



TRICARE West Healthcare Provider Survey

March 2025

What is the TRICARE West Healthcare Provider Survey?

This survey was developed by Raised to Empower, LLC in an effort to assess the impacts of the January contract transition to the healthcare provider network and the resulting impacts to TRICARE beneficiaries. This survey was the result of a grassroots effort to quickly gather data and raise awareness of the effects to TRICARE beneficiaries.

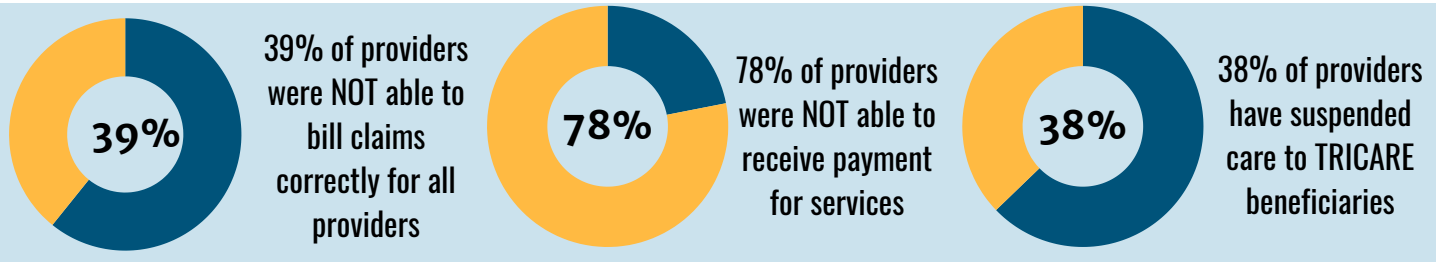
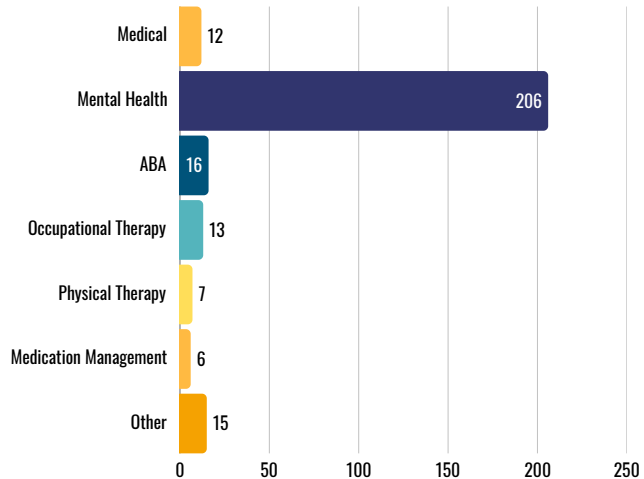
Who We Surveyed

263

Individual Healthcare Providers

23

Different States



83% of providers do **not** plan to continue serving, or are **unsure** if they will continue serving, TRICARE beneficiaries as a result of the claims processing issues.

Recommendations

1. Provide weekly announcements on the TriWest website with up-to-date timelines for resolution of delayed contract agreements and administrative barriers delaying provider reimbursements.
2. Provide direct contact information for the following TriWest departments: contracting, credentialing, and claims.
3. Identify and correct all administrative errors that are not a result of provider input from negatively affecting the clean claim submission dates.



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