

What Families Had To Say About the 2025 TRICARE Contract Transition

Question 7: (Optional) Please provide any comments about your experience with TRICARE since 1 January 2025.

This was an open answer text box to allow families to describe their personal experiences and concerns. The survey collected 506 family comments, and all comments may be viewed in the attached addendum titled "TRICARE Family Survey Comments".

"My childrens' PT, OT, and speech clinic can't even get a claim to be accepted. They aren't being paid, which means they are drowning with all their Tricare patients. They can't continue to see us. I have paid well over my catastrophic cap because my claims aren't being processed. Large networks have dropped us and it's becoming impossible to find specialists who accept Tricare."

"All of my tricare claims for 2025 have been rejected. I have had to call for every single claim to get it reprocessed several times to get it approved. Someone with tricare "accidentally" put a clerical error on my account stating I had other health insurance. I do not have any other insurance. The other insurance they had on file for me under a note on my account became active in 1988. I wasn't even born until 1996..."

"My husband, who is the service member had to stop mental health services because TRICARE was not paying his therapist who is in network due to the shift to TRICARE West."

"I have a medical need to get a colonoscopy every 3 years. Due to military orders we were living overseas where I could not get a colonoscopy within my regular 3 year timeframe. Upon returning stateside I immediately tried scheduling the procedure. The first problem was finding a provider to take Tricare and a reasonable wait time. I waited over 6 months to get into a clinic and get a colonoscopy scheduled for late March 2025. My colonoscopy is now overdue by over year and the clinic called early March to cancel all procedures for patients with Tricare. I'm now back to the beginning of searching for a provider who will perform a colonoscopy and there is a real possibility that they will find colon cancer due to this huge gap in care."

"I have been dealing with severe postpartum depression with suicidal ideations. Because of TRICARE, I have not been able to see my providers and therapist since early February. This has been detrimental in my mental health status."