# Contents

How to Complete an e-PHA

A brief synopsis: the online PHA has been divided into three parts

 1) the service member's portion

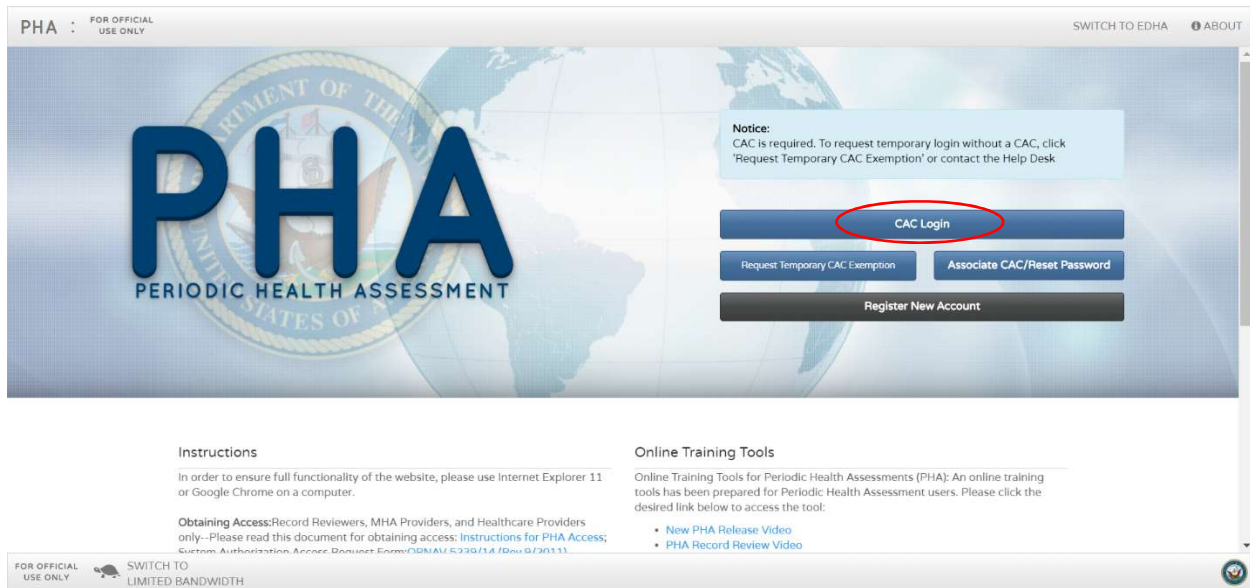 2) the Corpsman's review

 3) the provider's final review

*All three portions **must** be signed off in order for your e-PHA to be considered complete*

