

The Honorable Roger Wicker
Chairman
Senate Committee on Armed Services
U.S. Senate
Washington, DC 20510

The Honorable Jack Reed
Ranking Member
Senate Committee on Armed Services
U.S. Senate
Washington, DC 20510

July 21, 2025

Subject: Escalating Crisis within the TRICARE Healthcare System

Dear Chairman Wicker and Ranking Member Reed:

On behalf of the undersigned organizations, we write with urgency to address the escalating crisis within the TRICARE healthcare system which is jeopardizing the health and stability of veterans, service members and their families while undermining our all-volunteer force readiness. A critical data transfer failure, rooted in flawed software implementation and deployment of an inaccurate database on a live platform, has inflicted immeasurable damage upon providers and patients with no end point or solution in sight.

Beneficiaries and healthcare providers are grappling with unprecedented barriers to accessing care. Families report struggles to secure appointments, canceled procedures, and a shrinking pool of providers accepting TRICARE patients. Providers, meanwhile, face a broken system riddled with inefficiencies: National Provider Identifier and professional credentials erased, a malfunctioning claims portal that no longer protects sensitive information, prevents timely claim submission and are incapable of processing payments for services rendered. These failures have left clinics across the nation in financial peril, with many forced to take out high-interest personal loans, drop TRICARE patients, exit the network entirely, or close their doors permanently. While some claims are now being processed, thousands of providers remain unpaid for months of critical work, with the value of nationally backlogged claims estimated at hundreds of millions of dollars.

This is not merely a billing issue, it is a systemic failure with far-reaching consequences. Service members, distracted by family healthcare emergencies, cannot fully dedicate themselves to their missions, eroding military readiness. Families, promised reliable healthcare benefits, are left vulnerable and destabilized, weakening the resilience of our force. Most alarmingly, persistent disruptions are driving military families to question further commitment to military service, threatening the retention of our all-volunteer force at a time when national security demands unwavering strength.

The lack of transparency regarding the root causes of claims processing delays, random mass claim rejections, coupled with inadequate communication and accountability, has led providers and families to fear that critical information about systemic mismanagement is being withheld, eroding trust in the TRICARE system further. We respectfully urge Congress to convene public hearings to ensure every possible step is taken to correct these issues swiftly and decisively,

before irreparable harm is done to the TRICARE network and the benefits military families rely on.

Thank you for your continued leadership and commitment to those who serve. We stand ready to collaborate with you to safeguard the health and readiness of our military community. For more information, please contact Kristi Cabiao at k.cabiao@missionalphaadvocacy.com.

Respectfully,

American Occupational Therapy Association
American Physical Therapy Association
American Speech-Language-Hearing Association
Hampton Roads Military and Federal Facilities Alliance
Mission Alpha Advocacy