WMT WEBSITES PORTFOLIO
Web & Mobile Technology Program Management Office

For the current issue of the WMT Websites Portfolio, visit

Health.mil/SDD

Welcome to the Websites Portfolio!

The Solution Delivery Division constantly strives to develop and deliver information technology products that help improve the quality of service we provide our beneficiaries and stakeholders. Our job is to make technology work for everyone. That is why we are excited to spotlight many of our products in the WMT Websites Portfolio.

Defense Health Agency patients, providers, and staff will find useful and simple-to-use health care websites in the Portfolio. As you browse the pages, I encourage you to navigate to sites that pique your interest. Try them out and let us know how they work for you—we need and value your feedback!

Col. Marcus Moss
Chief, Solution Delivery Division

The Web and Mobile Technology Program Management Office is excited to share our newest website portfolio, designed to meet the needs of beneficiaries, health care providers, and Defense Health Agency team members.

Our team of skilled developers, designers, and user experience specialists partner directly with users to build sites that are functional, intuitive and accessible. Our sites—publicly accessible, permission-restricted, or built for internal collaboration—goes through rigorous usability testing to ensure a seamless user experience.

We're committed to progress. If you have ideas for a new site or ways we can improve existing ones, we would love to hear from you. You'll find instructions for sharing feedback and suggestions inside.

Alistair McLean
Acting Program Manager,
Web & Mobile Technology Program Management Office
Solution Delivery Division

All websites listed in this portfolio were developed by WMT PMO, a component of the Defense Health Agency Solution Delivery Division under the Program Executive Office for Medical Systems/Chief Information Officer (PEO MS/CIO, J-6).

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Introduction

The Web & Mobile Technology Program Management Office collaborates with industry partners and Defense Health Agency teams to develop, launch, and maintain public-facing websites to improve staff and beneficiary access to information and services. WMT PMO's websites facilitate information sharing and transformation and provide cost-effective services across the DHA. This portfolio is intended to provide Department of Defense beneficiaries, health care providers, and staff information about websites developed specifically for their needs and use.

What does WMT Do?

The Web & Mobile Technology Program Management Office is responsible for delivering web and mobile solutions by developing, sustaining, and supporting innovative mobile apps and systems for Department of Defense customers. WMT PMO maintains many Defense Health Agency websites and collaboration sites, including Health.mil, tricare.mil, dha.mil, and *Inside DHA* (DHA's intranet). WMT PMO also provides custom graphics, logos, branch templates, and other services. Additionally, WMT PMO operates the DHA Usability Lab, which is dedicated to evaluating digital products to identify user pain points, enhance natural interactions, address challenging tasks, and assess the severity of any identified issues. The insights produced by the lab's experts enhance the end-user experience and lead to products that are customer-focused. WMT maintains more than 30 mobile and virtual reality apps available for download to patients, service members, and providers.

This Websites Portfolio reflects how WMT PMO leverages technology to meet the DHA's mission of Improving Health and Building Readiness. **Anytime, Anywhere – Always**

PUBLIC SITES

Health.mil

Health.mil serves as the Military Health System's central information hub, offering a wealth of resources for service members, their families, retirees, and the public. The website promotes healthy living in the military community by providing access to information on fitness, stress management, mental health, and health care benefits. Families can find guidance on parenting, childcare, and resources tailored to their unique needs. Retirees can access information on managing their health, health care services, and staying connected with the military community. Additionally, Health.mil informs the public about military health advancements, research initiatives, and the MHS' commitment to providing exceptional care. By consolidating valuable health information in one accessible location, Health.mil empowers users to make informed decisions about their well-being.

The site uses a centralized content management system for business and internal website administration, providing operational and sustainment control for Defense Health Agency sites, driving efficiencies in cost and management.

Websites under Health.mil include the Hearing Center of Excellence and Vision Center of Excellence.

Key Features:

Includes responsive mobile-friendly design, user-friendly CMS, real-time analytics, and custom workflows.
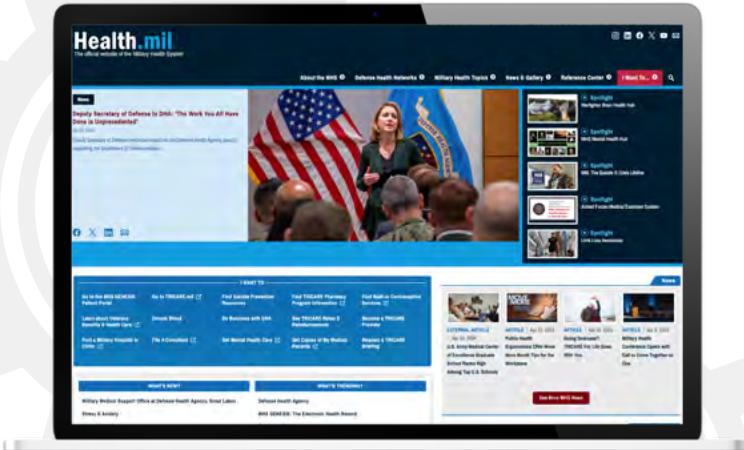
TOOLS

