

TRICARE East Healthcare Provider Survey

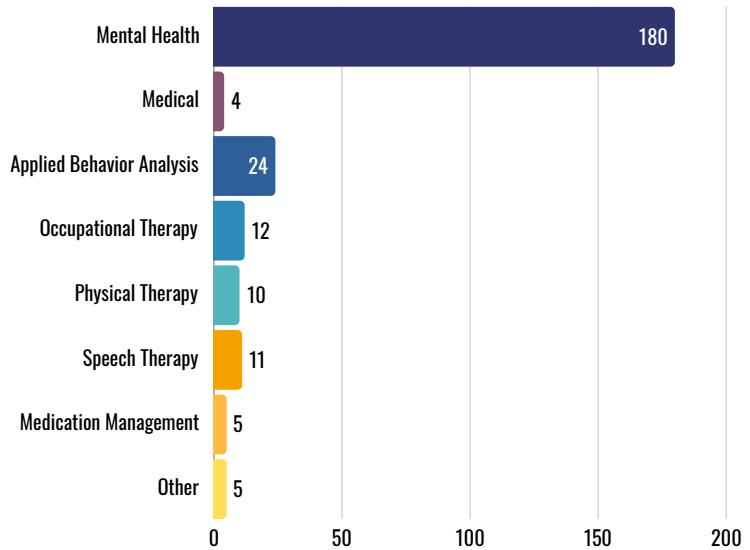
March 2025

What is the TRICARE East Healthcare Provider Survey?

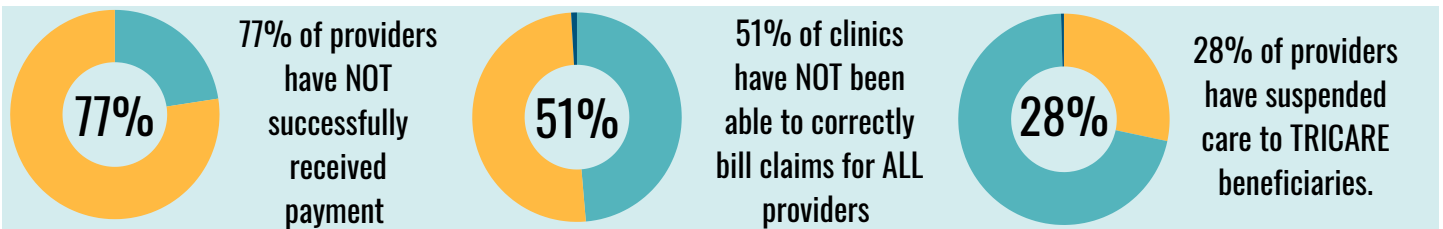
This survey was developed by Raised to Empower, LLC and Mission Alpha Advocacy in an effort to assess the impacts of the January 2025 contract transition to the healthcare provider network and the resulting impacts to TRICARE beneficiaries.

Who We Surveyed

222 Individual Healthcare Providers
27 Different States



*Respondents may select the services they, or their practice, provide



80% 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 Humana Military website with up-to-date timelines for resolution of delayed reimbursements to providers.
2. Suspend provider audits and administrative offsets (“clawbacks”) until all claims and remits are processed and up-to-date.
3. Identify and correct all administrative errors that are not a result of provider input from negatively affecting the clean claim submission dates.

Raised to Empower

ASHLEY COMEGYS



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