



#	RESPONSES	DATE
1	#customerservice #claimsprocessing Last year 2024 in June I developed acute pancreatitis while 26 weeks pregnant and had to be medevaced and hospitalized for a week. In March of 2025 I received a phone call that that claim was denied and if I did not take care of it I could end up with a bill of \$49,000+. I asked how I could resolve this and they told me they did not know I would have to check the EOB but when I login to my triccare account the document is not available. I have tried several times calling them and been put on hold 3-6 hours each time and still have no answers.	4/5/25 22:36
2	#physicaltherapy #occupationaltherapy #speechtherapy #claimsprocessing #providernetwork 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.	4/5/25 22:29
3	#physicaltherapy #claimsprocessing It has been a hot mess. Our eye dr dropped us, our physical therapists office hasn't seen a payment since Jan, my other doctors are talking about dropping triccare patients because the reimbursement is even lower than the year before...which was low to begin with. We love our civilian drs. Let us keep them by paying them appropriately	4/5/25 21:52
4	#physicaltherapy#referralmanagement I had knee replacement Dec 9th. My recovery was slower than anticipated. My physical therapist requested additional visits to help me train and rehabilitate, the request was ignored. I also requested more visits from my PCM and it was never approved. Despite a "waiver" being in place I was never authorized to see my physical therapist again and have had to do my rehab on my own since then.	4/5/25 19:25
5	#referralmanagement #pharmacy Express Scripts erroneously denied our son's Prior Authorization for a medication for months, and refused to approve it until our congressional representative got involved. We have also had issues getting quotes for whether his orthotics would be covered by either Tricare or ECHO and what our co-pay would be.	4/5/25 18:26
6	#surgery #referralmanagement #customerservice #claimsprocessing #enrollment #OHI I had to have knee surgery on January 24th 2025. I had to struggle to get authorization because the Dr office spent hours on hold and couldn't get into the provider portal. I ended up receiving authorization letter for surgery January 20th and had to provide it to the surgeon as they still couldn't see the information in the portal. I spent over 8 hours in 3 days on hold with triccare to get the authorization to begin with. I had the surgery and thought all was well until I got kicked out of therapy the beginning of March because they had not been paid a dime from Tricare and then I got a 17k bill from the hospital stating they billed Tricare and although I had prior authorization that Tricare informed them I didn't have coverage on date of service which was 4 days after the dated authorization letter. I have spent hours so far on the phone this week trying to get that figured out but every time I reach a real person they take my name and info and I mysteriously get disconnected. I'm at my wits end	4/5/25 18:07
7	i just want to know why supplies for gestational diabetes aren't covered! a glucose meter, alcohol prep pads, lancets and test strips should all be covered!	4/5/25 16:11
8	#claimsprocessing #enrollment #OHI #customerservice All of my triccare 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 triccare "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. They stated this was a clerical error that someone placed on my account, so every time a doctor's office processed a claim it automatically denied. When I would call Tricare, they said they didn't see any other health insurance and reprocessed the claims. Tricare has been doing this for years, and avoiding payment because of a false note on my account that I couldn't even see.	4/5/25 14:51
9	#claimsprocessing #providernetwork Find Tricare exceedingly confusing to use - how to select doctor, how to determine correct copay and submit for reimbursement. Recently was injured on travel (same region) and couldn't find doctor that would accept Tricare.	4/5/25 13:26
10	#accessstocare #providernetwork MTFs are full for Active duty and it takes over 3+ months to see your PCP. Dependents finally got approved to be seen by civilian providers and their wait time for appointments are 6 months just to establish care. Dental offices are 8 months out, speciality clinics are at least 8 months out for appointments.	4/5/25 11:51
11	#providernetwork #accessstocare We are stationed in Yorktown, Virginia. I cannot find a dental office that is in network and taking new patients. I cannot find a medical provider that does not have a year wait even for a School physical. We have to rely on urgent care. While stationed in Michigan, I could not find a dentist that would accept my insurance and take new patients. It's been 5 years since I have found one for myself. It's hard to have school aged children and have to travel 1.5 hours on a workday for an appointment and get back in time for the family. It's incredibly frustrating and makes moving every few years even harder on the families.	4/5/25 10:46
12	#accessstocare #referralmanagement My daughter's specialty care appointment was delayed by over a month (was supposed to be a 1-month follow-up, ended up being closer to 3) because of difficulties with the switch to TriWest in January. My husband (AD service member) has encountered multiple delays with receiving medical care for urgent needs because of difficulties in obtaining referrals and getting providers to accept them.	4/5/25 10:33
13	#providernetwork #accessstocare #referralmanagement When I spoke with Triwest before the changeover they informed me if a provider was already in the health net system they would be grandfathered in automatically. This was not the case however and we were unable to see doctors we needed to see in a timely manner. It is April and I still can't see my children's referrals online. Triwest is a dumpster fire and should be held accountable for the damage they have done to military members and their families healthcare during this changeover. Our doctor who was previously a part of healthnet still has not been given the go ahead as a Triwest provider. Why was this so difficult? This whole process will make providers not accept Tricare any longer. I lost the dermatologist i loved this way already after the change.	4/5/25 10:31



14	#customerservice Cannot reach Tricare by phone or chat to speak with an actual person about incorrectly filed claims.	4/5/25 10:02
15	#claimsprocessing I am receiving processed claims from back in 2023 that are either denied or not paid out.	4/5/25 9:24
16	#accesstocare #referralmanagement An appointment with my MDS (A special neurologist for Parkinson's) takes 6 months or better to obtain. My appointment was scheduled for January 8. It was cancelled. I had to go back to my pcm, who put in the referral, and it was then sent to a regular neurologist who said of course I need to see the MDS. Here I am waiting again. Why do I have to have a 6 month setback? Because the changeover was sloppy. Whoever was in charge of this did not properly plan or execute. What the worst part is, is that I had NO CLUE this was happening. I never got a letter, an email, nothing.	4/5/25 9:08
