

NEW RESERVE HEALTH READINESS

FAQ

PROGRAM CONTRACTOR



Who is the new Reserve Health Readiness Program (RHRP) contractor?

A. Quality, Timeliness, Customer Service (QTC) Medical Services is the new RHRP contractor that the Army Reserve will leverage to provide medical and dental readiness services to enable commanders to maintain medical readiness standards and requirements.

When will the Army Reserve Transition to the new RHRP contractor?

A. The current contractor Optum Serve (known as LHI) will start ramping down its services to help the Army Reserve transition to the new contractor with a projected target date of **1 March 23**.

What new services will the RHRP-3 contractor provide to Service Members?

A. There is no change to the health services provided through the RHRP-3 contract. The RHRP-3 contractor will continue to provide Force Health Protection (FHP) services such as Individual Medical Readiness (IMR), Medical Dental Readiness Events (MDREs), Mental Health Assessments (MHA), and Post-Deployment Health Assessments.

What can Service Members expect during the transition phase?

A. The Army Reserve anticipates a smooth and seamless transition between contractors and expects to provide continuous resources with no delays in services by the RHRP contractor.

What training will the RHRP-3 vendor provide to the Service Member and the Commands?

A. Prior to launch date, online and hands on training will be provided for Service Members, unit leaders, and Medical Readiness personnel help to ensure a seamless transition from the previous contractor to QTC Management.

What setup will the RHRP-3 contractor provide for training?

A. The RHRP vendor (QTC) will provide PDFs of user manuals for QTC's Service Member Portal (SMP) and Service Component Portal (SCP) by NLT 15 December 22. Live and recorded Microsoft Teams (MS) Teams training sessions will be conducted at various times during the month of February to help train the force on how to navigate through the new

What are the benefits of transitioning to RHRP-3 contractor?

A. The RHRP-3 contractor Line of Efforts (LOE) will increase medical readiness data accuracy, provide near real-time updates to the Service Component's Medical Readiness Systems, and Service Component portal to provide real-time updates to help commanders and Service Members establish an accurate view of a Soldier's Individual Medical Readiness status.

How will the Service Member know when to contact the new contractor to request Individual Medical Readiness (IMR) services?

A. Service Members should continue to utilize the current established phone numbers and email address to request individual medical readiness (IMR) services with the current contractor until they receive notification that the new contractor is fully operational, and they are instructed to submit request for service through the new the RHRP contractor.