

PDHRA FREQUENTLY ASKED QUESTIONS

BASIC

1. What is the Post-Deployment Health Reassessment (PDHRA)?
2. Who is required to complete the PDHRA?
3. What is the time-frame for taking the PDHRA?
4. Isn't this just something I do on AKO?
5. Haven't I done this already? I just had a Post-Deployment Health Assessment (DD Form 2796) when I redeployed. Why do I need another health screening?
6. What are the benefits to completing the PDHRA?
7. How will I know when to take the PDHRA?
8. How do I complete the PDHRA?
9. Do I just call the phone number?
10. How long does it take to complete the PDHRA?
11. I'm already receiving care at a VA facility. Do I still need to complete the PDHRA?
12. How do I take the PDHRA if I'm an Active Duty Solider assigned to an AC/RC unit?

RESILIENCE TRAINING

13. How do I take Resilience Training?
14. Why am I taking Resilience Training again?

DD FORM 2900/AKO

15. What types of questions are included in this reassessment?
16. What if I can't access AKO?
17. How can I check to see if I have completed the PDHRA?
18. I thought I had completed my PDHRA. Why is my stoplight still red?

FOLLOWING THE SCREENING

19. What happens after the PDHRA screening?
20. I completed the PDHRA, and no one has phoned me about a referral appointment. What do I do?
21. Does my completed PDHRA indicate whether I am medically ready to redeploy? Does it impact deployability and/or readiness?
22. What happens to my results? Are the results of my PDHRA reported to my chain of command?
23. Where can I take my PDHRA referral?
24. If Reserve, National Guard or IRR Soldier, will I be paid for attending my appointment?
25. If I receive a referral for counseling, will my security clearance be affected?

- 26. How long can I receive treatment for my condition? Am I entitled to disability?
- 27. Can I take the PDHRA more than once?
- 28. Since completing the PDHRA, my deployment-related medical problems have gotten worse. Do I need to complete the screening again to receive treatment?

ADDITIONAL

- 29. I'm a Commander. What do I need to know?
- 30. How do I take the PDHRA if I am assigned to a geographically dispersed unit (i.e. USAREC, Cadet Command, INSCOM, etc.)?
- 31. How does a Unit Commander or S1 schedule a PDHRA event for a geographically dispersed unit?
- 32. What does a loved one need to know?
- 33. Where can I find more information on the PDHRA?

1. What is the Post-Deployment Health Reassessment (PDHRA)?

The PDHRA is a comprehensive health screening conducted 90-180 days post-deployment that examines for physical and behavioral health concerns. Conducting the PDHRA within the 90-180 day window is critical as research indicates this is when symptoms of issues may appear. It is a required screening for all Service Members and DA Civilians who deployed outside the continental United States (OCONUS) for 30 days or more (IAW DODI 6490.03).

The PDHRA consists of three components: 3-6 Month Post-Deployment Resilience Training (IAW AR 350-1), a self-assessment conducted by using the DD Form 2900 and a confidential, one-on-one discussion with a health care provider. The health care provider discussion can be conducted in-person or over the phone, depending on which screening method the Commander selects for the unit. (Note: Active Commanders can only schedule a phone event for Soldiers in a remote area who are enrolled in TRICARE Prime Remote.)

2. Who is required to complete the PDHRA?

Anyone who has deployed OCONUS more than 30 days to a location with a non-fixed Military Treatment Facility (MTF) must take the PDHRA. This includes Active Duty, Army Reserve, Army National Guard, Individual Ready Reserve (IRR) and Department of the Army (DA) Civilians. Personnel should complete the PDHRA within the 90 to 180-day prescribed window regardless of their location. Those who have an upcoming separation from the Service (ETS) or retirement before the window should complete it prior to their separation.

3. What is the time-frame for taking the PDHRA?

The PDHRA must be taken 90-180 days from redeployment. Timely PDHRA completion is essential to promptly address deployment-related health concerns that often evolve over time.

4. Isn't this just something I do on AKO?

The DD Form 2900 is available on online; however, it is only one part of the screening. The PDHRA is not complete until you speak with a health care provider and he/she has electronically signed off on your screening.

5. Haven't I done this already? I just had a Post-Deployment Health Assessment (DD Form 2796) when I redeployed. Why do I need another health screening?

