

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:

TRICARE Online (TOL) System

2. DOD COMPONENT NAME:

Defense Health Agency

3. PIA APPROVAL DATE:

05/03/22

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.

TRICARE Online (TOL) is a Department of Defense (DoD) Online Patient Portal (PP) which provides eligible beneficiaries with the following: access to Military Treatment Facilities' (MTFs) appointments, new prescription (Rx) fill and refills, health record data, service separation/retirement information as well as access to secure messaging (SM), and the Nurse Advice Line (NAL).

TOL Services offers DoD Beneficiaries the ability to schedule the following Primary Care Services: view the status of an appointment referral; cancel, view, or print past and future appointments; receive appointment reminders; request a new prescription to be filled; request refills of existing prescriptions; receive a confirmation once their medications have been filled or refilled as well as access their own and authorized child(ren) under the age of 12 years old, DoD Personal Health Data.

TOL users include DoD Beneficiaries who are Active Duty Service Members, Retired Service Personnel, and their family members that are at least 18 years or older. Beneficiaries can securely access information through the following methods: DoD Common Access Card (CAC), DoD Self-Service Logon (DS Logon) Premium (Level 2), or Defense Finance and Accounting Services (DFAS) myPay (Level 2) credentials to utilize the system's services 24/7/365.

The Personally Identifiable Information (PII) collected includes contact information, medical information (including Protected Health Information (PHI)), demographic information, and Social Security Number (SSN). Armed Forces Health Longitudinal Technology Application (AHLTA), Composite Health Care System (CHCS), Defense Enrollment Eligibility Reporting System (DEERS), and DoD Exchange Service (DES) are the Existing DoD Information Systems from which PII is collected. TOL provides a Privacy Act Statement (PAS) for those users who elect to provide certain PII elements via the TOL website/e-form.

TOL is owned and operated by Defense Health Agency (DHA) Solution Delivery Directorate's (SDD's) Clinical Services Program Office.

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)

TOL collects information to authenticate and verify user is a DoD Beneficiary authorized to receive health care benefits and matches users to their health care records in order to provide online access to care for scheduling and managing appointments, receive appointment reminders, review appointment referral status, refill and reorder prescriptions, receive prescription notifications, and access to personal health data.

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.

TOL provides individuals with the opportunity to object to the collection of their PII via the TOL Website. If an individual objects to the collection of their PII, TOL will be unable to provide the individual with access to any of the online services offered by the portal.

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.

TOL provides individuals with the opportunity to consent to the specific uses of their PII via the TOL Website. If an individual fails to consent to the collection and use of their PII, TOL will be unable to provide the individual with access to any of the online services offered by the portal.

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: 10 U.S.C. Chapter 55, Medical and Dental Care; 32 CFR Part 199, Civilian Health and Medical Program of the Uniformed Services (CHAMPUS); and E.O. 9397 (SSN), as amended.

PURPOSE: To allow you to view and manage you and your family's appointments at military hospitals and clinics, fill new prescriptions or refill prescriptions, and view your personal health data through TRICARE Online.

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

DISCLOSURE: Voluntary. If you decline to provide the information requested by TOL, you may be unable to access TOL. However, care will not be denied.

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. | Defense Health Agency's (DHA's) Electronic Health Record Core Program Office
Defense Manpower Data Center (DMDC) |
| <input checked="" type="checkbox"/> Other DoD Components (i.e. Army, Navy, Air Force) | Specify. | Defense Healthcare Management Systems (DHMSM) |
| <input checked="" type="checkbox"/> Other Federal Agencies (i.e. Veteran's Affairs, Energy, State) | Specify. | Department of Veterans Affairs
Health and Human Services
Homeland Security |
| State and Local Agencies | Specify. | |

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Contract language states, "The Contractor shall establish appropriate administrative, technical, and physical safeguards to protect any and all Government data. The Contractor shall also ensure the confidentiality, integrity, and availability of Government data in compliance with all applicable laws and regulations, including data breach reporting and response requirements, in accordance with DFAR Subpart 224.1 (Protection of Individual Privacy), which incorporates by reference DoDD 5400.11, "DoD Privacy Program," May 8, 2007, and DOD 5400.11-R, "DoD Privacy Program," May 14, 2007. The contractor shall also comply with federal laws relating to freedom of information and records management. "

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)

Individuals

Databases

Existing DoD Information Systems

Commercial Systems

Other Federal Information Systems

Armed Forces Health Longitudinal Technology Application (AHLTA), Composite Health Care System (CHCS), Defense Enrollment Eligibility Reporting System (DEERS), and DoD Exchange Service (DES).

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)

<https://www.tricareonline.com>

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://dpclid.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. DAA-GRS-2017-0003-0001 & DAA-GRS-2017-0003-0002

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

(3) Retention Instructions.

File Number: 103-13: DAA-GRS-2017-0003-0001: Temporary. Cut off and destroy when no longer needed for business use.

File Number: 103-14: DAA-GRS-2017-0003-0002: Temporary. Destroy upon verification of successful creation of the final document or file, or when no longer needed for business use, whichever is later.

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.

10 U.S.C. Chapter 55, Medical and Dental Care; 32 CFR Part 199, Civilian Health and Medical Program of the Uniformed Services (CHAMPUS); and E.O. 9397 (SSN), as amended.

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.

OMB approval does not apply to TOL in accordance with DoD Manual 8920.01, Volume 2, 8b(1): "Affidavits, oaths, affirmations, certifications, receipts, changes of address, consents, or acknowledgments, provided that they entail no burden other than that necessary to identify the respondent, the date, the respondent's address, and the nature of the instrument."