

Patient Portals for Dual-Eligible Beneficiaries

Captain James A. Lovell Federal Health Care Center (Lovell FHCC) uses both Department of Defense (DOD) and Department of Veterans Affairs (VA) patient portals (MHS GENESIS Patient Portal and My VA Health). Some patients are both DOD and VA eligible (a Veteran who also has TRICARE and is considered as dual-eligible).

Dual-eligible beneficiaries can access the following health information through either portal, regardless of where they received care: procedures, allergies, vaccines, health issues, lab results, clinical notes and visit summaries. Table 1 outlines the differences in the capabilities associated with each portal.

Recommendations to keep in mind if you are a dual-eligible beneficiary

Table 1. Differences Between DOD and VA Portals

Capability	DOD Patient Portal	VA Patient Portal
Access	Access the DOD patient portal (MHS GENESIS Patient Portal) by using DS Logon, Personal Identity Verification (PIV) Card or Common Access Card (CAC) at https://my.mhsgenesis.health.mil .	Access VA patient portal (My VA Health) by using Login.gov, My HealtheVet Premium, DS Logon Premium or ID.me at https://www.va.gov or https://patientportal.myhealth.va.gov .
Scheduling	To manage appointments, use the patient portal of the Department (DOD or VA) affiliated with the clinic. Reference Table 2 for clinic affiliations. Direct book available appointments. Request, reschedule or cancel an appointment; view details of upcoming appointments; download calendar; and print appointment details.	To manage appointments, use the patient portal of the Department (DOD or VA) affiliated with the clinic. Reference Table 2 for clinic affiliations. Cancel and view details of upcoming appointments; download calendar; and print appointment details.
Reporting	To view reports, use the patient portal of the Department (DOD or VA) affiliated with the clinic. Reference Table 2 for clinic affiliations. View and download Pathology and Radiology reports.	To view reports, use the patient portal of the Department (DOD or VA) affiliated with the clinic. Reference Table 2 for clinic affiliations. View and download Pathology, Radiology, Microbiology and Cardiology reports.
Medications	View active medications and request prescription renewals. Submitting medication refills to the pharmacy queue is not currently enabled.	Review active and historical medications. Request prescription renewals from care teams and submit medication refills to pharmacy queue.
Messaging	View and send messages with attachments to your care team.	View and send messages with attachments to providers with established relationships.
Local Contact	Margaret Severance (margaret.severance@va.gov)	Sha'keena (Kayla) Stern (Sha'keena.stern@va.gov)
Help Desk	GSC Help Desk (800) 600-9332	My VA Health Portal Help Desk: 1-888-444-MYVA My VA Health Veteran User Guide

Table 2. Lovell FHCC Clinic Department Affiliations by Location

Location	Clinics	Dept. Affiliation
West Campus	DOD TRICARE-only clinics: Pediatrics, Family Life, Internal Medicine, Mental Health/Life Skills, Substance Abuse	DOD
West Campus	All except the five DOD TRICARE-only clinics listed above	VA
East Campus	ALL	DOD
Community-Based Outpatient Centers	ALL	VA

