAAR) posted on the EDHA login page.

- Providers and Local Administrator’s SAAR forms should be signed by their Department Head or someone with By direction authority.
- Provider Screener’s SAAR form can only be approved by your CO or XO.

### 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.

### How do I export the PHA to ALHTA?

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 D0D0225, 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 Output 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.

### **How can I make suggestions for changes to the EHA assessments?**

EHA assessments are 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 EHA Suggestions in the subject line. For questions about site access or functionality, contact the EHA Help Desk.

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

PHAs for Service members from the Army and Air Force can be reviewed using the same process as for Sailors and Marines. The Army and Air Force Service members will complete the PHA through their service specific readiness system and then notify your clinic or department when the self-assessment is completed and ready for the record review. When searching for a Service member in another branch, click “Search for Records in other Service Systems (May increase search time).” If you know the Service member’s branch, you can select “Air Force Only” or “Army Only” to reduce search times.

### **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.

### **If I am a Provider or Local Administrator, can I use the same Username if I personally want to do a survey for my deployment?**

No. When accessing the site to complete your own survey, you will select your “Deployer” role after logging on with your CAC or register your CAC with your deployer role by clicking “Register CAC with Account/Forgot Password.”

### **As a Local Administrator, can I grant Provider access to all my Providers, IDCs, or IDMT?**

No, Local Administrators cannot issue Provider accounts nor reset their passwords. In order to request provider accounts, please contact the EDHA Help Desk.

### **As a Local Administrator, can I “Generate Survey Status Report” on numerous SSNs?**

Yes. Save the list of SSN in Notepad. After you click “Reports,” click “Assessment Status Report.” Click in the field “Files to Import” and locate the Notepad file that contains the list of SSNs and click “Open.” Then, click “Build Report Table” or “Download Report.”

### **As a Provider or Provider Screener, can I see a list of SSNs to review?**

Yes. Save the list of SSN in Notepad. Click “Import SSN List” on the side panel and locate the Notepad file that contains the list of SSNs. Click “Import.” The SSNs will now be included in the “SSN List:” Scroll through Deployers by clicking “Previous Deployer” or “Next Deployer.” When finished, click “I’m done with this individual.”

### **Is there a role available to print surveys without being a Provider?**

Provider Screener access will allow you to print and view surveys in read only. You will not be able to make any changes or certify the surveys. Because of HIPAA and Privacy Act policies, only the Commanding Officer (CO) or Executive Officer (XO) can approve Provider Screener requests by completing the Supervisor’s section (blocks 15-16b) on the SAAR Request Form (OPNAV 5239/14) located at: <https://index.nmcphc.med.navy.mil/EDHA/Index.aspx>

### **Can the site be accessed with limited or no internet connectivity to complete surveys and MHAs?**

NMCPHC has a standalone version of EDHA available which is similar to the internet version where Sailors and Marines can complete any of the surveys. They will then be imported to the internet version by the Local Administrator. For more information, email the EDHA Help Desk.

**EHA Help Desk:**

[usn.hampton-roads.navmcpubhlthcenpors.list.nmcpheha1@health.mil](mailto:usn.hampton-roads.navmcpubhlthcenpors.list.nmcpheha1@health.mil)

Phone number 757 900 9050

DSN 312 377 0737