» **Enhanced Enterprise Searches**

» **Automated Search Suggestions (Autofill)**

» **Defense Visual Information Distribution Service Content Importer**

dha.mil

The dha.mil site is the official website of the Defense Health Agency. It's designed to showcase the work and legacy of the agency with a consistent brand and tone, straightforward navigation, and engaging imagery while providing timely and relevant information to stakeholders who engage with DHA on a regular basis.

The site is geared for three primary audiences: current and prospective staff, vendors seeking business opportunities, and beneficiaries looking for health care information.

The site offers secure, accessible, and mobile-friendly access to vital military health care resources. It complies with Department of Defense security standards and accessibility requirements, ensuring a user-friendly experience for all visitors. The site features a customizable content management system, allowing for quick and flexible updates. With its modular design and efficient search tools, visitors can easily access up-to-date content and comprehensive resources for military personnel and their families.

Key Features:

Features engaging, informative content from across the DHA at your fingertips with quick links from the home page to our most popular topics.

TOOLS

» **Responsive mobile-friendly design**

» **User-friendly content management system**

» **Real-time analytics**

tricare.mil

TRICARE's official, public-facing site, tricare.mil, provides resources for enrolled beneficiaries, uniformed service members, retirees, and their families around the world. This website provides information on health plans, coverage, costs, prescriptions, dental plans, and special programs. It offers custom tools, tailored content on demand, searchable doctor index, key phone numbers, points of contact, and medical and claims forms.

Key Features:

Enables beneficiaries to take command of their personal health care; delivers easy 24/7 access to updated information; provides users key information, forms, and points of contact for a wide range of personal health care topics; and helps leadership identify issues of concern, facilitate discussions, and implement corrective actions to improve customer service and satisfaction.

TOOLS

» Compare TRICARE health plans

» Find a Doctor

» Find a Military Hospital or Clinic

TRICARE Manuals

The TRICARE Manuals website is a publicly accessible platform that hosts specifications used by private contractors to administer the TRICARE program. It provides policies and procedures relating to the delivery of health care worldwide. Maintaining current manuals is critical to the Defense Health Agency's operations, as they are the primary reference for running the TRICARE program to the standards expected by Military Health System leadership and TRICARE beneficiaries.

Key Features:

The web-based system helps managers maintain the manuals by simplifying the process of developing and editing sections, publishing new versions, and notifying contractors of changes. WMT PMO supports the system by maintaining software and providing updates and enhancements to technical functionality.
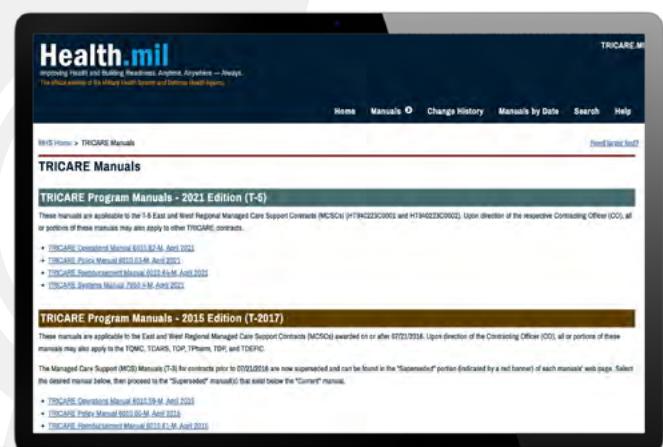
manuals.health.mil

TOOLS

» Accessible to all TRICARE contractors

» Contains 30 years of instruction manual history

» Offers user-friendly browsing and search capabilities within the manuals' 8,000 pages

Military Hospitals and Clinics

WMT PMO and the Defense Media Activity support more than 143 public websites for military hospitals and clinics around the world on its platform, the American Forces Public Information Management System or AFPIMS. WMT creates standard website templates and collaborates with the DHA Director's Communications and Public Affairs Division to develop new features and customized solutions to continually improve these websites and meet the needs of military hospitals and clinics as new requirements are identified. WMT also helps facilitate the migration of new websites when needed and acts as the DHA's liaison with DMA. While the standard template meets the requirements of most clients, WMT can make customized changes, when possible, upon request.