The PDHRA is one of three required deployment health screenings. The PDHRA is different from the Pre-DHA (Pre Deployment Health Assessment) and the PDHA (Post Deployment Health Assessment) in its timing and some of the screening questions. The PDHRA is completed 90 to 180 days (three to six months) after redeployment, which is when research indicates that symptoms may begin to appear.

6. What are the benefits to completing the PDHRA?

The PDHRA is vital to Soldier and DA Civilian personnel well-being. The screening provides Soldiers and DA Civilians with an opportunity to proactively identify and then—if needed—treat deployment-related health problems that may negatively affect their daily life, family, career and/or future. Open and honest participation is strongly encouraged for an accurate assessment.

7. How will I know when to take the PDHRA?

It is the Commander's decision as to when the Soldier will complete the PDHRA based on Soldier eligibility and unit training schedules. If you are in the 90 - 180 day window to complete the PDHRA and your Commander has not contacted you, proactively reach out to your Commander and seek clarification on scheduling/participation.

Additionally, a stoplight will appear when you log onto AKO. The stoplight is green immediately following redeployment. On day 90, the stoplight will turn amber, indicating you are eligible to complete the PDHRA. The screening should be completed in the 90 to 180 day timeframe after returning from deployment. If the screening is not fully completed by day 181, the stoplight will turn Red to indicate noncompliance and will remain this color until the PDHRA is completed. Once the DD Form 2900 and interview with a health care provider is completed, the light will return to green.

8. How do I complete the PDHRA?

The PDHRA involves three components: 3-6 Month Post-Deployment Resilience Training (IAW AR 350-1), the DD Form 2900 and a confidential, one-on-one discussion with a health care provider. All three components are important to the process.

- The **Resilience Training** is only presented by certified trainers and examines behaviors and conditions that could be indicators of health concerns.
- The **DD Form 2900** is a self-assessment. It captures demographic information and will ask a series of health questions, the answers to which will be discussed with the health care provider. All answers are voluntary and confidential.
- The **health care provider discussion** can be conducted in-person or on the phone, depending on how your Commander arranges the screening.

THE PDHRA IS NOT COMPLETE UNTIL THE HEALTH CARE PROVIDER ELECTRONICALLY SIGNS THE DD FORM 2900.

9. Do I just call the phone number?

You'll receive specific instructions from your Commander regarding how you will take the PDHRA. Some Soldiers complete the PDHRA at on-site events. Others, such as those in the Individual

Ready Reserve (IRR) or Soldiers enrolled in TRICARE Prime Remote and TRICARE Global Remote Overseas may be instructed to complete the DD Form 2900 online and then call the PDHRA call center to complete the process.

10. How long does it take to complete the PDHRA?

Depending on how the screening is conducted, the PDHRA takes approximately 45-minutes to complete.

11. I'm already receiving care at a VA facility. Do I still need to complete the PDHRA?

Yes, you still need to take the PDHRA, regardless if you are currently under care.

12. How do I take the PDHRA if I'm an Active Duty Soldier assigned to an AC/RC unit?

AC/RC Commanders need to coordinate with the local Medical Treatment Facility (MTF) to ensure that Active Duty Soldiers are given the opportunity to take the PDHRA. You can find your MTF points of contact on AKO at <https://www.us.army.mil/suite/page/611427>. If the MTF is outside a 50 mile radius and the AC Soldiers are enrolled in TRICARE Prime Remote (TPR) or TRICARE Global Remote Overseas (TGRO), Commanders need to contact the AR PDHRA Program Management Team at PDHRA_AR@ocar.army.pentagon.mil to coordinate a call-center or on-site event.

13. How do I take Resilience Training?

Your Commander makes the arrangements with a Master Resilience Trainer for you.

14. Why am I taking Resilience Training again?

Resilience training is an important component to the PDHRA process. The training helps you better identify signs and symptoms of issues related to deployment that you may otherwise dismiss. Resilience training also prepares you for candidly completing the DD Form 2900 and speaking with a health care provider.

15. What types of questions are included in this reassessment?

The DD Form 2900 has two sections: one asking for demographic information and another asking health questions. The demographic section is comprised of questions concerning identity, contact information, service branch and deployment location. The health questions are geared towards health concerns and conditions you may have developed following your deployment. Additional sections such as the "provider review and interview" and the "assessment and referral" will be completed by the health care provider.