Please follow the below steps if you have any questions please contact the medical department at **CNRFC_N14_MEDICAL@NAVY.MIL**
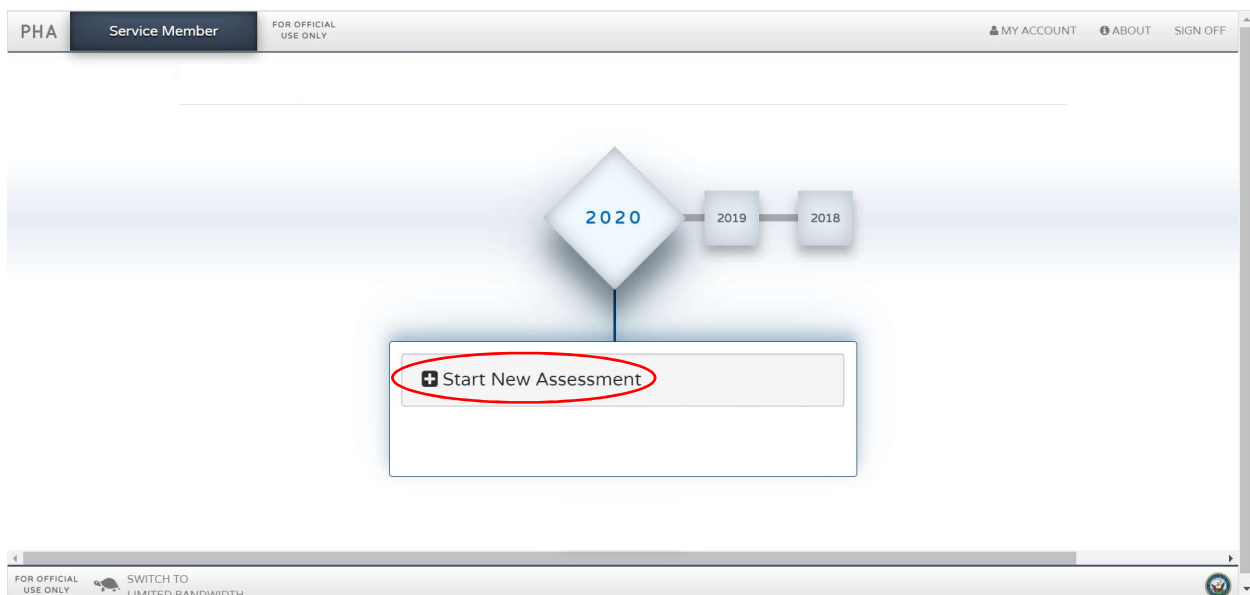
1) Log on to **https://data.nmcphc.med.navy.mil/PHA/index.aspx** and click **Ok**
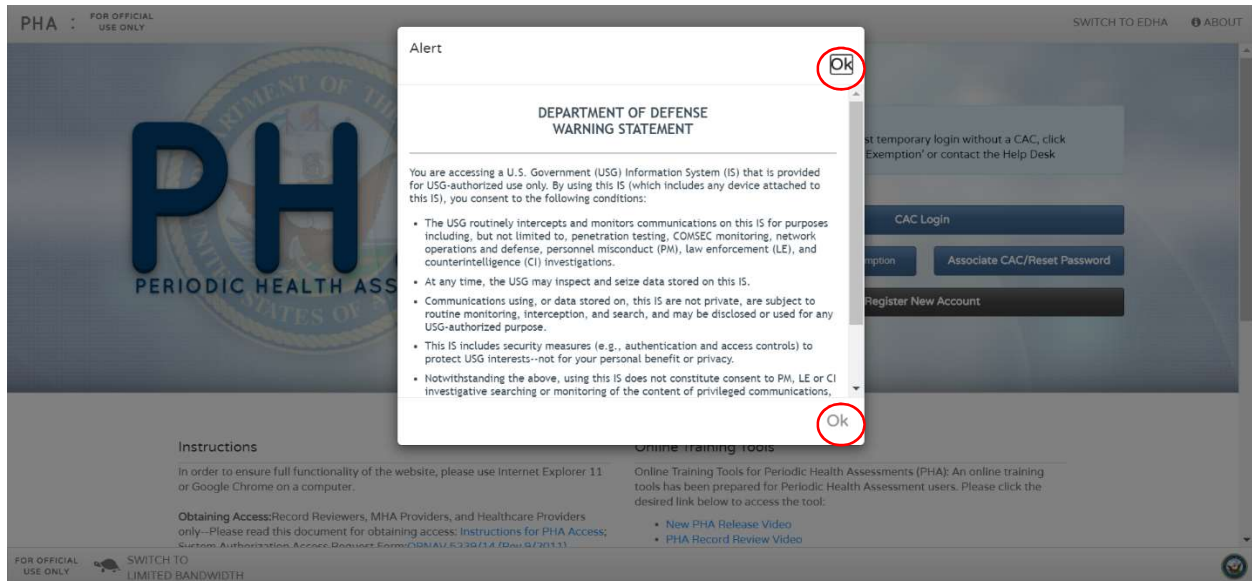
2) Click **CAC Login**

3) Once logged in, click **Start New Assessment**

4) Complete the questionnaire and submit your results. (ALL PERSONNELL SHALL use the UIC 2525M) ***NOTE. If you do not SUBMIT, it will be considered "incomplete" and will not be available for review***

Notification/Completion via NOSC

5) Locate local NOSC to schedule your "face-to-face" (F2F) or Telephonic e-PHA assessment with a military provider with access to complete e-PHAs.

6) After scheduling your face-to-face PHA, send an email to **CNRFC_N14_MEDICAL@NAVY.MIL** the SSOP Medical Department. **The PHA website does not notify the Program Office nor is your questionnaire added to a queue upon completion of your questionnaire. If you do not notify the Program Office, your e-PHA will remain incomplete.** Therefore, be sure to include your last name, completion of your ePHA, date of appointment, the location of your Health Record, and lastly leave a recall number or the SSO Medical Department will not review it and you will not be able to be seen by a provider. If you do not have an appointment scheduled, please be sure to state that in your email.