Standard features of the template include a features carousel and a newswire that allows site mangers to tag certain articles, post updates to their facility, and pull DHA-wide info into their local pages.

walterreed.tricare.mil
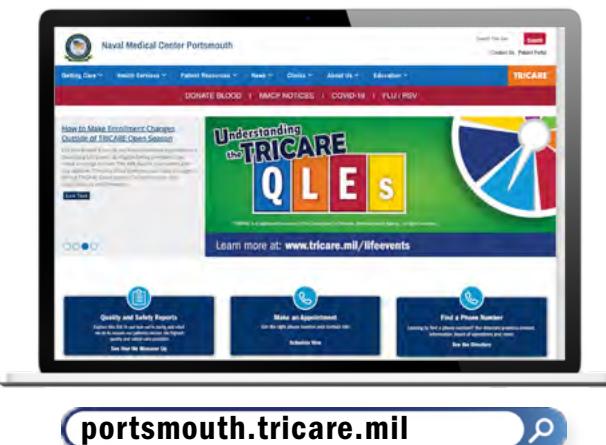
portsmouth.tricare.mil
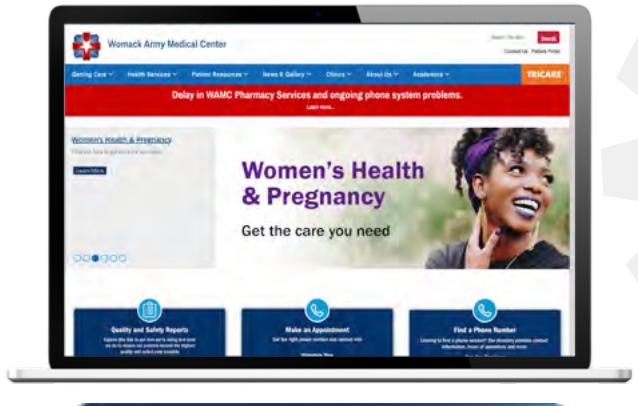

womack.tricare.mil
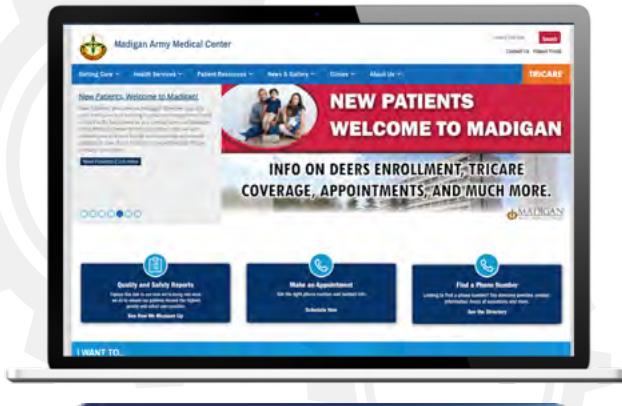
madigan.tricare.mil

Mobile Platform

The mobile.health.mil website is the central location that showcases Native mobile applications and Progressive Web Apps developed by WMT for clients across the Defense Health Agency. It also serves as a platform to access or download DHA apps and is the digital counterpart to WMT's Mobile App Portfolio, downloadable from **health.mil**/**SDD**.


mobile.health.mil
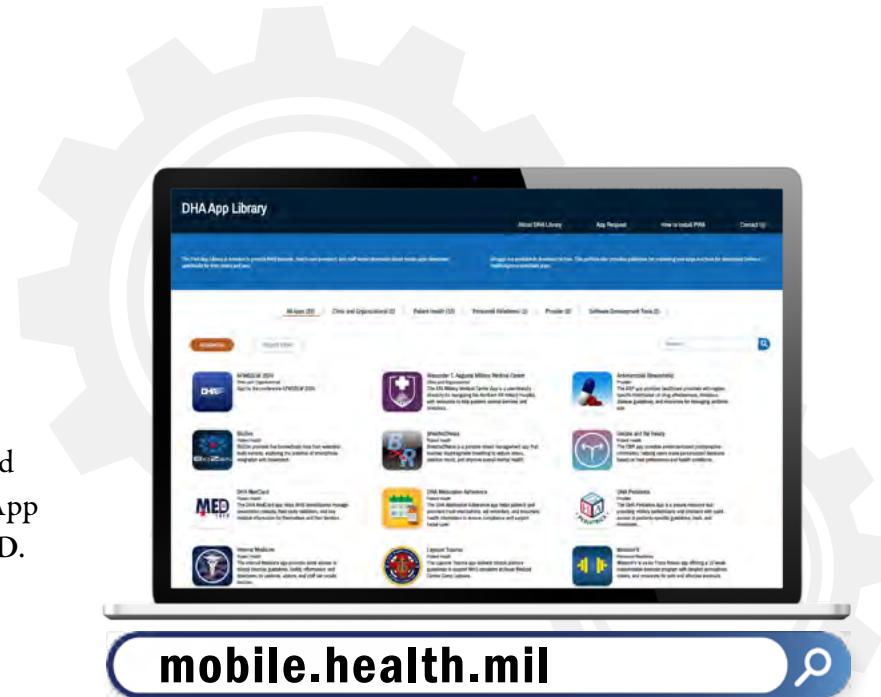
PERMISSIONS-REQUIRED SITES