16. What if I can't access AKO?

If you are ARNG, AR or IRR and don't have access to AKO, you may complete the PDHRA by contacting the PDHRA Call Center at 1-888-PDHRA-99 (1-888-734-7299). DA Civilians assigned to the United States Army Corps of Engineers (USACE) or the Army Materiel Command (AMC) may

also utilize the PDHRA Call Center. DA Civilians in other organizations must contact a PDHRA Coordinator within the organization or the G-1 Help desk (pdhra.g1.fieldinquiry@us.army.mil).

17. How can I check to see if I have completed the PDHRA?

Soldiers and DA Civilians can log in to AKO to verify if they have already completed the PDHRA. When you sign in, your stoplight should be green if the PDHRA has been completed and it has been more than 90 days since your redeployment.

18. I thought I had completed my PDHRA. Why is my stoplight still red?

You may have not fulfilled all the requirements. Please confirm that you have completed the DD Form 2900 and participated in a one-on-one, confidential conversation with a health care provider. Log onto AKO to access the DD Form 2900 and ensure that it was completed and properly submitted.

If you have not spoken with a health care provider, contact your Commander and see if your PDHRA has been scheduled. Alternatively, **IF** your status is red and **IF** you are enrolled in TRICARE Prime Remote, TRICARE Global Remote Overseas, a member of the IRR, National Guard or a member of the Army Reserve, you can call the PDHRA Call Center at 1-888- PDHRA-99 (734-7299) to speak with a health care provider and finalize the screening. Please note: the PDHRA is not considered complete until the health care provider signs the DD Form 2900. If you have completed all requirements, please allow 72 hours for the MEDPROS system to process and update your information.

19. What happens after the PDHRA screening?

At the conclusion of the confidential conversation with a health care provider, the provider may indicate the need for further evaluation or treatment. The provider does this by filling in blocks on the last page of DD Form 2900 next to the type of care s/he believes is necessary. The provider may also give you a written referral, create an electronic referral or verbally indicate your need for further evaluation or treatment. If no concerns are identified and you don't receive a referral, it is highly recommended that you continue to monitor your physical and emotional well-being.

20. I completed the PDHRA, and no one has phoned me about a referral appointment. What do I do?

It is the Service Member or DA Civilian's responsibility to make the referral appointment. Contact your Military Treatment Facility, Veterans Administration (VA) hospital, clinic, Vet Center, TRICARE, Military OneSource or the Army Chaplain Corps to schedule your referral appointment. Log onto www.va.gov, and click on "Locations" to locate the VA facility in your area. For all Army

Reserve Component appointments, please be sure to take your DD2900, DD214 and your Military ID with you to your appointment.

21. Does my completed PDHRA indicate whether I am medically ready to redeploy? Does it impact deployability and/or readiness?

No. The PDHRA is not an indicator of Individual Medical Readiness and does not affect your deployability status. However, health concerns identified during the PDHRA could affect your deployability status, particularly if not addressed with the recommended referral care. Thus, you should obtain the referral care a provider recommends.

22. What happens to my results? Are the results of my PDHRA reported to my chain of command?

The findings of your PDHRA are private and confidential. However, your Commander will be notified if you receive a referral, so the Commander can give you the time you need for the appointment. They are not told what the referral is for (e.g., orthopedics, dermatology, etc.). The one exception to this is if you are found to be a danger to yourself or others, then more information is provided to the Commander.

23. Where can I take my PDHRA referral?

Referrals can be seen at Military Treatment Facilities, Veterans Administration hospitals, clinics or Vet Centers. Additionally, Soldiers may take their referral to TRICARE, Military OneSource or an Army Chaplain.

If you are not on Active Duty, you will most likely be seen at your local VA hospital, clinic or Vet Center. Appointments are made either during your PDHRA screening or you will need to schedule the visit yourself. Log onto www.va.gov, and click on "Locations" to locate the VA facility in your area. Alternatively, you may seek care from a TRICARE provider or another health care resource on your own. For all Army Reserve Component appointments, please be sure to take your DD2900, DD214 and your Military ID with you to your appointment.

24. If Reserve, National Guard or IRR Soldier, will I be paid for attending my appointment?

Please speak with your Commander for more information on pay for attending referral appointments.

25. If I receive a referral for counseling, will my security clearance be affected?

No. The National Security Positions Questionnaire (Standard Form 86) now excludes the disclosure of counseling related to marital, family and grief issues not related to violence by you and counseling strictly related to adjustments from service in a military combat environment.

