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**EAST REGION**

March 18, 2025

ASHA  
A. B. Mayfield-Clarke, PHD, CCC-SLP  
2200 Research Boulevard  
Rockville, MD 20850-3289

Dear Ms. Mayfield-Clarke,

This letter is in response to your correspondence dated 2/28/2025 regarding delays in processing claims and payments to providers for services rendered after 01/01/2025.

Humana Military is aware of challenges providers may be experiencing with claims submissions. The usual processing times have been delayed due to a major system transition. We are actively working to expedite resolutions and anticipate returning to our standard turnaround times within the next several weeks.

The local Market Operations Team is available to provide assistance to providers individually. Messages can be sent through the provider portal.

<https://infocenter.humana-military.com/prov/service/Account/Login>

We deeply regret any inconvenience this may have caused and understand the importance of timely payments. We value the partnership with providers and the care they provide to TRICARE beneficiaries.

Respectfully,

Tiffany Henry, MBA, PAHM  
Senior Complaints Professional  
Humana Military Resolutions