17	#customerservice #claimsprocessing It has been a nightmare advocating for myself physically and financially during the transfer from tri-east to tri-west. It's especially frustrating that I can't access certain documents online because of the transfer when trying to communicate to the provider or tri-west. I have been charged for services that were previously covered multiple times. I do not feel it is my job to inform and teach my provider how to navigate and submit claims because of this switch but I'm finding that is what I'm having to do.	4/5/25 8:56
18	#claimsprocessing #providernetwork #pharmacy #customerservice Small business providers of medical services are unable to make payroll obligations due to tricare payment delays and are planning to drop Tricare clients. Tricare needs to speed up processing and payments. Tricare express scripts is consistently delayed in filling and mailing prescriptions and consistently advising of backlogged medication orders. They are telling us to buy the medicine from retail pharmacy but when we do, we get charged more and scolded by tricare for not using express scripts. We would buy from express scripts if they stocked and shipped timely. EOBs are no longer available online for most claims so we can't track details to decide whether they are correct.	4/5/25 8:48
19	#claimsprocessing TRICARE West has wrongly charged too much and after the switch from east to west.	4/5/25 8:41
20	#providernetwork #accesstocare 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.	4/5/25 6:17
21	#mentalhealth #claimsprocessing Daughter age 6 had had to pause mental health services due to Tricare denying all submitted claims. I've called multiple times and they say it's a system wide problem and they have no date on when it will be corrected. The issue began on 1/1/2025 and were originally given a 2 week turnaround. Employees, even upper management, in the claims department seemed to have very little empathy for the disruption. There is no rush on this issue with Tricare & quite frankly due to government protection there is no punishment for Tricare's inefficiencies and lack of accountability	4/5/25 5:53
22	#speechtherapy #occupationaltherapy #providernetwork Issue with providers (speech therapy, OT) no longer taking tricare.	4/5/25 4:46
23	#ABA #mentalhealth #claimsprocessing Our son's ABA therapy provider did not receive payment from TriWest for over two months. Thankfully, his provider was in a financial position to continue services, with the understanding and assumption that they would eventually get paid. However, my family had to develop a back-up plan. We decided that we would pay out of pocket if necessary and deal with the red tape later to get reimbursed. Shortly after I personally called TriWest and informed them of my intent to file a formal grievance, our son's provider was paid.	4/5/25 1:58
24	#claimsprocessing #providernetwork I have to find new provider that would take our insurance because they are not getting paid in a timely manner.	4/5/25 1:02
25	#claimsprocessing #customerservice #pregnancy I say yes with the previous question but I think I've paid more in copays than before. I cannot use my previous birthing center for pregnancy and birth. I am getting letters telling me my son's broken arm from October of last year might not be covered and the cost is over \$18k. I can't get ahold of anyone when I call, it's hours long wait times and you frequently get dropped. It's absolutely not okay, none of what we're experiencing...	4/4/25 23:58
26	Dental insurance sucks	4/4/25 22:57
27	#cancer #referralmanagement #accesstocare I am undergoing treatment for cancer, tricare has taken months to authorize certain appointments, this has delayed my cancer treatment but 2 months, ultimately letting the cancer grow and spread.	4/4/25 22:34
28	#claimsprocessing #providernetwork It's been awful. Our autistic daughter was almost dropped from her services because Tricare wasn't paying them. Most therapy centers aren't accepting Tricare anymore which makes it harder to find places for our daughter. Please do better.	4/4/25 22:12
29	#pregnancy #claimsprocessing I have an autoimmune condition where I used to pay \$12 for 3 months of medication and now at the start of the new year it is \$48. I also recently had a baby and appointments prior to the new year had no copay and the ones after Jan 1st are still pending review but looking like I will have to pay for specialties like a pelvic floor therapist.	4/4/25 22:05
30	#speechtherapy #referralmanagement Working as a speech therapist I have seen how bad the issues with tricare has both impacted providers and patients. I had to put numerous clients on hold because of the issues and I myself cannot get referrals to specialty drs I need to go see.	4/4/25 21:09
	#referralmanagement #claimsprocessing #physicaltherapy	



31	After waiting 9 months for a therapy referral from the VA, my husband decided to use Tricare instead. He hasn't even had his first appointment yet, and we've already been warned that if the practice does not start receiving payment for all of their other claims they have submitted, then we will have to pay the cash pay rate of \$175/session. Tricare refusal to pay is causing practices of all kinds to shut down. My physical therapist said that she could not pay herself last month because she did not receive any reimbursement from Tricare for the month of March.	4/4/25 21:05
32	#claimsprocessing #customerservice Since January my family (Tricare select) has been lucky to have doctors that continue to take Tricare despite them telling me they aren't being paid. I'm not just talking about one or two doctors, multiple doctors and dentists. I'm terrified that's going to change. Also since the beginning of the year I've encountered surprise bills for medical visits. I'm getting bc bills 3-4 months later bc Tricare is taking so long to pay out their portion. The EOBs arrive around the same time as the bill or not at all (yes, I can look online, but I ask for paper copies for a reason). Money is tight enough, but seeing a doctor then getting a bill months later that you hadn't really planned for is not only hard, but unfair to everyone.	4/4/25 21:04
33	#pregnancy #claimsprocessing I was receiving therapy services for a miscarriage, death in the family and PTSD from a dog attack that happened all in 2 months. After 4 great visits, I was told I would have to pay \$150 out of pocket every session (biweekly) and I cannot afford that. I've had to navigate all of these challenges on my own.	4/4/25 21:00
34	#pregnancy #referralmanagement #accesstocare #providernetwork #claimsprocessing OBGYN care in my area is a complete joke. I am on TriCare Prime and my referral for OB care was given to the Naval hospital on base. The office is always understaffed and backed up and it is nearly impossible to get an appointment in a timely manner. On top of this, the hospital is currently gapped for ultrasound technicians and outsourcing all growth and anatomy scans and this is causing the local area to be overwhelmed. Crucial diagnostic scans are being pushed back by at least 6 weeks if you can even find a facility that will accept the referral. The local area had an alternative birthing center that accepted TriEast, but as of April 1st they no longer accept TriCare due to lack of payment. This is a huge strain on military families as we are already considered to be in a health care desert. The options are shrinking for bare minimum care and it's causing unnecessary stresses in an already stressful season of life.	4/4/25 20:47
