

PRIVACY IMPACT ASSESSMENT (PIA)

PRESCRIBING AUTHORITY: DoD Instruction 5400.16, "DoD Privacy Impact Assessment (PIA) Guidance". Complete this form for Department of Defense (DoD) information systems or electronic collections of information (referred to as an "electronic collection" for the purpose of this form) that collect, maintain, use, and/or disseminate personally identifiable information (PII) about members of the public, Federal employees, contractors, or foreign nationals employed at U.S. military facilities internationally. In the case where no PII is collected, the PIA will serve as a conclusive determination that privacy requirements do not apply to system.

1. DOD INFORMATION SYSTEM/ELECTRONIC COLLECTION NAME:

DHA Appointing Portal

2. DOD COMPONENT NAME:

Defense Health Agency

3. PIA APPROVAL DATE:

11/30/2021

SECTION 1: PII DESCRIPTION SUMMARY (FOR PUBLIC RELEASE)

a. The PII is: (Check one. Note: Federal contractors, military family members, and foreign nationals are included in general public.)

From members of the general public

From Federal employees

from both members of the general public and Federal employees

Not Collected (if checked proceed to Section 4)

b. The PII is in a: (Check one.)

New DoD Information System

New Electronic Collection

Existing DoD Information System

Existing Electronic Collection

Significantly Modified DoD Information System

c. Describe the purpose of this DoD information system or electronic collection and describe the types of personal information about individuals collected in the system.

The DHA Appointing Portal is a locally developed web application system used to automate vaccine availability and appointment scheduling. It is an enterprise-wide system currently hosted at Madigan Army Medical Center and accessible through a Defense Health Agency (DHA) website. This application has a calendar tool which allows the DoD healthcare beneficiaries to select allocated time slots for vaccinations and indicate if the appointment is for their first, subsequent, or additional vaccination(s). If individuals do not have access to a computer, they can call the medical treatment facility directly and the telephone interviewer will enter the required appointment information in DHA Appointing Portal web application. This DHA Appointing Portal web application system is not tied to a DoD medical appointing system or an individual's electronic health record. The Personal Identifiable Information (PII) collected in this tool includes demographic data; medical information including Protected Health Information (PHI); contact information; personnel information; and employment information. The categories of individuals, including Military Members, retirees, civilian employees (includes non-appropriated fund) and contractor employees of the DoD and all of the Uniformed Services; U.S. Service Academy students; Non-DoD Civilian employee; DoD Outside of the Continental United States (OCONUS) Hires, with records in this system are DoD health care beneficiaries to include military members, retirees, and eligible family members as well as other categories of individuals eligible to receive medical care at DoD medical treatment facilities.

d. Why is the PII collected and/or what is the intended use of the PII? (e.g., verification, identification, authentication, data matching, mission-related use, administrative use)

The PII is collected to match individuals with their appointment records in this tool to receive vaccinations.

e. Do individuals have the opportunity to object to the collection of their PII? Yes No

(1) If "Yes," describe the method by which individuals can object to the collection of PII.

(2) If "No," state the reason why individuals cannot object to the collection of PII.

Individuals have an opportunity to object to the collection of their PII when they review and sign the DD Form 2005, Privacy Act Statement - Health Care Records. This all-inclusive Privacy Act Statement applies to all requests for personal information made by the Military Health System health care treatment personnel or for medical/dental treatment purposes and becomes a permanent part of the health care record. A copy of this Privacy Act Statement is provided in Section 1g below. Individuals can object to the collection of their PII but care will not be denied.

f. Do individuals have the opportunity to consent to the specific uses of their PII? Yes No

(1) If "Yes," describe the method by which individuals can give or withhold their consent.

(2) If "No," state the reason why individuals cannot give or withhold their consent.

Individuals have an opportunity to consent to specific uses of their PII when they review and sign the DD Form 2005, Privacy Act Statement

- Health Care Records. This all-inclusive Privacy Act Statement outlines the specific applies to all requests for personal information made by the Military Health System health care treatment personnel or for medical/dental treatment purposes and becomes a permanent part of the health care record. A copy of this Privacy Act Statement is provided in Section 1g below. Individuals can object to the specific uses of their PII but care will not be denied.

g. When an individual is asked to provide PII, a Privacy Act Statement (PAS) and/or a Privacy Advisory must be provided. (Check as appropriate and provide the actual wording.)

Privacy Act Statement Privacy Advisory Not Applicable

This statement serves to inform you of the purpose for collecting personal information as required by DHA Appointing Portal and how that information will be stored and used.

