

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:

My Military Health (MyMilHealth)

2. DOD COMPONENT NAME:

Defense Health Agency

3. PIA APPROVAL DATE:

03/28/24

Defense Healthcare Management System Modernization (DHMSM)

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.)

<input type="checkbox"/> From members of the general public	<input type="checkbox"/> From Federal employees
<input checked="" type="checkbox"/> from both members of the general public and Federal employees	<input type="checkbox"/> Not Collected (if checked proceed to Section 4)

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

<input checked="" type="checkbox"/> New DoD Information System	<input type="checkbox"/> New Electronic Collection
<input type="checkbox"/> Existing DoD Information System	<input type="checkbox"/> Existing Electronic Collection
<input type="checkbox"/> 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 My Military Health (MyMilHealth) is a virtual health platform providing timely and high quality tele-health care services to DHA active duty personnel and dependents. The MyMilHealth application is used to schedule and conduct remote healthcare video visits between providers and patients, provides automated patient care programs, automated chat support, and self-guided behavioral health modules. MyMilHealth supports Defense Health Agency (DHA) markets, and Outside of the Continental United States (OCONUS) sites.

Personally Identifiable Information (PII) collected includes patient and beneficiary military and contact information, and Protected Health Information (PHI). PII processed on some system components, applications, and documents utilize specific administrative, physical, and technical security controls to protect PII confidentiality which may be addressed in separate Privacy Impact Assessments (PIA)s available at: <https://dodcio.defense.gov/In-the-News/Privacy-Impact-Assessments/>.

My Military Health is owned by Defense Healthcare Management System Modernization (DHMSM) Project Management Office (PMO), managed by the Leidos Partnership for Defense Health (LPDH) contract team and hosted by DHA.

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)

PII is collected to schedule and conduct tele-health appointments, and used for mission-related and administrative purposes.

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.

The opportunity for individuals to object to the collection of PII is within the Converge application deployed as part of the MyMilHealth solution. Primary objection is filed via in-person visits conducted at MTFs, not on MyMilHealth.

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.

The opportunity for individuals to consent to the specific uses of their PII is maintained within the Converge application deployed as part of the MyMilHealth solution. Primary consent is gathered and filed via in-person visits conducted at MTFs, not on MyMilHealth.

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

MyMilHealth does not collect PII directly from individuals.

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)

Within the DoD Component

Specify. Components participating in DHMSM Program.

Other DoD Components (i.e. Army, Navy, Air Force)

Specify.

Other Federal Agencies (i.e. Veteran's Affairs, Energy, State)

Specify.

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. Twilio

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

Individuals

Databases

Existing DoD Information Systems

Commercial Systems

Other Federal Information Systems

Medical Joint Active Directory (MJAD), MHS Genesis, DEERS/DSLogon

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

Telephone Interview

Information Sharing - System to System

Website/E-Form

Other (If Other, enter the information in the box below)

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.

GRS 5.2, item 020 (DAA-GRS-2017-0003-0002)

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

(3) Retention Instructions.

FILE NUMBER: 103-14

DISPOSITION: Temporary. Delete no more than 7 years from the date last modified. (See DoD DTM 22-001 on default disposition policies and OSD Records Manager guidance which file number to associate).

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.

5 USC 301, Departmental Regulations; 10 USC 136, Under Secretary for Personnel and Readiness; 10 USC Chapter 55, Medical and Dental Care; 32 CFR Part 199, Civilian Health and Medical Program of the Uniformed Services (CHAMPUS); Public Law 104-191, Health Insurance Portability and Accountability Act of 1996; DoD Manual 6025.18, Implementation of the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule in DoD Health Care Programs; 42 USC 290dd-2, Confidentiality Of Records; 42 USC Ch. 117, Sections 11131-11152, Reporting of Information; 45 CFR 164, Security and Privacy; and EO 9397 (SSN).

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.

The MyMilHealth system does not directly collect information from individuals, and thus does not collect information as defined by the Paperwork Reduction Act (PRA) of 1995.