35	#accesstocare #physicaltherapy #referralmanagement I have not been able to see my specialist, physical therapist or get a MEI because they don't really believe the letter and won't schedule without a referral. I asked my providers, but they are also confused and this has been a huge delay in treatment. Our service members have too much stress to already worry about and being able to take care of their and their family's health should not have to be an additional worry!	4/4/25 20:29
36	#customerservice Impossible to get in touch with someone on the phone	4/4/25 19:33
37	#claimsprocessing #accesstocare #mentalhealth Providers have informed me they haven't received payment for months, and if it continues I will no longer be able to receive care there. My mental health provider shared that many providers of the same specialty (such as dentists) in the community have held meetings to agree to all drop tricare since tricare isn't paying in a timely manner and that they pay incredibly low rates. I was forced to be seen off base because there weren't enough providers and my family got bounced around practices off base because they'd decide they weren't taking new tricare patients at the time. It became very stressful and worrisome!	4/4/25 19:18
38	#referralmanagement #accesstocare #claimsprocessing 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.	4/4/25 19:09
39	#surgery #providernetwork In December 2024, my surgeon booked my hand surgery for February 7. I have been seeing this surgeon for two years for injections and they have always been in Tricare network. I was notified at the end of January that my surgery was canceled due to the Tricare West issues. The surgeon's office said that they requested an emergent in network request. There's only one hospital in my area that initially was under Tricare West due to these network issues. So basically we have not had health insurance during this whole time. Slowly people are getting back in the network, but it is now April. If they would've been honest about this, I could've gotten on my employers insurance or my husband's insurance and I could've got my surgery but all we got was an email in November saying that Tricare West was being taken over by another company and everything would be fine and we didn't have to do anything. I really can't believe this is legal to leave people hanging without proper health insurance after we paid our fee and they were honest about this at all.	4/4/25 19:02
40	#pharmacy Yes! Specifically with prescriptions and crappy Express Scripts! They are straight garbage	4/4/25 18:31
41	#occupationaltherapy #claimsprocessing #customerservice My baby has OT once a week, and billing before Jan 2025 has been consistent. Since Jan 2025, there has been inconsistencies with how much each session costs. I have tried calling and it's hard to wait for hours while caring for an active small child.	4/4/25 18:14
42	#pregnancy #claimsprocessing Lactation consultants not being reimbursed by tricare causing discontinuation of services by local lactation consultants for tricare beneficiaries	4/4/25 18:05
43	#referralmanagement #customerservice I've had preauthorizations for services fully denied despite clear identified need. Also had to sign waivers since my child's pediatrician's office are no longer allowed to verify insurance by triwests provider portal. We are Tricare prime.	4/4/25 17:40
44	#OHI #enrollment #claimsprocessing TriWest erroneously flagged us as having OHI so no claims have been paid since 1/1/25. The forms to correct this have to be faxed or mailed through USPS (what year is this???). After TriWest receives the paperwork it could take up to 30 days for them to process. Once they fix their error, claims will not be automatically reprocessed, but rather the provider will have to resubmit. We are fortunate in that our Healthcare group is quite large and can absorb the delay, but I'm not sure if we will end up in collections before TriWest finally fixes their system.	4/4/25 17:37
	#claimsprocessing #providernetwork	



45	My therapist has not been paid for any of our sessions since January 1st. Her entire practice is TriCare majority and she will have no choice but to end service if she is not paid soon. It is a huge disruption to care and puts military families at risk. Families are going without care and providers are unable to pay their bills due to this issue. It is beyond unprofessional and makes me, a therapist myself, not want to work with Tricare for the foreseeable future.	4/4/25 17:34
46	#claimsprocessing My providers have told me they are not being paid by Tricare. At some point, we may not be seen any longer without payment.	4/4/25 17:26
47	#claimsprocessing Providers not been paid. Calls multiple times for unpaid bills.	4/4/25 17:02
48	#customerservice #referralmanagement We cannot get ahold of anyone from tricare, wait times over 3 hours. And trying to make appointments or get information about prior authorization is non existent.	4/4/25 16:56
49	#providernetwork #claimsprocessing #pharmacy We have received a number of emails from medical care providers stating that they will not be able to continue care for Tricare beneficiaries because they had not been reimbursed for months and Tricare was not responsive to their direct inquiries. The medical care providers stated that continuing care with them would require patients who are Tricare beneficiaries to pay out of pocket in full before continuing appointments, until a resolution and back payments are received from Tricare. This in turn results in patients not being able to get prescriptions for medication refills, causing a critical gap in receiving necessary medications.	4/4/25 16:53
50	#accesstocare #mentalhealth Issues with tricare delayed access to optometrist appointments for our whole family. Issues with tricare delayed access to mental health care services for our daughter with a provider she had already been seeing for 2 years.	4/4/25 16:41
51	#occupationaltherapy #providernetwork We were unable to go to Occupational therapy for my daughter for 2.5 months because of no contract with the 2nd largest children's hospital in Colorado.	4/4/25 16:39
52	#OHI #enrollment #customerservice I wasn't able to see my therapist for a month because of them adding on a primary and making themselves a secondary insurance. I would call Tricare at 9am for three weeks straight and then not get a call back until after the department I needed closed for the day. Everyone I talked to was telling me different things needed to do	4/4/25 16:34
53	#pregnancy #providernetwork A lot of providers stopped accepting Tricare Prime it is so hard to find reliable one especially PCM and Ob Gyn care because of very limited providers that accepts our insurance or refuse to setup appointment because they don't like Tricare	4/4/25 16:17
54	#customerservice I answered #4 and #6 the way I did because I am not able to access claim information/ not able to see EOB's.	4/4/25 16:13
55	#claimsprocessing My family has been getting bills from our providers that Tricare is not covering. I am paying my co-pays as well as other bills that I should not have to pay out of pocket.	4/4/25 16:00
56	#claimsprocessing #providernetwork My son has had his therapy services severely reduced due to non-payment. I tried to find him alternative services and not a single location even from the list of servicers from the Tricare website, not a single place would take a new Tricare patient.	4/4/25 15:57
57	#referralmanagement Tricare Prime has refused my referrals I have made appeals 3 times and still refusing a referral to a specialist-that could mean life or death for me	4/4/25 15:54
