

Army Periodic Health Assessment (PHA)

It is the responsibility of each Soldier to maintain his/her individual medical and dental readiness requirements, and report health issues that may affect their readiness to deploy or be retained to continue serving.

Soldiers requesting transfer from the IRR to the Selected Reserve (TPU, AGR, or IMA), must have a current DoD PHA and must have their medical conditions adjudicated (medically cleared) by the HRC Command Surgeon Office **PRIOR** to transfer.

Requesting a PHA (IRR/IMA/TPU/AGR Soldiers Not Serviced by an MTF)

To schedule your annual DoD PHA, you must register with the LHI.care website at <https://www.lhi.care/start>

(<https://www.lhi.care/start>) if not already registered. Once registration is complete you will need to complete the online PHA assessment (part 1) in the LHI.care portal (NOT in AKO). Give LHI 3 business days once the online PHA Assessment has been completed before calling LHI.

The LHI.Care portal allows Soldiers the opportunity to schedule appointments and receive notifications via text messages. Appointment will be scheduled within 50 miles of a Soldier's residence.

If you attempt to register via LHI.Care you will most likely receive a registration error. Call the LHI Call Center at 1-877-437-6313 or 1-888-901-6896 for voucher creation and assistance. Inform the LHI customer service representative that you are an Individual Ready Reserve (IRR) Soldier.

NOTE: The HRC Command Surgeon's Office can NO LONGER assist with requesting routine medical services. LHI is responsible for fully assisting IRR Soldiers.

If you are still having voucher and registration concerns, email the HRC Command Surgeon Office at usarmy.knox.hrc.mbx.sg-admin@mail.mil (mailto:usarmy.knox.hrc.mbx.sg-admin@mail.mil). Provide the following information to the HRC Command Surgeon Office: LHI representative you spoke with and the date and time you spoke with them.

Processing Timelines

Allow 10 business days for complete processing of the PHA and updating of all applicable databases.

On occasion, a Soldier's PHA will be referred to our office for review and profiling purposes. Allow for an additional 20 business days for processing by this office. (Timeframe will increase if additional information is needed from the Soldier.)

Dental Exam (Annual)

To schedule your annual dental exams, follow the instructions for the PHA and schedule through LHI. You can also have your personal dentist complete the Dental Examination Form (DD Form 2813)

(<https://www.hrc.army.mil/asset/22039>) and submit to LHI through LHI.care for the dental record update.

Requesting a PHA (Soldiers Serviced by an MTF)

To schedule your annual DoD PHA, you must complete your online PHA assessment (part 1) by going through AKO at

[https://www.us.army.mil/local/acceptance.html?u=https%3a%2f%2fwww.us.army.mil%2f\(https://www.us.army.mil/local/acceptance.html?u=https%3a%2f%2fwww.us.army.mil%2f\)](https://www.us.army.mil/local/acceptance.html?u=https%3a%2f%2fwww.us.army.mil%2f(https://www.us.army.mil/local/acceptance.html?u=https%3a%2f%2fwww.us.army.mil%2f)).

Once you are in AKO, select the MY MEDICAL STATUS tile. That will route you to the Medical Readiness Portal. In the middle of that screen, in the Self-Service area, select the Periodical Health Assessment. This will then take you to MEDPROS. It will automatically open the PHA tab and this is where you will be able to "Start A New Form" which is your part 1. When it's complete, your provider at the MTF will be able to see it and you will be able to phone your local MTF to schedule and complete your part 2.

If you have system challenges with AKO, reach out to the AESD helpdesk at 1-866-335-ARMY (2769) or army.esd-w.support@mail.mil (mailto:army.esd-w.support@mail.mil).

Additional questions should be posed to your S1/G1 office.

OCONUS PHA Requests

Soldiers that are in OCONUS locations can receive this service through Regional Health Command Europe Virtual Health located at the Landstuhl Regional Medical Center, Landstuhl, Germany. Their website is <https://rhce.amedd.army.mil/landstuhl/Services/virtualhealth.html>

(<https://rhce.amedd.army.mil/landstuhl/Services/virtualhealth.html>).

Services Provided by Army TeleHealth Office include:

PHA's

PDHA's

Profile updates

MEDPROS updates

NOTE: This office does not see Individual Ready Reserve (IRR) Service Members that do not have a C or cannot complete their PHA through the LHI Website.

The process for a virtual or face-to-face PHA appointment is:

1. The individual must first complete part one, the PHA questionnaire, on AKO or LHI.Care (if individuals are AGR not being seen at an MTF, TPU, IRR or IMA).
2. The individual must insure that they are green in MEDPROS (hearing, vision, immunization's, dental and HIV) prior to their appointment. We cannot update the PHA status if they are red in any area of MEDPROS.
3. Call DSN 314 590-4600 to set up a date for PHA call in or VTC appointment. Additional in-home instructions can be found at <https://rhce.amedd.army.mil/landstuhl/Services/virtualhealth.html> (<https://rhce.amedd.army.mil/landstuhl/Services/virtualhealth.html>).
4. The day of their appointment the individual will need to call VIPRR and complete their part two of the PHA. For questions, call DSN 314-590-4600 or CIV 49-6371-9464-4600 or email at

usarmy.landstuhl.medcom-rhc-e.mbx.lrmc-telehealth-appointments@mail.mil
(<mailto:usarmy.landstuhl.medcom-rhc-e.mbx.lrmc-telehealth-appointments@mail.mil>).

Updating Medical Records (Care Outside LHI)

Soldiers who receive care outside of LHI can update their medical records by visiting

<https://www.logisticshealth.com/historicalupdates>
(<https://www.logisticshealth.com/historicalupdates>).

Soldiers will be prompted to check a few items that apply to them and will be informed of the approved documentation that will be accepted to initiate the update. The Soldiers information will be provided at the bottom of the webpage prior to submission.

Allow 14 days for records to be updated.