



TRICARE Family Survey

April 2025

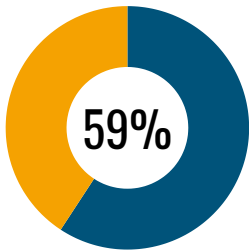
What is the TRICARE Family Survey?

On January 1, 2025, TRICARE—the essential health care benefit serving millions of service members, retirees, and their families—entered a new cycle of contracts for managing the military’s healthcare system. This survey was developed as a grassroots effort to determine effects to the beneficiaries’ access to healthcare services. This survey is not intended to be used for research purposes but to serve as an indicator for potential larger issues within the military healthcare system.

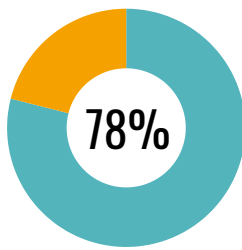
Who We Surveyed

762 Military Family Responses

363 East Region
399 West Region



East Region



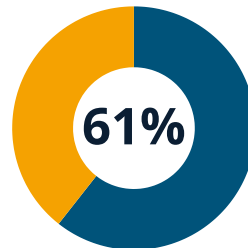
West Region

Of military families have experienced issues obtaining referrals or authorizations since January 1st

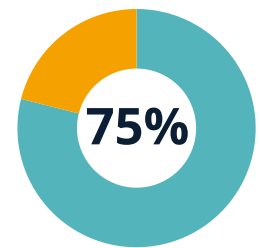
What Families Had to Say

“I am undergoing treatment for cancer, TRICARE has taken months to authorize certain appointments, this has delayed my cancer treatment by 2 months, ultimately letting the cancer grow and spread.”

“I am the spouse of an active duty member and we have Tricare Prime. I needed a referral to a specialist and had to wait 6 weeks for the referral to be processed and the facility no longer accepted Tricare because of non-payment issues they were having.”

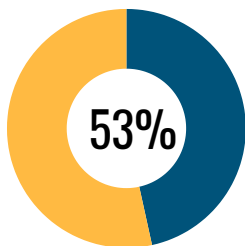


East Region

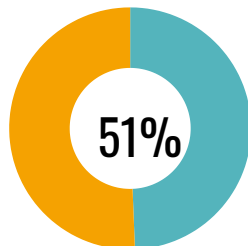


West Region

Of military families have experienced a disruption in medical services since January 1st 2025



East Region



West Region

Of military families have NOT been charged the appropriate amount for enrollment, premium, or co-payment fees

“Tricare East Select has not processed most of our 30+ claims, and incorrectly rejected many; providers continue to charge us the full deductible amount every visit due to tricare lack of timely processing. This is the worst Tricare service we have received in over 20 years.”

For the full survey report and family comments visit:
www.missionalphaadvocacy.com