58	#customerservice #enrollment We have paid over our deductible and do not have access to EOBs to see where the issue is. I can not log into my account under my spouse. He logged in and downloaded an eligibility letter and a few days later we logged in again and I had been unenrolled. So we enrolled again.	4/4/25 15:50
59	#customerservice #claimsprocessing I have received only 3 EOBs and those were rejections of previously always accepted claims. I have received no bills from doctors offices because my EOBs aren't accurate. Things like I haven't reached my deductible, which if calculated accurately, and sent to my doctors offices, I would have paid and would absolutely have met my deductible. I'm not even sure they're sending anything to my supplemental insurance, probably because they say I "haven't met my deductible". It's ridiculous! I have several other procedures and appointments I'd like to make but am unsure of whether to do so because of how slow and unpredictable Tricare and their awful new claims processor is!	4/4/25 15:42
60	#customerservice I can't access my old claims, I'm on select so it's easier for me since I don't need a referral.	4/4/25 15:40
61	#claimsprocessing #customerservice Back on 3/6, they sent us a Secure Message that they would be adjusting a claim for my wife to the Patient Responsibility being the balance of her deductible still owed. \$41.57. Here is what they sent at that time: "I have submitted claim L055xxx000 for an adjustment to fix patient responsibility to the \$41.57 deductible." Now today they have reneged on that promise and sent us this: "This claim could not be adjusted, it was determined that the claim processed correctly." I can't help but believe this is a back-door method to be in line with all the "cutting govt" we have been hearing about. On the backs of retired military and their families. I have sent a message to my Congressman Bilirakis, to open a Congressional Inquiry into this matter.	4/4/25 15:35
62	#claimsprocessing #providernetwork #accesstocare Tricare west is not paying their bills and our providers are dropping serving our insurance. We cannot revive services	4/4/25 15:31
63	Absolutely horrible transition with no help. Makes is so much harder on families especially those with special needs. And, on top of that, especially harder with a deployed spouse (parent).	4/4/25 11:57
64	#providernetwork Tricare changed my daughter's PCM without notifying me. I'm stationed at SUBASE KINGSBAY Georgia and was told since we don't live in the zip code 31547, she cannot be seen on base by a doctor. That we have to get a doctor out in town.	4/4/25 3:59



65	#claimsprocessing #customerservice Every appointment I have had! I'm am getting bills for any nobody is willing to help as to why! 20 years being married to a five duty member and I have NEVER experienced this much trouble!!!!	4/3/25 22:40
66	#claimsprocessing #accesstocare My daughter has been put on hold to be seen at her PCP because the faculty has not received payment from Tricare.	4/3/25 22:24
67	#claimsprocessing #mentalhealth I have prime and am being charged for things I've never been charged for and my mental health services were paused because they weren't being paid	4/3/25 21:50
68	#claimsprocessing #mentalhealth I finally decided to start going to therapy since having my two kids so I could be a better mom to them. My therapist has not been paid since the start of the new year and now I am having to pay out of pocket if I want to continue getting the mental health help I need.	4/3/25 21:17
69	I'm thankful for Tricare. We have never had a problem making appointments, getting referrals and prescriptions and no payment ever with Tricare Prime. My son started PT, Speech and OT while at our previous duty station and the transition for services to our current duty station was smooth.	4/3/25 21:12
70	#claimsprocessing I'm being charged out of network fees. Christus Health Care in Tyler Texas is double charging and charging out of network copays	4/3/25 20:01
71	#occupationaltherapy #physicaltherapy #speechtherapy #claimsprocessing #mentalhealth 3 special needs kids OT PT and ST provider went unpaid until last week. Same with mental health went unpaid until last week	4/3/25 18:02
72	#providernetwork We moved from GA to RI. There is no pediatrician on base and TRICARE as well as the base will not let us refer out even though they can't even provide the bare minimum- a PEDIATRICIAN PCM for my kids. Me and my kids now have to see the same nurse practitioner from base medical to receive care.	4/3/25 17:45
73	#claimsprocessing We had an emergency appointment with our daughters PCM, they did a swab to test for a few things and we got the bill. Even though we've never been charged for this before	4/3/25 17:10
74	#occupationaltherapy #claimsprocessing #referralmanagement I used to feel so blessed for having Tricare, one of the benefits of husband being deployed half a year. That was until this year. We've had my sons occupational therapy cancelled due to lack of being paid. My childrens pedi was switched after being with the current ones for 2 years, but the new doctor doesnt even see children below age 13! Finally, in Feb I was approved for a sleep study. Well now that approval is no where to be found and the place for the study wants \$500. When I called up triccare they just said there is nothing I can do and I'll be stuck with the bill. Very dissapointed and stressed is an understatement. I hope it will go back to the way it was before.	4/3/25 17:10
75	#enrollment Tricare cut off my service for no reason while my husband was gone. They sent me a letter, and while I was with my family in a different state, cut off my insurance. Not only has it been an inconvenience because I am always sick, it has been awful to try to renew. We are so disappointed.	4/3/25 16:48
76	#referralmanagement #claimsprocessing #customerservice Not only does it take forever for referrals to get issued, I am now being charged thousands of dollars for services that should have been completely covered. Getting anything done with Tricare is long, slow, and exhausting. Providers aren't willing to wait and now I have a permanent disability partly because of Tricare's referral process and how dang slow everything is.	4/3/25 16:40
77	#OHI #enrollment #claimsprocessing #referralmanagement #surgery #customerservice Tricare all of a sudden started saying I have medicare when that was removed in 2019 and have not had issues till now when it was suddenly added back to my plan but when looking st ohi it shows nothing I've had 1000s of dollars in bills not approved even through I have referrals I'm supposed to have surgery which has been postponed till this mess is straighten out of contacted deers they say it's tricares mess. I've spent over 20 hours on the phone so several places trying to straighten this mess out no can help even says something different. I have incident numbers but when calling again they have no record of me calling prior.	4/3/25 16:36
78	#claimsprocessing Our provider is still providing services but they have not been paid and we are receiving bills because tri care is not paying threatening to be held liable for the cost	4/3/25 16:35
79	#referralmanagement #claimsprocessing My husband had a referral for an allergist which is needed for his health. We are being charged astronomically out of pocket for these appointments now because Tricare's saying there is no referral I have the referral in my hand right now. PCM submitted another referral and it's still not processsed. Copays are never the amounts they should be, copays on medicine has skyrocketed if not gotten on base.	4/3/25 16:03