26. How long can I receive treatment for my condition? Am I entitled to disability?

Referrals will be provided to Soldiers for further evaluation or treatment, if necessary. The duration of treatment depends on decisions made by you and your health care provider. Disability decisions will be made in accordance with Army policy, if a disability determination is needed. If DA Civilians have questions on processing a claim, they can find the information on the Army G1 web site under the Civilian Personnel Online (CPOL): <http://cpol.army.mil/library/benefits/>.

27. Can I take the PDHRA more than once?

You can only initiate one DD Form 2900 for each deployment. However, you can change answers on your DD Form 2900 if you feel your answers have changed prior to your interview with a healthcare provider. To alter your DD Form 2900, open the form you previously completed and revise your answers.

If you have health issues, prior to or after taking the PDHRA, seek care via the appropriate channels for your component. Additionally, assistance and/or information can be found at:

- Defense Center of Excellence: 1-866-966-1020
- Wounded Soldier and Family Hotline: 1-800-984-8523
- Army Suicide Prevention Lifeline: 1-800-273-TALK (8255)
- Military OneSource: 1-800-342-9647 or www.militaryonesource.com
- Army Behavioral Health: www.behavioralhealth.army.mil

28. Since completing the PDHRA, my deployment-related medical problems have gotten worse. Do I need to complete the screening again to receive treatment?

No. For medical advice or attention, please make an appointment with your local health care provider or Medical Treatment Facility. For immediate assistance, please call the Wounded Soldier and Family Hotline at 1-800-984-8523 or the Veterans Suicide Prevention Hotline at 1-800-273-TALK (8255) and press 1.

29. I'm a Commander. What do I need to know?

Commanders coordinate the PDHRA process with appropriate G-1/S-1 staff and/or work with the appropriate PDHRA coordinator to review the options available for completion of the PDHRA. Coordinator contact information for each component can be found on AKO at <https://www.us.army.mil/suite/page/613006>. The PDHRA completion rate for Army Commands, Army Service Component Commands and Direct Reporting Units are briefed quarterly to the Army G-1 at the Strategic Readiness Update (SRU).

30. How do I take the PDHRA if I am assigned to a geographically dispersed unit (i.e. USAREC, Cadet Command, INSCOM, etc.)?

You can take the PDHRA through a dedicated call center event scheduled by the Unit Commander or S1.

31. How does a Unit Commander or S1 schedule a PDHRA event for a geographically dispersed unit?

Below are dedicated points of contact for each Army Component that can make the proper arrangements to take the PDHRA:

- Active Duty with TPR or TGRO Soldiers: OTSG.PDHRA@amedd.army.mil
- Army National Guard: ngggb1pdhra.@ng.army.mil
- Army Reserve: PDHRA_AR@ocar.army.pentagon.mil

32. What does a loved one need to know?

The PDHRA is an important health screening that is conducted three to six months after deployment. During deployment, your Soldier or DA Civilian may have placed large strains on his/her physical and psychological systems, the effects of which may not appear for three or six months after deployment. This is about the time when routines solidify and masking becomes more difficult. Additionally, repeated brushing off of symptoms that are indicators of potentially larger issues may become apparent. It's easy to disregard sleeplessness, headaches or irritability, all of which can be symptoms of deployment-related issues. The PDHRA allows your loved one to speak with a health care provider and discover if more evaluation and/or care is needed.

You need to know you have an important role in the PDHRA. Research tells us that loved ones have a powerful influence on a Soldier's candid participation in the PDHRA. So, please speak with your loved one about the importance of the PDHRA for their well-being, your family and the future.

33. Where can I find more information on the PDHRA?

For more information on the PDHRA health screening, please visit:

- U.S. Army G1 PDHRA web site (<http://www.pdhra.army.mil>)
- PDHRA for Soldiers on AKO (<https://www.us.army.mil/suite/page/611427>)
- PDHRA for Commanders & Leaders on AKO (<https://www.us.army.mil/suite/page/613066>)
- IRR contact HRCoE at (502) 613-9030, (800) 433-0521 or HRCSPDHRA@conus.army.mil. Please follow the menu options to reach the PDHRA team.
- DA Civilians, U.S. Army G-1 web site under "DA Civilians". (<http://www.armyg1.army.mil>)
- The CPOL web site (<https://acpol.army.mil/ako/cpolmain>)

QUESTIONS

pdhra.g1.fieldinquiry@us.army.mil