

1. Scheduling Notification

- LHI sends up to 3 requests
- If unsuccessful, LHI sends one final call

2. Appointment Selection

- LHI sends on appt confirmation upon scheduling
- Includes timeframe & date

3. Appointment confirmation

- Notifications are sent to SM preferred method of communication
- Recommend to "opt in" for text messages

4. Appointment reminder

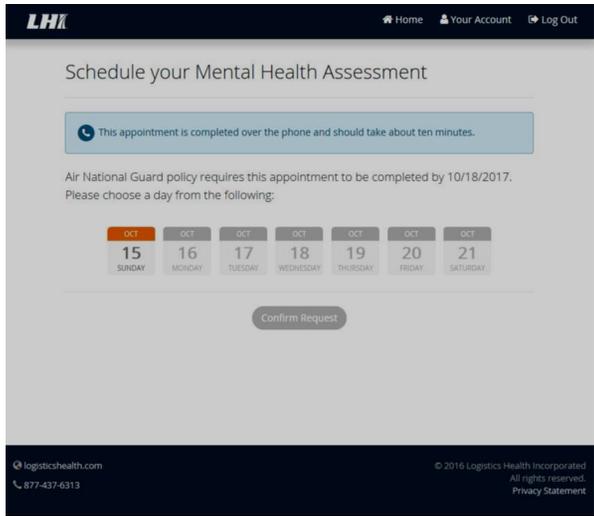
- SM receives 24hr appt reminder
- Includes date & timeframe

5. MHA Call with LHI Provider

- LHI calls SM during scheduled time
- LHI provider completes MHA

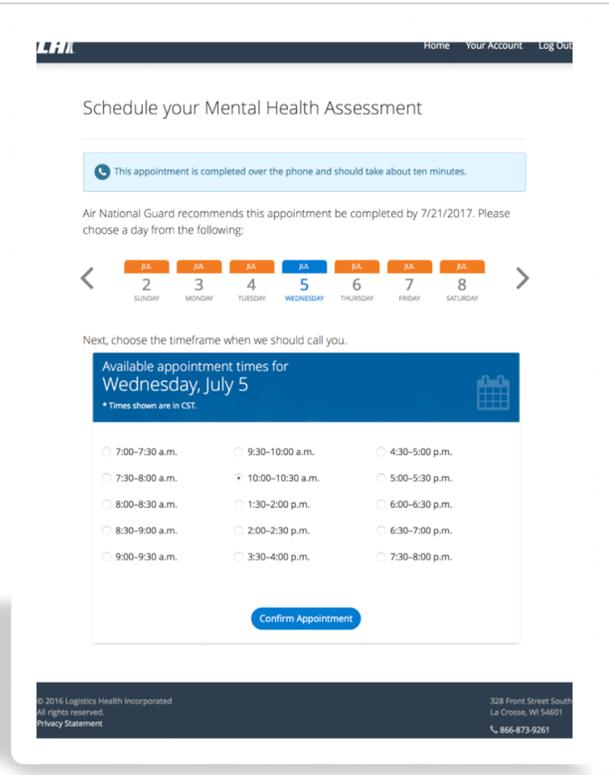
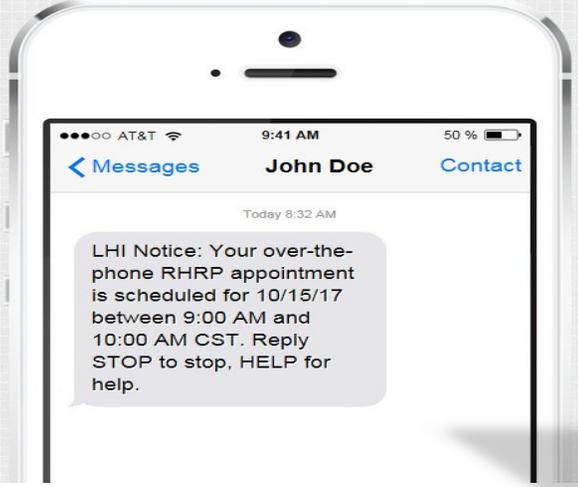
6. Satisfaction Survey

- SM can provide feedback
- Reviewed for continual improvements



Reaching New Heights in Readiness Together!

Information on How To Complete Your Preventive Health Assessment



COMPLETING YOUR PREVENTIVE HEALTH ASSESSMENT

Start with the PHA

1. Log into the Air Force Portal Homepage at  <https://www.my.af.mil/>
2. Under Quick Links, type “MyIMR” and select [MyIMR/ASIMS-Medical Readiness](#)
3. Click on “PHAQ” under IMR Action List
4. Answer PHAQ questions AND update your “contact info” in demographics
5. When finished, non-flyers will be directed to complete MHA at LHI.Care.

Note: Flyers complete the MHA during their Fly PHA

The Mental Health Assessment (MHA) is an annual requirement driven by Federal Law.

Mental Health Assessment (MHA)

6. Wait 30 minutes after completing PHAQ, then log into LHI.Care
7. Within LHI.Care, confirm your preferred contact info to receive verification code
8. Enter verification code and create Username/Password
9. Update demographic info in LHI.Care (Use info where you can be contacted)
10. Schedule phone call to complete the Mental Health Assessment
11. LHI sends you a confirmation of your appointment at number/email you chose in Step 9

LHI MHA Hotline

888-644-3100

Current as of 26 Mar 18

Phone Call

12. LHI sends a reminder 24 hours before the appointment
13. LHI will call you to complete the Mental Health Assessment. The appointment will take about 10 minutes
14. CONGRATULATIONS. You have successfully completed your portion of the PHA
15. Medical personnel still need complete their portion before the PHA is FINISHED and IMR “green” in ASIMS

KEYS TO SUCCESS

- Carefully read info on each page
- “Opt in” to receive text messages
- List mobile number for contact
- Do not use Guard duty phone/email
- Save LHI’s number in your cell contacts
- If miss call from LHI, call back during scheduled time