	#claimsprocessing #accesstocare #providernetwork #customerservice #enrollment #surgery #referralmanagement	



80	<p>We actually began our latest PCS in January, so we already cancelled therapies, follow ups, & procedures that were on schedule. Hearing everyone's stories, I'm glad we did. I did have ONE specialist appointment right after new years that the provider's office has been sending a bill for. Tricare still showed it processing until last week. Even then, it's confusing. I look at one screen and it shows "patient responsibility: \$0.00" but then another screen says I owe the provider \$258. We arrived at my husbands new command in February. We came with him with anticipation of being able to get medical setup & first appointments scheduled so we could get our all our continuing care back on schedule. I spent weeks requesting pcm changes because who Tricare assigned us wasn't accepting new patients. I even at one point switch it to assign us on base doctors even though it would be over an hour drive for us. There's MULTIPLE bases in the Norfolk area and the first three closest to our home didn't show anyone available. So I went with one that DID show availability. Gave it the few days per usual before confirming the change showed on Humana's site. Called and setup mine & my kids new patient appointments. They were set up, but then a few days before my son's appointment (the first of me & my two kids & the one who is highest priority for medical needs right now), they said they weren't seeing the right codes, that it showed we were to see a civilian doctor. They cancelled the appointments. I logged back on and both Humana and milconnect logins showed it reassign back to the previous PCM (which I already confirmed not accepting patients.) I spent hours and days calling around to at least get my oldest into a doctor accepting new patients. Then we had struggles up until LAST week to get the records from the previous PCM (on me to remember to get printed copies again because apparently we're back in the 90s; had no issues last time we moved-2021). Our oldest finally saw his new pcm on March 28th. Over a month from our arrival to the new area, over a month from my husband checking I. To his new command, and over two months from when our move was initiated/husband was disconnected from the previous command. In that time, wound care for our son has been on us to monitor and figure out. His previous surgeon's office could at least advise us from a distance, but couldn't physically see him since we were states away. His new surgeon had even already received our son's info & previous surgeon's notes over a month ago in preparation of this. Both our kids are EFMP and it really didn't make any difference for us on this move; they weren't enrolled before the previous move. Similar headaches getting continuing care then for our daughter, even past specialist sending out an emergency last minute script because of Tricare "hiccup" delaying referrals. So the mess isn't new. The system that's supposed to support us is a mangled mess. So mangled, even providers aren't sure anymore. This year it only got worse for people. Us personally, we either just dodged the biggest mess of it due to our PCS, or we'll be experiencing it very soon.</p>	4/3/25 15:01
81	<p>#claimsprocessing #customerservice As a provider of tricare recipients I am losing my clients due to tricare not paying its claims. Families and myself will call the tricare representatives and they tell us claims are being paid, however we know that is not the truth. Tricare is not being clear and transparent and just like to point the finger.</p>	4/3/25 14:53
82	<p>#ABA #mentalhealth #claimsprocessing My job is an ABA therapist and I fear I might lose my job since the owner relays mostly on tricare clients to pay the RBTs</p>	4/3/25 14:35
83	<p>#referralmanagement #claimsprocessing I had a Hospital call me to set up an appointment. I've confirmed with them that they had my referral in a month and a half later I get a bill in the mail from the hospital and they told me TRICARE didn't cover it at all. I called TRICARE and they said they never received a referral nor approved Procedure.</p>	4/3/25 14:20
84	<p>#speechtherapy #occupationaltherapy #claimsprocessing My daughter's speech and OT services were disrupted because Tricare has not paid any claims to her therapy center (for my daughter or other clients) since January 1. I called and complained and the claims were magically paid the next week.</p>	4/3/25 13:52
85	<p>#claimsprocessing #referralmanagement #surgery #enrollment Since 1/1/2025, my family and I have received two different types of errors on our billing, on Tricare PRIME: 1- bills for third party companies where we have an active referral for the provider, but the provider is using a third party for labs, etc. We are then receiving a bill for said labs (from Quest Labs, Labcorps, etc.) stating we owe due to it being marked as a POS. We are not made aware of labs being used but each dr always uses said third party labs and we have never had this billing issue before. 2- My surgery was marked as a POS even though I had an active referral on file & pre-authorization. I called TRICARE & they said they've been having this issue. They did verify the tax ID #'s match and are going to work on changing it to 100% covered. Again, I've never had this issue before 1/1/2025. Hallp.</p>	4/3/25 13:35
86	<p>#referralmanagement My daughter was denied orthotics (SMOs) for the first time in 5 years. They are a necessity for her.</p>	4/3/25 13:21
87	<p>#claimsprocessing My copays and deductibles are much larger this year. It's been a shock.</p>	4/3/25 11:07
88	<p>#providernetwork #claimsprocessing We live in Tennessee and have not been able to find a provider that is in network. They all say the same thing. Tricare takes for ever to make payments.</p>	4/3/25 11:06
89	<p>#customerservice #referralmanagement The switch has been absolutely horrible, no one at Tri-West knows what they are doing. I spent 6 hours on the phone last week being transferred from Rep to Rep without a single one even knowing anything about the referrals I was trying to get approved for my son. We have been an active duty family for 19 years and have never experienced anything like what is happening now.</p>	4/3/25 8:50
90	<p>#referralmanagement #speechtherapy #customerservice #providernetwork It took us 3 months to obtain an authorization for speech therapy services for our 3 year old. It should take at most 1 week for authorization. Unacceptable. I spent 1.5 hours waiting on hold with Tricare every time I called them to get information about the authorization. Even the employees were appalled when I told them how long we have been waiting for. I'm so glad that we didn't need more dire services January-March, that would have been devastating as a parent. I also have tried to obtain a primary care provider 4 times, 4 different doctors in the Tricare portal page and none of them are in network with Tricare anymore. I have not had a primary care visit in over a year now because of this Tricare switch. Nothing is convenient with Tricare now and bring frustrating. It feels like they are making it so hard to get care that should be basic needs.</p>	4/3/25 8:05
91	<p>#claimsprocessing 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.</p>	4/3/25 6:05
	<p>#claimsprocessing #customerservice</p>	