> Example:
> "This is ENS Last Name; I have completed my PHA online. I have scheduled my appointment with NOSC _____ on 01 Jan 2020. My health record is located at NOSC ____. I can be reached at 856-xxx-xxxx"

7) Submit an IDT Request via EDM on NSIPS prior to your appointment to ensure you are on orders and can be seen.

> *If you have any questions in regards to IDT requests, please reach out to your OIC since the Medical department **does not** handle IDT requests or orders. If you are unsure as to whom your OIC is, please visit the CDRE's home page (link below) and click on "OIC/Member Locator". Once you find your name you will need to scroll up until you see "OIC" in the box that normally shows "Member".*
> *CDRE's Homepage (CAC required):*
> *https://private.navyreserve.navy.mil/coi/StrategicSealiftOfficerForce/Pages/default.aspx*

8) Follow up with a phone call to the NOSC Medical department who will be completing your PHA to finalize F2F or telephonic appointment details.

9) After your F2F or telephonic appointment, e-mail SSOP Medical Dept to inform them of your completed ePHA.

Notification/Completion via Program Office

6) After completion of your e-PHA questionnaire, upload a completed IMR Service Request Form (which can be found on the N14 Medical Dept Homepage under Medical Templates/Forms section) to the Medical Dept Dropbox under the IMR Service Requests section. Please ensure that you include the template verbiage located below under the Member's Comments section. **The PHA website does not notify the Program Office nor is your questionnaire added to a queue upon completion of your questionnaire. If you do not notify the Program Office, your e-PHA will remain incomplete. *If you have any other IMR requirements that you would like assistance with, you may also check off the necessary IMR requirements on the same form.***

> Example:
> "I have completed my PHA online. I respectfully request an appointment through the Program Office. My health record is located at NOSC ____. Attached is the IMR Service Request Form."

7) When we have received your request and request form, we will review your e-PHA, submit your request to LHI, and mark your dropbox submission as Approved. Once LHI has received your request, they will contact you from either a 1-877 number or a private number to schedule the appointment with you.

8) Once you have scheduled your appointment with LHI, submit an IDT Request via EDM on NSIPS prior to your appointment to ensure you are on orders and can be seen. Please be sure to use your OIC as the POC on your IDT request.

> *If you have any questions in regards to IDT requests, please reach out to your OIC since the Medical department **does not** handle IDT requests or orders. If you are unsure as to whom your OIC is, please visit the CDRE's home page (link below) and click on "OIC/Member Locator". Once you find your name you will need to scroll up until you see "OIC" in the box that normally shows "Member".*
> *CDRE's Homepage (CAC required):*
> *https://private.navyreserve.navy.mil/coi/StrategicSealiftOfficerForce/Pages/default.aspx*

9) After your F2F or telephonic appointment, e-mail SSOP Medical Dept to inform them of your completed ePHA. You may also include any comments or suggestions in relation to the process and suggestions for improvement (if any).

FAQ's

-Can I check the status of my e-PHA?