Assistance Reporting Tool

The Assistance Reporting Tool is the only official government record-keeping system used by the Military Medical Support Office for documenting and tracking authorizations and decisions related to civilian health care services. This includes care for service members in remote locations, civilian medical care under line of duty considerations, services provided to Department of Veterans Affairs veterans, payment for civilian medical claims, and medical conditions identified during the 180-day transition period for former members.

ART is also the sole government-managed repository for capturing military hospital and clinic inquiries and non-clinical TRICARE-related questions and issues from beneficiaries and providers. ART complies with the Department of Defense requirement to develop and maintain a centralized, secure system to capture, manage, and monitor case work for designated beneficiary counseling and assistance coordinators, debt collection assistance officers, family assistance staff, and others serving in a customer service role.

Managers can use ART data to generate reports and conduct statistical analyses to identify past and current trends, as well as anticipate future needs. Leaders can use the data to identify beneficiary concerns and initiate improvements in customer service and satisfaction.
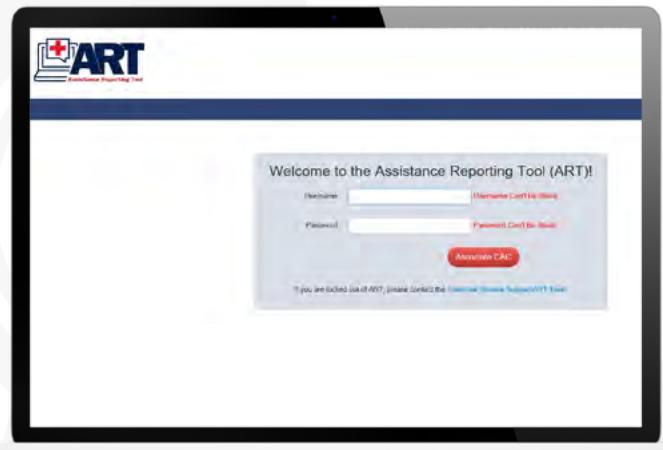
Department of Defense Suicide Event Report

The Department of Defense Suicide Event Report is one of the primary systems used to help characterize suicide behaviors that occur among military personnel. This surveillance system is designed to gather standardized data for suicide events across multiple domains. DODSER data collection contributes to the world-wide suicide surveillance mission by providing the ability to analyze and report on suicide factors in real-time and the opportunity to examine data across the DOD. The goal of DODSER is to improve the DOD's understanding of risk factors that underlie suicidal behavior and increase its ability to prevent future suicides.

DODSER includes instructions, detailed coding guidance, a computer-based training program, and a webform, which collects comprehensive information about the service member and the suicide event. DODSER can generate detailed statistical reports that can be aggregated across the military services and used to inform and enhance the DOD's suicide prevention efforts.

TRICARE Retail Refunds Website

The TRICARE Retail Refunds Website is a Department of Defense system designed as an information repository and portal allowing controlled access to proprietary data related to approximately 280 pharmaceutical manufacturers participating in the TRICARE Retail Refund Program. The system is used by the TRRP team, Contract Resource Management team, and government Health Care Data Analysts to manage various functions of the program to provide refund data on a quarterly basis. Between Fiscal Year 2008 – FY25 (as of March 2025), the program has collected approximately $19.4 billion. In the fourth quarter of 2024, TRRWS collected $421 million in refunds.
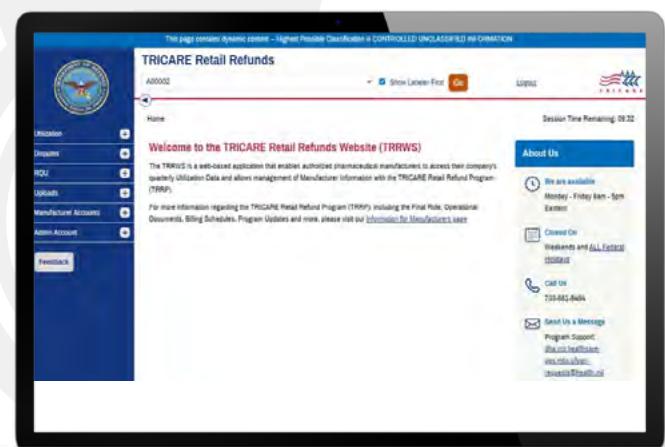
Records Management Storage Tracking