92	I am also having issues with Tricare from 2024. They aren't paying for a Covid test for my son at an urgent care clinic (he did have Covid as the test showed) and the clinic is charging me \$325. They have said they are asking the clinic to send them FDA approval for the test, rationale for why it was ordered, and a description of the test. The clinic has sent this and they still won't respond. I've sat on hold multiple times for 3-4 hours each time to reach someone at HNFs.	4/3/25 2:50
93	#customerservice I'm disgusted by the lack of proactive remediation offered or taken by Tricare for this issue. No notice, no communication, no outreach, just military families left in a lurch. This should not have made it out by word of mouth. Tricare absolutely has a responsibility to better identify and fix these problems. Absolutely disgusted and disappointed with how this issue has been managed.	4/3/25 0:28
94	#providernetwork #claimsprocessing #physicaltherapy #speechtherapy #occupationaltherapy #mentalhealth It has been a complete disaster! It is absolutely disgusting how tricare is treating healthcare providers and military families all across the country. The disruption in lifesaving procedures, therapies, and care as a whole is inexcusable. Tricare trying to pass the blame onto healthcare providers is shameful, when it is their fault is NOT ok! Healthcare providers having to stop their services because of this is not ok. Healthcare providers having to wonder how they're going to provide for their families, pay their employees, and having take out additional business loans purely due to tricare's incompetence, is not ok. This needs to be a front page issue. Congress, President Trump, everyone needs to address this issue head on. Military families should not have to stress about how they're going to get the care they need (and the care they have been receiving, paid for by tricare) due to tricare's own problems. Interrupting a patient getting coverage for their dialysis can be deadly. Interrupting coverage for a child's crucial weekly therapies for their sensitive needs (PT, SLP- feeding/speech, OT, psych) can cause regressions and so much harm- mentally, physically, emotionally for not only the child but the entire family. Wake up America! Wake up Congress! Wake up DHS! Wake up Tricare! Let's please give a crap about military families!!!! We say we care about our families in the military. So often the military says it but doesn't do it. Let's walk the walk and CARE for military families!! Please help!! Signed a nurse & spouse	4/2/25 23:36
95	In 28 years as a military spouse using Tricare, I have never seen so many issues with our healthcare.	4/2/25 22:20
96	#referralmanagement #customerservice #providernetwork #surgery My child has been receiving care from a neurologist for the last two years. It was time for his next appointment, so his PCM placed a continuity of care referral with all of the information for my son's neurologist. TRICARE West referred us to a provider we've never seen. I called TRICARE West and sat on the phone for two hours. After finally connecting with a customer service representative, I read the exact verbiage of the referral order entered by our PCM, and told them we were referred to the wrong provider. They agreed that there was a mistake made, and told me the referral would be fixed. A week later I received a referral letter in the mail with our updated referral info... It was to the incorrect doctor, again! I don't have time to sit on the phone for two hours, just for the referral to be sent to the wrong provider again. Separately, I had a referral for a neurosurgeon that I have been seeing for the last year (had neurosurgery done in Dec 2024) and had a referral placed after Jan 1. Specific provider and reason for provider was included in the referral. TRICARE WEST sent me a referral for a provider that is not my neurosurgeon. It has been an absolute nightmare trying to manage any speciality care referrals for providers we already have established care with.	4/2/25 22:13
97	#claimsprocessing While my care has not been disrupted (yet, im sure itll come eventually now), I've paid way more out of pocket then I should have paid, hoping I'll get refunded but we have no choice then to pay the bill knowing I shouldn't need to pay it or get sent to debt collectors. Never had any issues until now!! Even more ridiculous since we are PCSing this year and also dealing with all the bullshit issues going on the Home Safe Alliance crap and hoping our stuff actually gets moved and then delivered and all in 1 piece!! Military members and families deserve better!! Don't appologize, just do better!!	4/2/25 21:08
98	#claimsprocessing Our daughter was born 12/29/24 under tricare east. We switched to west on 1/1/25. Tricare has yet to process her hospital stay and birth appropriately and they keep bouncing us back and forth. We also have several claims since 1/1/25 that have not been processed so our deductible and copays have been unpredictable and incorrect.	4/2/25 20:47
99	#referralmanagement #surgery Will not ok a referral for my daughter to follow up with her pediatric surgeon that did emergent surgery on her. Refer me to the base.	4/2/25 19:53
100	#claimsprocessing #providernetwork #physicaltherapy #referralmanagement The practice my therapist is a part of dropped Tricare patients for non payment of claims and not communicating with them. This is the only therapist I've made progress with ever. I had to drop to once a month sessions as I now have to pay out of pocket. I also was referred to physical therapy and they have not received payment for any Tricare patients either and are having difficulty with pre authorizations.	4/2/25 19:21
101	#accessstocare #referralmanagement #speechtherapy It takes 3-6 months to see a PCM to get referrals and even telehealth appointments are not often available providers are being scheduled back to back on telehealth appointments with little time to devote to concerns and the long wait for in-person visits makes it difficult to get referrals in a timely manner. Tricare also does not cover preventative (and sometimes required) measures like tongue/lip tie laser treatment that would prevent speech therapy and other issues down the road that will often end up costing more in the long run. I had a child who literally choked and could not eat even from a bottle as an infant, was failing to gain weight, and they refused to cover his surgery. I had to spend thousands of my own money to ensure my child would not succumb to malnutrition or aspiration.	4/2/25 18:42
102	#claimsprocessing #providernetwork My autistic son sees several specialists weekly. One provider (that we have been seeing weekly for 4.5 years), has not been paid by Tricare yet this year. At one point they discontinued services while they attempted to get it straightened out. They are still not getting paid but began seeing my child again because he really needs the service. Completely unacceptable. All Tricare required documentation has been submitted multiple times.	4/2/25 18:03
103	#providernetwork #claimsprocessing My children's pediatrician is no longer accepting Tricare due to so many outstanding payment from TriWest (including outstanding payment from 2024). We are located in Yuma, AZ.	4/2/25 18:00
	#referralmanagement #customerservice	



