

## **LHI.care**

### How to set up and complete your Mental Health Assessment (MHA)

1. Complete your PHAQ
2. Go to LHI.care after your PHAQ is complete
  - a. May need to wait 10-30 mins while systems “talk” to each other
3. Create an account with LHI.care
4. You will need to enter/verify your identity
5. You will receive either an email or text (depending on how you entered your preferences during account set up) with a verification code
  - a. Verification code is only valid for 15 mins once received
  - b. Suggest leaving LHI.care open in browser while awaiting code
  - c. Code can take 5-20 mins to arrive
  - d. **\*\*Use civilian email and/or personal cell phone. DO NOT use any military affiliated contact information ( Base phone, military email)\*\***
6. Enter verification code in LHI.care
7. Set up MHA appointment
  - a. Appointment times are generated by LHI.care and we do not have visibility or control over appointment times
8. You will receive an email or text confirming your upcoming appointment
9. Within 24 hours of your appointment, you will receive another email or text reminding you of your appointment
10. At time of appointment, call will come from an 888 number (ex. 888- 644- 3100)
  - a. When answering the phone, you will hear a “robo call”. The robo call will instruct you to find a quiet place and push 1 when you are ready to start appointment
  - b. If you miss call, you will need to reschedule appointment with LHI.care
11. MHA appointment can take 5-20 mins depending on PHAQ answers
12. Annual MHA appointment is complete

If you are unable to log in to LHI.care after one hour of finishing PHA, please call LHI.care to update account information directly at (877) 437-6313.

If you have any questions or problems, please contact your Unit Health Monitor first and then the Medical Group.

#### Medical Group PHAQ Points of Contact:

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