The Records Management Storage Tracking extranet serves as a centralized platform for the Defense Health Agency's Records Management office. It allows for precise monitoring of both physical and electronic record locations and enables record custodians to effectively manage their file plans online. The site streamlines the storage and management of record locations, supporting the DHA's annual requirement to update office file plans. It also facilitates a verification and approval workflow between the RMO and Records Custodians. The implementation of this process has enhanced efficiency and led to a significant reduction in associated costs.
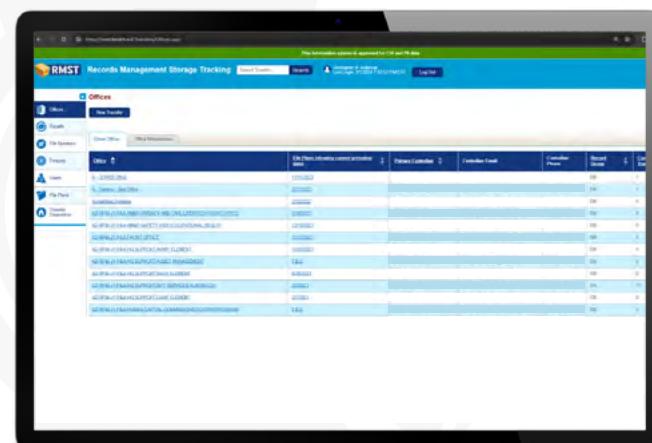
World Class Facilities Toolkit

The World Class Facilities Toolkit has approximately 600 users and provides tools and resources that planners, hospital staff, architects, engineers, agents, and facility managers can access to review the standards and operations that define a World-Class facility. The WCFT also helps to incorporate world-class strategies into projects throughout their life cycles.
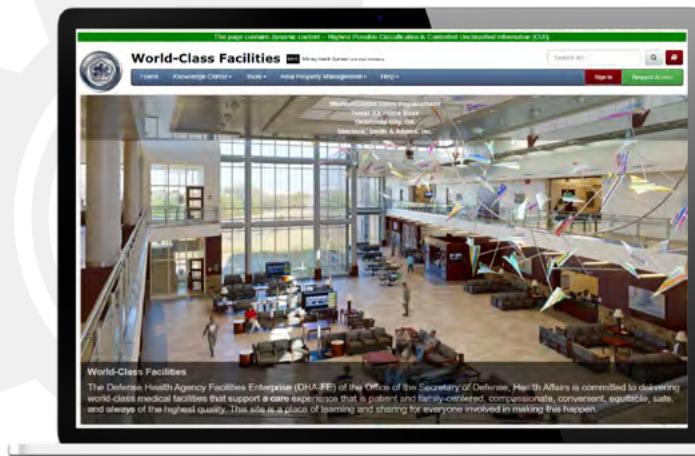
Real Property Systems Standards

The Real Property System Standards website offers a standardized terminology for the Defense Health Agency's real property installed equipment, personal property, and low voltage systems to Facilities Management property managers. These assets, which are under the maintenance responsibility of the Facility Management team, can be tracked more efficiently using RPSS. The tool also allows Property Managers to use RPSS to access inventory guidance for performing RPIE surveys. Additionally, the system provides maintenance frequency and procedure guides; industry and accreditation agency standards for maintenance actions and maintenance frequency; and quality assurance checklists for specific equipment with recommended in-progress inspections. In cases where instruction manuals are unavailable, it supplies conventional preventive maintenance frequency and procedures.
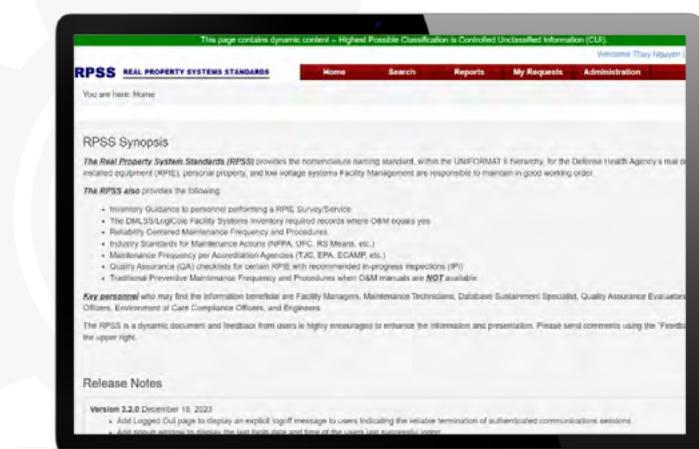
Inquiry Tracking System