You can check the status of the e-PHA by logging back on to the e-PHA website. Once you have logged in, you will see 4 circles next to your assessment
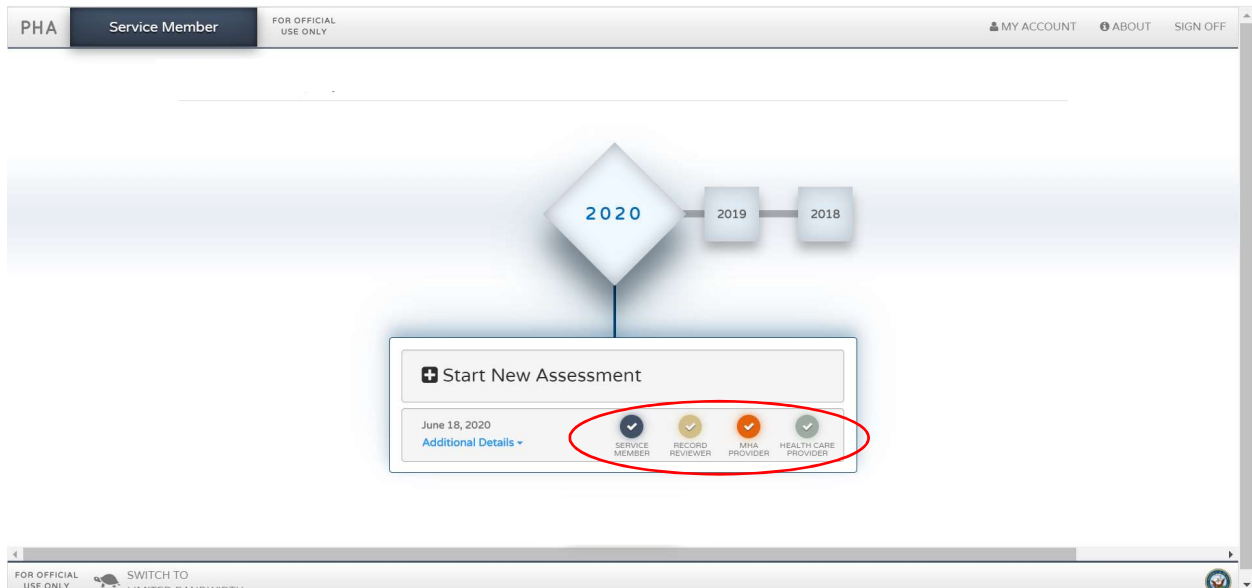
The Service Member check mark will appear once you have completed your portion. The Record Reviewer check mark will appear once N14 Medical has completed our portion upon notification via email. If there are any Mental Health concerns, you will need to schedule a Mental Health appointment to have the MHA Provider check mark show as completed. If you do not have any Mental Health concerns, then the provider will sign off on both the MHA Provider and Health Care Provider sections. Once all four have been checked off, you will then be considered complete. After 3 business days, if the N14 Medical Dept has not completed the Record Reviewer portion, please inquire via email. If the Provider sections have not been completed within 1 Week of your appointment, please contact that department. Once all have been checked off, please allow an additional 1-2 weeks to reflect in your IMR. If it does not automatically reflect after 2-3 weeks, please email the N14 Medical Dept for a manual update to your IMR.

-*What do I do if it is my first time completing the e-PHA?*

If it is your first time logging in, complete the online registration by clicking **Register New Account**. (ALL PERSONNELL SHALL use the UIC 2525M)
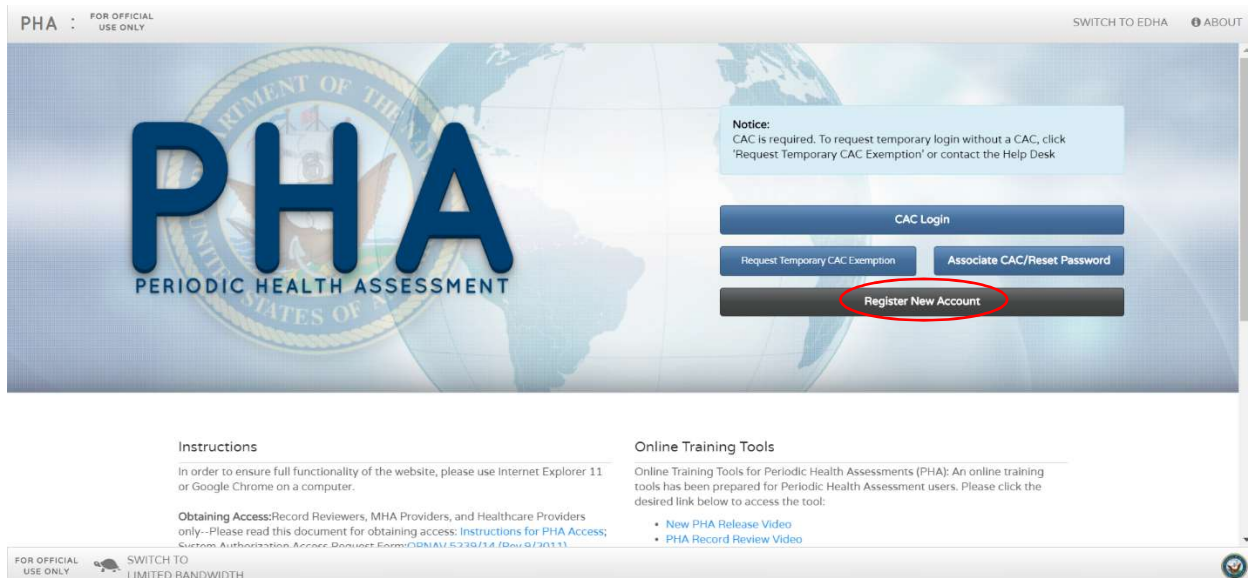
Once you have received your CAC, click **Associate CAC/ Reset Password** to link to your email.

