

## 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 (MMH)

**2. DOD COMPONENT NAME:**

Defense Health Agency

**3. PIA APPROVAL DATE:**

09/21/2026

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.)

- ☐ 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 My Military Health (MMH) system is a virtual health platform providing timely and high quality tele-health care services to beneficiaries. The MMH system is used to schedule and conduct routine and urgent remote healthcare video visits between providers and patients. MMH supports Defense Health Agency (DHA) markets, Outside of the Continental United States (OCONUS), U.S. Military Entrance Processing Command (MEPCOM), and U.S. Coast Guard (USCG) sites.

Personally Identifiable Information (PII) collected includes beneficiary contact information, and Protected Health Information (PHI).

Categories of individuals whose information is stored in this system include: active-duty military (all services + Reserve), Coast Guard, National Guard, dependents, retirees and/or their dependents, contractors, veterans, and other categories of individuals eligible to receive care at Military 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)

PII is collected to schedule and conduct tele-health appointments, and used for mission-related and administrative purposes. PII is also collected and stored in DHA Splunk for mission related operational reporting and system troubleshooting 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 within the MMH Scheduled Virtual Visits (SVV) and MMH Quick Care Connect (QCC) platforms is filed via in-person visits conducted at MTFs, not within the MMH system.

**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 maintained within the MMH Scheduled Virtual Visits (SVV) and MMH Quick Care Connect (QCC) platforms is gathered and filed via in-person visits conducted at MTFs, not within the MMH system.

**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

**AUTHORITY:** 38 USC 8111, Sharing of Dept of VA and DoD Healthcare Resources; 10 USC 1104, Sharing of Healthcare Resources with the Dept of VA; National Defense Authorization Act (NDAA) 2017, Defense Health Programs; 10 USC 136, Under Secretary of Defense for Personnel and Readiness; 10 USC Ch 55, Medical and Dental Care; 42 USC Ch 32, Third Party Liability for Hospital and Medical Care; 32 CFR Part 199, Civilian Health and Medical Program of the Uniformed Services (CHAMPUS); DoD Instruction (DoDI) 6025.18, Privacy of Individually Identifiable Health Information in DoD Health Care Programs; DoD 6025.18-R, DoD Health Information Privacy Regulation; DoDI 6040.45, DoD Health Record Life Cycle Management; DoDI 6015.23, Foreign Military Personnel Care and Uniform Business Offices in Military Treatment Facilities (MTFs).

**PURPOSE:** Collect information required to provide and document medical care; determine eligibility for benefits and entitlements; adjudicate claims; determine third party responsibility for the cost of Military Health System (MHS) provided healthcare and recover that cost; evaluate fitness for duty and medical concerns which may have resulted from an occupational or environmental hazard; evaluate the MHS and its programs; and perform administrative tasks related to MHS operations and personnel readiness.

**ROUTINE USES:** Information in your records may be disclosed to: Private physicians and Federal agencies, including the VA, Health and Human Services, and Homeland Security (with regard to members of the Coast Guard), in connection with medical care; Government agencies to determine eligibility for benefits and entitlements; Government and non-government third parties to recover the cost of MHS provided care; Public health authorities to document and review occupational and environmental exposure data; and Government and non-government organizations to perform DoD approved research. Information in your records may be used for other lawful reasons which may include teaching, compiling statistical data, and evaluating the care rendered. Use and disclosure of your records outside of DoD may also occur per 5 USC 552a(b) of the Privacy Act of 1974, as amended. 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 per DoD 6025.18-R. Permitted uses and disclosures of PHI include, but are not limited to, treatment, payment, and healthcare operations.

**DISCLOSURE:** Voluntary. Failure 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.

**APPLICABLE SORN:** EDHA 07, Military Health Information System (June 15, 2020, 85 FR 36190)

<https://dpcl.d.defense.gov/Portals/49/Documents/Privacy/SORNS/DHA/EDHA-07.pdf>

**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. | Authorized DHA MTF staff      |
| <input checked="" type="checkbox"/> Other DoD Components (i.e. Army, Navy, Air Force)                                                                                                                                                                                      | Specify. | Army, Air Force, Navy         |
| <input checked="" type="checkbox"/> Other Federal Agencies (i.e. Veteran's Affairs, Energy, State)                                                                                                                                                                         | Specify. | Dept Homeland Security (USCG) |
| <input type="checkbox"/> State and Local Agencies                                                                                                                                                                                                                          | Specify. |                               |
| <input type="checkbox"/> 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. |                               |
| <input checked="" type="checkbox"/> 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)

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

MHS GENESIS, DEERS/DSLogon

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

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

SORN Identifier, not the Federal Register (FR) Citation. Consult the DoD Component Privacy Office for additional information or <http://dpcl.d.defense.gov/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.

Mission Schedules:

- GRS 5.2, item 020 (DAA-GRS-2022-0009-0002)

Other Schedules:

- System Access Records: GRS 3.2, item 030 (DAA-GRS-2013-0006-0003)

- Data Administration and Documentation: GRS 3.1, item 051 (DAA-GRS-2013-0005-0003)

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

(3) Retention Instructions.

Mission Schedules:

FILE NUMBER: 103-14

FILE TITLE: Intermediary Records

DISPOSITION: Temporary. Cut off and destroy upon creation or update of the final record, or when no longer needed for business use, whichever is later.

RM NOTE: Exported patient record information is maintained in the appropriate electronic health record system i.e. MHS Genesis.

Other Schedules:

FILE NUMBER: 1601-02

FILE TITLE: System Access Records - Systems not requiring Special Accountability for Access

DISPOSITION: Temporary. Cut off and destroy when business use ceases.

FILE NUMBER: 1601-12

FILE TITLE: Data Administration and Documentation - Temporary Systems

DISPOSITION: Temporary. Cut off after the project/activity/transaction is completed or superseded, or the associated system is terminated, or the associated data is migrated to a successor system. Destroy 5 years after cutoff.

**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 Ch 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.

**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 information collected in this system is for the diagnosis and treatment of medical conditions and is not considered a public information collection per DoDM 8910.01, V2, Encl 3, paragraph 8b(5).