The Inquiry Tracking System serves as an internal system for the Medical Benefits & Reimbursement Office to track inquiries regarding TRICARE health plans for potential changes to TRICARE manuals and health care reimbursements. The system provides a custom workflow, document management, and search function to support business operations in processing external inquires.
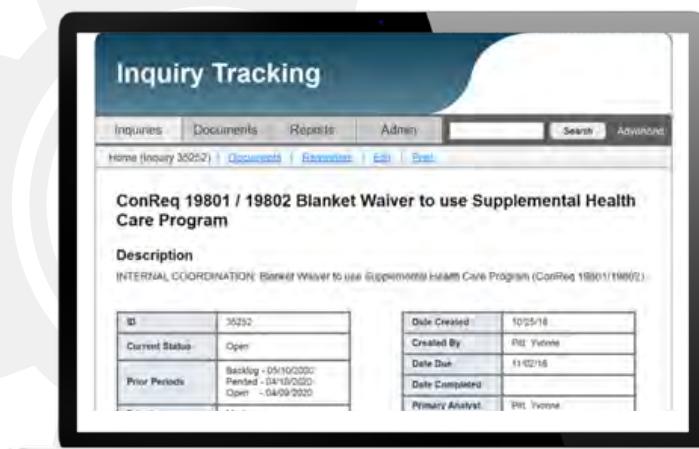
COLLABORATION SITES

Air Force Knowledge Exchange

The Air Force Knowledge Exchange serves as a centralized document repository and virtual library for the U.S. Air Force Medical Service, hosting over 1,000 websites. It also supports various blogs and discussion forums for different functional communities. This consolidation encourages groups to interact, share resources, create new resources, and provides stability and cohesion across all site environments.
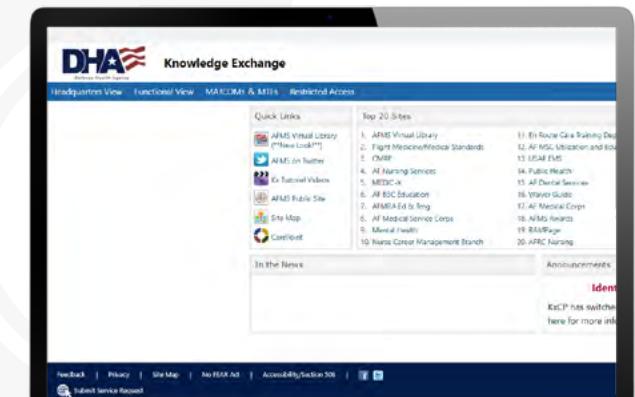

🔒 **kx.health.mil**

Army Medicine Portal

Army Medicine Portal is the U.S. Army Medical Command's internal collaboration platform. It allows users to review, create, edit, and track projects and documentation from any location across the globe. It also serves as the host environment for service-specific internal applications.
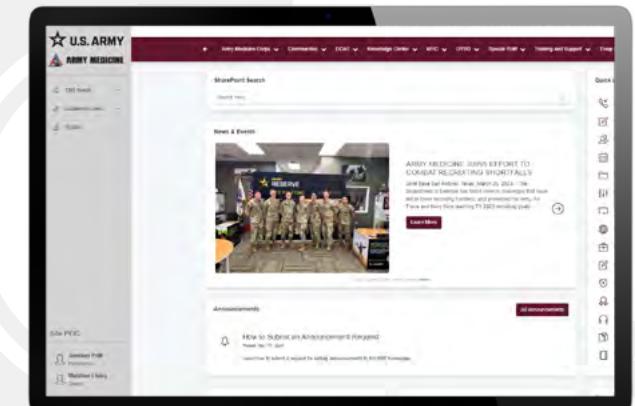
🔒 **amp.health.mil**

Inside DHA (SharePoint)

The Defense Health Agency's intranet, *Inside DHA*, is a highly adaptable, web-based collaborative platform powered by SharePoint Online. It seamlessly integrates with Microsoft Office and is primarily used as a document management and storage system. WMT PMO takes the lead in managing and configuring *Inside DHA* for the entire agency.
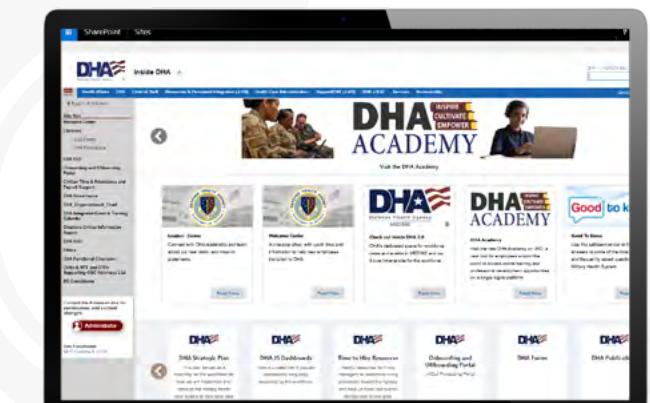
🔒 **info.health.mil** 🔍