AUTHORITY: Public Law 104–191, Health Insurance Portability and Accountability Act of 1996; 10 U.S.C., Chapter Ch. 55, Medical and Dental Care; 10 U.S.C. 1097a, TRICARE Prime: Automatic Enrollments; Payment Options; 10 U.S.C. 1097b, TRICARE Prime and TRICARE Program: Financial Management; 10 U.S.C. 1079, Contracts for Medical Care for Spouses and Children: Plans; 10 U.S.C. 1079a, TRICARE Program: Treatment of Refunds and Other Amounts Collected Civilian Health and Medical Program of the Uniformed Services (CHAMPUS); 10 U.S.C. 1086, Contracts for Health Benefits for Certain Members, Former Members, and Their Dependents; 10 U.S.C. 1095, Health Care Services Incurred on behalf of Covered Beneficiaries: Collection From Third party Payers; 42 U.S.C. 290dd–2, Confidentiality Of Records; 42 U.S.C. Ch. 117, Sections 11131–11152, Reporting of Information; 45 CFR 164, Security and Privacy; Department of Defense (DoD) Instruction 6015.23, Foreign Military Personnel Care and Uniform Business Offices in Military Treatment Facilities (MTFS); and DoDI 6025.18, Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule Compliance in DoD Health Care Programs.

PURPOSE: DHA Appointing Portal is a locally developed web application system used to automate vaccine availability and appointment scheduling. It is an enterprise-wide system currently hosted at Madigan Army Medical Center and accessible through a Defense Health Agency proxy website. This application has a calendar tool which allows the DoD healthcare beneficiaries to select allocated time slots for vaccinations and appointments.

ROUTINE USES: Information in your records may be disclosed to private physicians and Federal agencies, including the Departments of Veterans Affairs, Health and Human Services, and Homeland Security in connection with your medical care; other federal, state, and local government agencies to determine your eligibility for benefits and entitlements and for compliance with laws governing public health matters; and government and non-government third parties to recover the cost of healthcare provided to you by the Military Health System.

Any protected health information (PHI) in your records may be used and disclosed generally as permitted by the HIPAA Privacy Rule (45 CFR Parts 160 and 164), as implemented within DoD. Permitted uses and disclosures of PHI include, but are not limited to, treatment, payment, and healthcare operations.

APPLICABLE SORN: EDHA 07, Military Health Information System (June 15, 2020, 85 FR 36190)
<https://dpeld.defense.gov/Portals/49/Documents/Privacy/SORNS/DHA/EDHA-07.pdf>

DISCLOSURE: Voluntary. If you choose not to provide the requested information, comprehensive health care services may not be possible, you may experience administrative delays, and you may be rejected for service or an assignment. However, care will not be denied.

DHA Appointing Portal
Verbal Privacy Act Statement

Instructions for MHS personnel requesting information: The following PAS may be provided in lieu of the above PAS when orally collecting information from an individual. If the individual requests additional information about the authorities, purposes, routine uses, or disclosures, that section of the above PAS should be read. If the individual requests a paper copy of the PAS, the individual may choose whether to withhold any responses until a paper copy of the above PAS has been provided.

Read the following exactly as printed:

“I am about to request information from you in order to determine your eligibility for health care, deliver and manage that care, and manage the entities providing that care. If you choose not to provide the requested information, comprehensive health care services may not be possible, you may experience administrative delays, and you may be rejected for service or an assignment. However, care will not be denied.

Collection of this information is permitted by authorities including 10 U.S.C. Chapter 55. It may be disclosed in connection with your medical care; to determine your eligibility for benefits and entitlements; for compliance with laws governing public health matters; and to recover the cost of healthcare provided to you. It may also be disclosed for reasons compatible with why it was collected and when permitted by the HIPAA Privacy Rule and other applicable privacy laws. Would you like to know more about the authorities, purposes, routine uses, or disclosures, or receive a paper copy of the full Privacy Act Statement?”

h. With whom will the PII be shared through data/system exchange, both within your DoD Component and outside your Component?
(Check all that apply)

- | | |
|---|--|
| <input checked="" type="checkbox"/> Within the DoD Component | Specify. Information is only shared at the DoD component MTF level |
| <input checked="" type="checkbox"/> Other DoD Components (i.e. Army, Navy, Air Force) | Specify. Army, Air Force, Navy, and Space Force
Public Health Service and Coast Guard, Departments of |
| <input checked="" type="checkbox"/> Other Federal Agencies (i.e. Veteran's Affairs, Energy, State) | Specify. Veterans Affairs, Health and Human Services, and
Homeland Security |
| State and Local Agencies | Specify. |
| Contractor (Name of contractor and describe the language in the contract that safeguards PII. Include whether FAR privacy clauses, i.e., 52.224-1, Privacy Act Notification, 52.224-2, Privacy Act, and FAR 39.105 are included in the contract.) | Specify. |
| Other (e.g., commercial providers, colleges). | Specify. |

i. Source of the PII collected is: (Check all that apply and list all information systems if applicable)