-*What if I cannot remember my security questions or my account is locked?*

Please reach out to the e-PHA helpdesk at **(757)953-0737** or email the helpdesk at
USN.HAMPTON-ROADS.NAVMCPUBHLTHCENPORS.LIST.NMCPHC-PHA1@MAIL.MIL

-*What do I do if I do not have a CAC Card?*

If a pop up to select your certificate shows up, click **Cancel.**

Click on **CAC Exemption Login** and sign in with your Username and Password. If this popup
does not show up, click on **Request Temporary CAC Exemption** and follow the same steps.
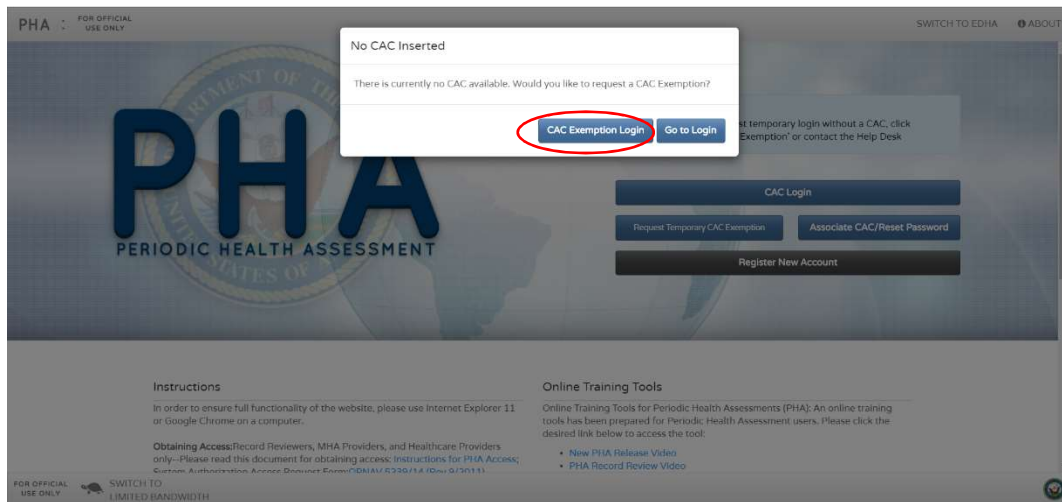
-*How do I find my closest NOSC?*

You can use the My Navy Reserve Homeport Page at https://www.mynrh.navy.mil/ if you have
any difficulties in locating a local NOSC. Once you have logged on to MyNRH, you can click on
Commands, hover over **Regions**, hover over the RCC closest to you, and select a NOSC. On the NOSC's

homepage, you can find contact info and drill weekend schedule.

```
                    ┌─────────────────────┐
                    │  Complete e-PHA      │
                    │  Questionnaire       │
                    └─────────────────────┘
            │                                        │
        Via NOSC                         Via Program Office/LHI
            │                                        │
┌─────────────────────┐              ┌─────────────────────┐
│  Schedule appointment│              │  Submit IMR Service  │
│  with NOSC           │              │  Request Form via    │
│                      │              │  IMR Service Request │
│                      │              │  Section of Dropbox  │
└─────────────────────┘              └─────────────────────┘
            │                                        │
┌─────────────────────┐              ┌─────────────────────┐
│  Contact Program     │              │  Wait for phone call │
│  Office to review e- │              │  from LHI to schedule│
│  PHA                 │              │  appointment         │
└─────────────────────┘              └─────────────────────┘
            │                                        │
┌─────────────────────┐              ┌─────────────────────┐
│  Schedule IDT via    │              │  Schedule IDT via    │
│  NSIPS               │              │  NSIPS               │
└─────────────────────┘              └─────────────────────┘
            │                                        │
┌─────────────────────┐              ┌─────────────────────┐
│  Email Program Office│              │  Email Program Office│
│  after appointment   │              │  after appointment   │
│  with/at NOSC        │              │  with any            │
│                      │              │  comments/suggestions│
└─────────────────────┘              └─────────────────────┘
```