Navy Medicine Portal

Navy Medicine Portal is the U.S. Navy Bureau of Medicine and Surgery's internal collaboration platform. It allows users to review, create, edit, and track projects and documentation from any location across the globe. It also serves as the host environment for service-specific internal applications.
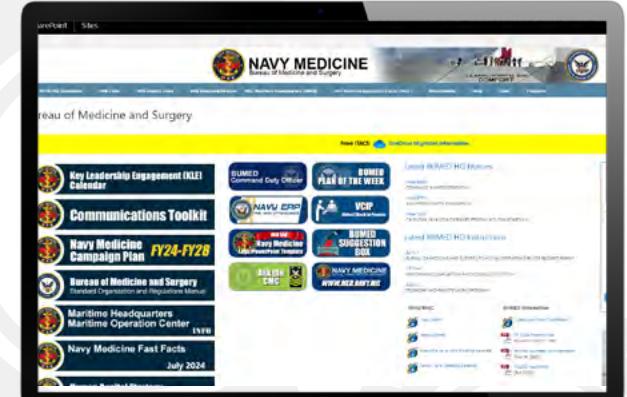
🔒 **esportal.med.navy.mil** 🔍

SharePoint Online

SharePoint Online is a versatile collaborative platform that the Defense Health Agency employs as a system for document management and storage. It facilitates the sharing of MED365 cloud-based files and integrates effortlessly with a suite of programs like Teams and OneDrive, simplifying document access. Before its deployment, WMT PMO provided a comprehensive briefing to each site and conducted weekly touchpoints to gather and document any new insights or lessons learned. The team created a MED365 SPO Teams Channel to communicate updates, answer questions, and provide support, effectively facilitating the transition and migration of data. The move to SPO significantly reduces costs for the agency.

WMT PMO collaborated with Infrastructure and Operations Division, Data Center Operations; Cloud Broker Service Section; Engineering Solutions Architecture-Business Analytics Division; Cyber Security Division; and the Military Health System Communications Office to achieve this objective.
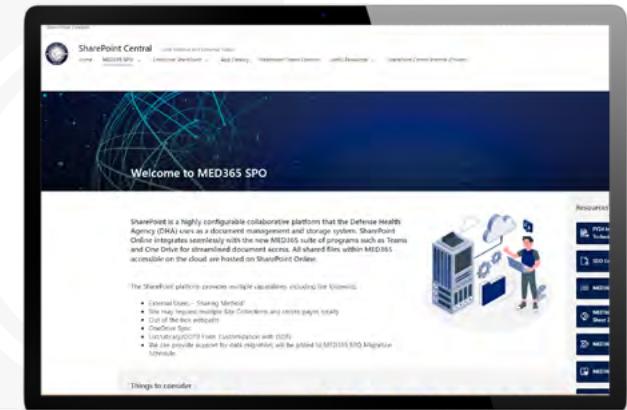
🔒 **militaryhealth.sharepoint-mil.us** 🔍

Fraud and Abuse Content Tracking System

The Fraud and Abuse Content Tracking System, in combination with the Windows Sentry desktop application, serves as a crucial toolset for the Defense Health Agency's Program Integrity office. As the SharePoint equivalent to Windows Sentry, FACTS supplies documents and case information that are used as evidence in investigations of potential fraud and abuse within the TRICARE program.
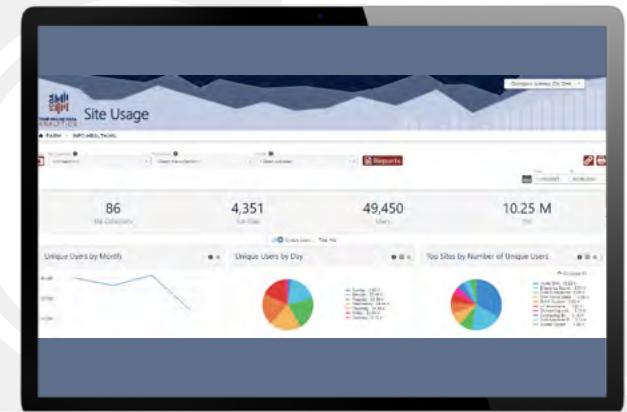
🔒 **facts.obiwan.health.mil** 🔍