- | | |
|---|--------------------|
| <input checked="" type="checkbox"/> Individuals | Databases |
| Existing DoD Information Systems | Commercial Systems |
| Other Federal Information Systems | |

j. How will the information be collected? (Check all that apply and list all Official Form Numbers if applicable)

- | | |
|--|---|
| E-mail | Official Form (Enter Form Number(s) in the box below) |
| In-Person Contact | Paper |
| Fax | <input checked="" type="checkbox"/> Telephone Interview |
| Information Sharing - System to System | <input checked="" type="checkbox"/> Website/E-Form |
| Other (If Other, enter the information in the box below) | |

Website/E-Form URL: <https://informatics-stage.health.mil/covax/>

Telephone Interview: PII collected when the individual calls the MTF directly to make an appointment is entered in the DHA Appointing Portal web application by the telephone interviewer.

k. Does this DoD Information system or electronic collection require a Privacy Act System of Records Notice (SORN)?

A Privacy Act SORN is required if the information system or electronic collection contains information about U.S. citizens or lawful permanent U.S. residents that is retrieved by name or other unique identifier. PIA and Privacy Act SORN information must be consistent.

Yes No

If "Yes," enter SORN System Identifier EDHA 07

SORN Identifier, not the Federal Register (FR) Citation. Consult the DoD Component Privacy Office for additional information or <http://dpcl.dod.mil/Privacy/SORNs/>
or

If a SORN has not yet been published in the Federal Register, enter date of submission for approval to Defense Privacy, Civil Liberties, and Transparency Division (DPCLTD). Consult the DoD Component Privacy Office for this date

If "No," explain why the SORN is not required in accordance with DoD Regulation 5400.11-R: Department of Defense Privacy Program.

l. What is the National Archives and Records Administration (NARA) approved, pending or general records schedule (GRS) disposition authority for the system or for the records maintained in the system?

(1) NARA Job Number or General Records Schedule Authority. **Unscheduled**

(2) If pending, provide the date the SF-115 was submitted to NARA.

(3) Retention Instructions.

Unscheduled - Permanent. Treat system and/or records maintained in the system as permanent until a NARA approved schedule and disposition authority has been applied.

m. What is the authority to collect information? A Federal law or Executive Order must authorize the collection and maintenance of a system of records. For PII not collected or maintained in a system of records, the collection or maintenance of the PII must be necessary to discharge the requirements of a statute or Executive Order.

- (1) If this system has a Privacy Act SORN, the authorities in this PIA and the existing Privacy Act SORN should be similar.
- (2) If a SORN does not apply, cite the authority for this DoD information system or electronic collection to collect, use, maintain and/or disseminate PII. (If multiple authorities are cited, provide all that apply).

(a) Cite the specific provisions of the statute and/or EO that authorizes the operation of the system and the collection of PII.

(b) If direct statutory authority or an Executive Order does not exist, indirect statutory authority may be cited if the authority requires the operation or administration of a program, the execution of which will require the collection and maintenance of a system of records.

(c) If direct or indirect authority does not exist, DoD Components can use their general statutory grants of authority ("internal housekeeping") as the primary authority. The requirement, directive, or instruction implementing the statute within the DoD Component must be identified.

Public Law 104-191, Health Insurance Portability and Accountability Act of 1996; 10 U.S.C., Chapter Ch. 55, Medical and Dental Care; 10 U.S.C. 1079, Contracts for Medical Care for Spouses and Children: Plans; 10 U.S.C. 1086, Contracts for Health Benefits for Certain Members, Former Members, and Their Dependents; 42 U.S.C. Ch. 117, Reporting of Information; and DoDI 6025.18, Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule Compliance in DoD Health Care Programs.

n. Does this DoD information system or electronic collection have an active and approved Office of Management and Budget (OMB) Control Number?

Contact the Component Information Management Control Officer or DoD Clearance Officer for this information. This number indicates OMB approval to collect data from 10 or more members of the public in a 12-month period regardless of form or format.

Yes No Pending

- (1) If "Yes," list all applicable OMB Control Numbers, collection titles, and expiration dates.
- (2) If "No," explain why OMB approval is not required in accordance with DoD Manual 8910.01, Volume 2, "DoD Information Collections Manual: Procedures for DoD Public Information Collections."
- (3) If "Pending," provide the date for the 60 and/or 30 day notice and the Federal Register citation.

DHA Appointing Portal does not currently have an OMB control number. However, the DHA Appointing Portal team is currently working with Information Management Control Office (IMCO) to create new OMB package. Anticipated approval is FY22 Q2.