104	It takes a person willing to be ahead of referrals, educated and willing to call people to ensure therapies for kids are covered. I often have to ask the Dr well ahead of time and build a close rapport with the Tricare referral specialist at my kids dr. Also, when referral finally do go in they are often randomly assigned to whoever and with a complete disregard for continuing care or the requested provider (which appts are schedule so far ahead of time with anticipation that referrals will be fixed by then). I have to call Humana myself and tell them again who specifically the referral needs to be assigned to even though the pcm submitted that request. It is time consuming and I understand why parents don't get timely referrals or end of showing up to appts and then being forced to pay out of pocket because the system has failures.	4/2/25 17:48
105	#providernetwork My PCM of two years was dropped from the triwest system Jan. 1 and I was reassigned. Now I'm trying to get reassigned now that they have done the triwest paperwork and triwest is saying that is not possible	4/2/25 17:31
106	#claimsprocessing #providernetwork #accesstocare #customerservice As wife of an active duty member it comes with a lot of stressors. Therapy was a great way to express my concerns & worries, while getting the help to handle it. Now since January my provider hasn't been paid by tricare. And because of that she has had to suspend all her tricare patients. I have now been without therapy services for 3 months now. No one in the area is willing to accept me because of my insurance. Mean while my husband is getting deployed & im left to handle the change on my own because tricare can't get it together. It's really a shame. It's just hurting the families & service members at this point. I have even called tricare myself to check on the claim & all the can tell me is "it's still being processed". This isn't how you take care of people. It's not fair that providers aren't being paid. And it's not fair that I can't get the health services I need.	4/2/25 17:03
107	#OHI #enrollment #customerservice #claimsprocessing #pharmacy Tricare can't be bothered to remove my other insurance no matter how many letters, emails, and phone calls I make, meaning that my claims keep being rejected. I am chronically ill and I can't just stop going to the doctor and fighting this is exhausting. Additionally, tricare will only allow me to fill my DME prescription with ExpressScripts, but ExpressScripts is 'out' of my prescription (which is in stock literally everywhere else!), so Ill have to just go without or spend \$260 out of pocket to get the prescriptions I NEED to function normally, because tricare has always refused my reimbursement requests when this happens. Tricare reps have no medical knowledge or understanding. In the past, I had a Tricare rep ask if I wanted to talk to someone about 'transitioning off' a prescription they just would not authorize any version of- the prescription was INSULIN. I would have died without it, but nobody cared or understood why it was a problem. Without the generosity and great compassion of my doctor's office, I wouldn't be alive to continue putting up with Tricare's utter incompetence, unnecessary complexity, and lack of compassion. Tricare takes advantage of military families who are desperate for affordable care in the face of skyrocketing healthcare costs, in the hopes that we won't complain because we have nowhere else to turn.	4/2/25 16:44
108	#claimsprocessing #mentalhealth #speechtherapy #occupationaltherapy #physicaltherapy #providernetwork None of mine or my minor children's claims were paid despite having no issues for the past several years. Services include mental health, speech, OT, and PT. All of our providers continued to charge copays until we surpassed our catastrophic cap (tricare select) and deductible. Some providers mentioned needing to suspend services all together.	4/2/25 16:36
109	#claimsprocessing Our child's therapy office hasn't been paid in 2025. They are owed nearly \$4000 and that number is growing to the point that they are threatening suspending services. We have called. The office has called. "Notes" have been made, but no dates to expect payment have been given.	4/2/25 16:34
110	#providernetwork #enrollment #customerservice #referralmanagement My Rheumatologist informed me on February 4th that because they could not access triwest on their end, they had no idea if their contract was valid, therefore as a tricare patient they could not see me anymore. I received a bill for covered lab services from my pcp. When investigating I found that I no longer had insurance coverage listed and I was being treated as a cash pay patient. After many phone calls by myself and my husband we found that I had no been moved over from the prior contract. That was fixed. But then I was assigned a different doctor. After several calls with different customer care agents I was told my current doctor could not be found and I would have to move my care somewhere else. This was not acceptable to me and after confirming with my current doctor that she was indeed covered my husband called again after escalating the call to benefits and they were able to assign me back to my original dr. My Rheumatologist office still does not have clear communication with with triwest and though I have been assigned to them again with a valid referral I am unable to get an appt as of today.	4/2/25 14:54
111	#enrollment #claimsprocessing #customerservice My son passed away at 3 weeks old recently. I was told Tricare would charge under me until he was 1 month old BY TRICARE numerous times. He was transferred to two different hospitals during this time. When we got our 3 million dollars in bills (not a hyperbole) we had to wait for him to be covered. Once that was done it took about 9 phone calls to the each hospital to get it applied correctly to his account. Explaining that your son died at least 9 different times to several people because you were given bad information from the insurance company itself is one of the hardest things I've ever had to do.	4/2/25 13:57
112	#claimsprocessing #providernetwork #speechtherapy #occupationaltherapy Since January 1, 2025 we have paid our deductible three times. That is \$1,158 that our family of five had to pay out in order to receive services, most of which did not actually apply to our Catastrophic Cap. We have three children with autism who have more needs than other children. They have been told they could potentially be kicked from speech and OT because of delays in payments. We are so very lucky to have an ABA provider who is understanding of the situation at hand and who is large enough to handle these delays in payments by TriWest. We have never had this issue before in my 8 years of service.	4/2/25 13:42
113	#accesstocare #enrollment It is extremely difficult to get an appointment and family members are forced to enroll in tricare select so we can get care even though it's more expensive.	4/2/25 13:26
114	#accesstocare #providernetwork #claimsprocessing Since January I felt like trying to get an appointment with any of my doctors that accept tricare have been a hassle, some of my providers have dropped me due to tricare not paying for services, I just had a baby 3 weeks ago and I'm struggling with trying to set up his tricare and all the best pediatricians have dropped tricare	4/2/25 13:25
	#providernetwork	



115	While I receive Tricare I am also a medical provider. I am unable to take Tricare cases in my region at the moment because of the lengthy process to get Tricare approval along with the high demands of maintaining continuous approval. I have heard of other providers clients having to be dropped because their renewal applications were not processed in the appropriate time frame.	4/2/25 13:22
