

**Congress of the United States**  
**Washington, DC 20515**

February 14, 2025

Lt. Gen. Telita Crosland  
Director  
Defense Health Agency  
7700 Arlington Boulevard  
Falls Church, VA 22042

Dear Lieutenant General Crosland,

We write to express our deep concerns regarding the devastating impact of ongoing TRICARE East reimbursement issues on our military families and community medical providers.

We have heard directly from many concerned providers and military families, stating that the new T-5 contract has resulted in severe challenges, with providers across the nation reporting millions of dollars in claims going unpaid or unprocessed. Some have not received any payment since the beginning of the year, while others have received checks that were placed on hold by their banks. This cash flow crisis puts smaller practices at immediate risk of closure, jeopardizing access to care for thousands of military families across the country.

Our servicemembers and their families deserve reliable, high-quality healthcare. If providers cannot receive timely and comprehensive reimbursements, TRICARE beneficiaries will inevitably face denials of necessary care. This crisis comes at a time when our healthcare system is already strained, with 50% of active duty installations located in health professional shortage areas<sup>1</sup>. Our service members currently wait an average of 20 days for urgent appointments<sup>2</sup>, and these payment failures will only exacerbate these already unacceptable wait times. Many of the affected providers offer critical specialty care, making the potential impact even more severe. Failing to rectify these reimbursement issues will place an undue burden on those who have already sacrificed so much for our nation. It is imperative that the Department work to restore TRICARE payment services immediately allowing providers to remain operational and continue caring for those who have served our great nation.

To ensure transparency and accountability, we request answers to the following questions by March 1, 2025:

1. When do you anticipate the current reimbursement delays will be resolved?

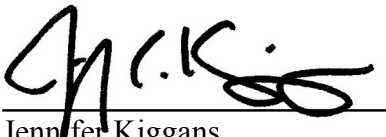
<sup>1</sup> Quil Lawrence and Brent Jones, "Half of U.S. military bases in the country are in 'health care deserts'," NPR, June 17, 2024, <https://www.npr.org/2024/06/13/g-s1-4187/>

<sup>2</sup> U.S. Government Accountability Office, "DEFENSE HEALTH CARE: DOD Should Monitor Urgent Referrals to Civilian Behavioral Health Providers to Ensure Timely Care," Report to the Committee on Armed Services, House of Representatives, <https://www.gao.gov/assets/d24106267.pdf>.

2. When should providers who have not yet received payment for their services expect to be reimbursed by TRICARE?
3. What specific assurances have you received from your TRICARE East contract holders regarding a concrete plan to resolve these delays?
4. What proactive steps are being taken to ensure that we do not face this critical payment issue again in the future?

Thank you for your prompt attention to this urgent matter and your continued service to our nation. We look forward to your timely response.

Sincerely,



Jennifer Kiggans  
Member of Congress



Robert J. Wittman  
Member of Congress



Michael R. Turner  
Member of Congress



Seth Moulton  
Member of Congress



James C. Moylan  
Member of Congress



John J. McGuire III  
Member of Congress