Customized Client Dashboards

Center for Laboratory Medicine Services

The Center for Laboratory Medicine Services uses an Access database to track requests for Department of Defense laboratory testing. The goal of this CLMS SharePoint implementation is to consolidate separate databases into one comprehensive tool located on the Defense Health Agency SharePoint site. The system is designed to enhance support for military hospitals and clinics, and over 300 laboratories nationwide performing DOD testing. It ensures data accuracy and integrity, boosts efficiency among the CLMS administrators and laboratory users, and leverages collaborative and communicative tools that the DHA SharePoint system offers.
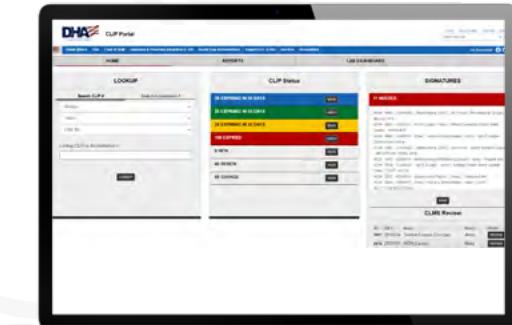
🔒 info.health.mil/sites/clms

Compliance Risk Assessment

The Compliance Risk Assessment questionnaire is accessible to authorized users at military hospitals and clinics transitioning to the Defense Health Agency. The collected responses are captured and securely stored, allowing communication of results to leadership and stakeholders. This data enables the DHA Privacy Office staff to review and identify weaknesses. Additionally, staff can distribute corrective action plans and develop educational materials addressing common compliance issues.
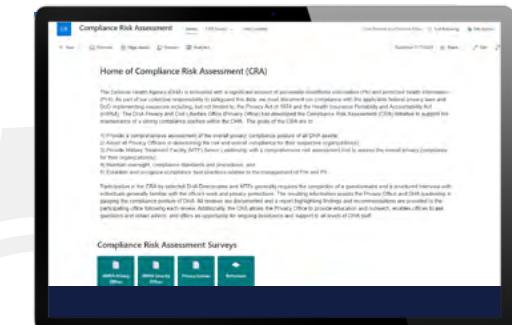
🔒 militaryhealth.sharepoint-mil.us/sites/CRA

Onboarding/Offboarding Portal

The Onboarding/Offboarding Portal is a custom SharePoint application that utilizes checklists to facilitate onboarding and offboarding of United States Army, Navy, Air Force, and Coast Guard service members; U. S. Public Health Service officers; and federal employees.
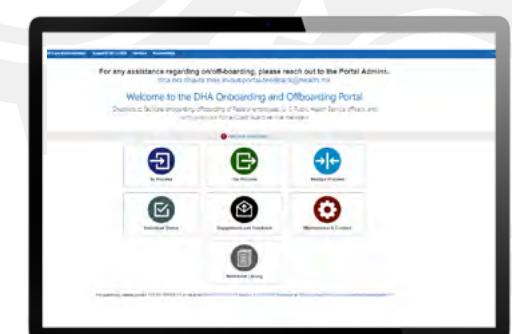
🔒 info.health.mil/cos/admin/hr/IO/
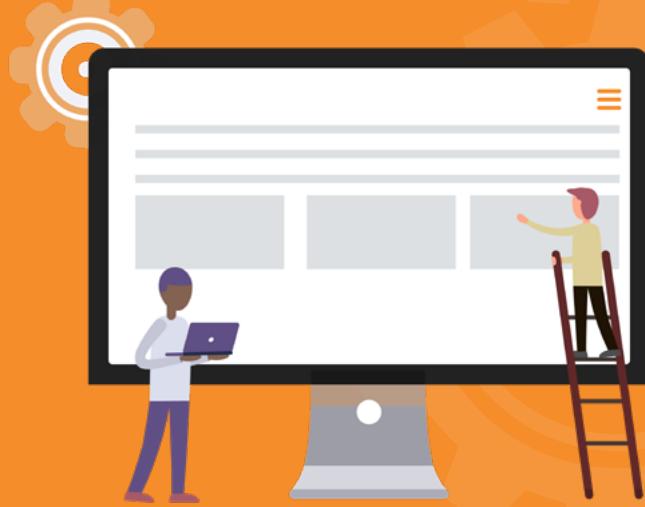
HOW TO GET STARTED

Request Help Creating SharePoint Online Site


gsc.health.mil

Submit a Service Now request at: **https://gsc.health.mil** Service Now Group: "PMO SharePoint Support Tier 2"

Email questions to: **dha.san-antonio-tx.PEO-Med-Sys-J-6.mbx.med365-spo-migrations@health.mil**.

Request WMT Support Tools

info.health.mil/apps/HIT/services

Use the link below to access the website and request the applicable service.

Health.mil/SDD