

Clarification on utilizing the PDHRA Call Center for IA Sailors is hereby provided. The PDHRA Hotline number is ONLY to be used if a Sailor or Marine meets the following criteria:

If you are a member of a Reserve Component, Active Duty member not associated with a unit and do not have access to military treatment facility (MTF) or a Recruiter, to complete this Assessment, you must contact the PDHRA CALL CENTER for a health care provider review: 1-888-PDHRA-99 (1-888-734-7299) option 3. If you are a member of the Active Component, your Unit will provide direction for the health care provider review process.

Ref: <https://data.nmcphc.med.navy.mil/EDHA/>

The use of the hotline number should ALWAYS be the exception and never the rule. The use of MTFs to conduct PDHRAs must be used to the maximum extent possible and the hotline number should NEVER be used to circumvent current policy for convenience. We owe it to our Sailors and Marines to ensure that they are seen by medical providers where possible to ascertain their true situation, which is inherently more difficult to assess when not face to face.

For any further questions, please contact CDR Dienes (USFF R3 Program Manager) at (757)836-2869 or at myriam.dienes@navy.mil.