116	#claimsprocessing We've had to pay in full out of pocket for specialist visits that should be in-network and covered by Tricare.	4/2/25 13:21
117	#accesstocare Takes months to get an appointment	4/2/25 13:02
118	#claimsprocessing #referralmanagement #accesstocare I work in early intervention, and we didn't get paid for any Tricare patients for months. Personally, I am in a narrow window for fertility care between overseas PCS and my referral was bounced around four providers over the course of 5 months before I could get care. We now have to see care in a language that we don't speak out of pocket.	4/2/25 13:00
119	#mentalhealth #claimsprocessing #providernetwork #referralmanagment I am a veteran, current military spouse, and a mental health provider. While I personally have not been negatively affected, so many of my mental health provider colleagues have STILL have yet to be paid for their services in 2025. We are now in April! Can you imagine if we asked anyone in Congress or at TRICARE to go without a paycheck for four months?Mental health providers are now leaving network in huge numbers, which will only hurt military members and their dependents who have already struggled finding mental healthcare. Mental health providers who accept TRICARE do so knowing that it has notoriously low reimbursement rates, but they continue to serve those who serve because it's the right thing. And these waivers that are being issued? They are absolutely useless! These waivers don't mean that providers are going to get paid, it means that members are being given permission to continue to see these providers. It is completely bypassing one of the biggest issues, which is that providers who are offering services are STILL not being paid. DHA and TRICARE have been completely unapologetic to these providers, and are gaslighting mental health providers into thinking this isn't a big deal and will be resolved soon. It has been a complete nightmare.	4/2/25 12:44
120	#claimsprocessing #accesstocare I am Tricare Select, so I haven't experienced any issues with referrals. However, my endocrinologist stated that they have not been paid by Tricare since December 2024. This could impact my future access to care.	4/2/25 12:34
121	#accesstocare I've been a pain patient since 2010 and never in my 23 years of being an active duty spouse (just retired before the switch) have had issues till the switch. I also have horrible care on the base we are getting family care from. I can't even get switched off base till the family care clinic I am needing/wanting gets tricare back up. So my health is being disturbed (chronic pain, colon disease, thyroid disease) because doctors on base refuse to listen to me. Yes I have some Specialist Doctors I do require and do see but one one of them I can't because of tricare.	4/2/25 12:27
122	#claimsprocessing Been overcharged on every claim since the new year.	4/2/25 12:26
123	#cancer #referralmanagement Spouse (active duty member) is being denied FDA approved treatment for brain cancer, delayed access to chemotherapy drugs and radiation. Tricare denied additional prescriptions that are the only FDA approved treatment for his diagnosis. They are denying referrals and second opinion requests.	4/2/25 12:22
124	#ABA #mentalhealth #claimsprocessing #accesstocare I work in an ABA clinic, and I have lost all of my TRICARE patients due to lack of payment from insurance. My daughter, who is also on TRICARE, is unable to get into ABA therapy, which she desperately needs to enhance the appropriate social, adaptive, and life skills that are required to live a substantial life. It is truly heartbreaking to see the regression that she, as well as my former patients, are experiencing due to TRICARE.	4/2/25 12:20
125	#providernetwork Dropped coverage for one of the largest lactation consultation business in San Diego when I needed it most.	4/2/25 10:17
126	#providernetwork #claimsprocessing More providers in our region are not renewing contracts with tricare due to nonpayment.	4/2/25 9:13
127	#accesstocare #claimsprocessing I am upset! I currently cannot see my therapist because tricare hasn't paid them in over 3 months.	4/2/25 9:03
128	#accesstocare #providernetwork My daughter with autism has not been able to access her therapies that are detrimental to her life and our family because of Tri-West not negotiating the contract with our therapy center. As a military family we have absolutely no extra money for over 2k a week in cash prices for therapy for my child.	4/2/25 8:36
129	#mentalhealth #accesstocare The biggest disruption has been in mental health appointments. Please pay your share so our coverage can continue.	4/2/25 8:35
130	#mentalhealth #claimsprocessing My son's therapist and psychiatrist are reporting payment issues from Tricare and are wanting us to pay in full for appointments.	4/2/25 7:47
131	#customerservice #referralmanagement #accesstocare The website is a nightmare. Providers ive had referrals for are no longer accepting tricare patients because of this. I can't even get my biannual eye exam because of this message. Delay in care, getting referral requests from Providers ive never seen,when no one has put in for a referral. Humana was 100% better	4/2/25 7:37
132	#claimsprocessing Our therapies are on the verge of being cut off due to lack of Tricare processing payments to our therapy clinics. This would be detrimental to our child if we had to stop because this new system has not been transitioned the correct way.	4/2/25 6:07
133	Tricare East was a bit more reliable. But now in TX it has switched Tri West Midway	4/2/25 4:52
	#pregnancy #referralmanagement #customerservice #accesstocare #claimsprocessing	

134	<p>We just PCSed from Kadena AFB, Okinawa, Japan to Beale AFB, CA on 12/29. I was desperate to be seen by an OB because I had a high risk pregnancy, with placenta previa and a risk of miscarriage. I was hospitalized in Japan for a week before the PCS. We kept informing TriWest and Beale AFB Medical Group's Referral Office that I need to be seen immediately, but they kept messing up my referral. They gave me the wrong location, phone number and doctor's name. We kept going back to the Referral Office 3 times. They kept telling us that there's a "hiccup" in the TriWest system and that everyone's experiencing issues. They never took me seriously when I told them it's an emergency. By that time, 3 weeks have already passed. We called 2 Tricare network OBs and tried booking appointments directly and pay 100% out of pocket, but they said appointments are fully booked for another 2-3 weeks. We desperately went into urgent care just to be seen, but they didn't have ultrasound. Then Adventist had a cancellation and gave us a spot, so we just went there. A day after being seen at Adventist, I finally received a referral to go to Sutter Sacramento, an hour and 15 minutes' drive from my home, even though I specifically asked them to send me to Adventist, the nearest OB in Yuba City. Since I'm a Japanese spouse moving from Japan, I don't have a car or a driver's license yet, and proximity was important to me. I had explained this to the Referral Office but they never listened. We ended up switching both me and my daughter to Tricare Select in order to keep visiting Adventist because we don't trust the TriWest referral system anymore. Urgent care was supposed to be fully covered while we had Tricare Prime, but they wrongfully charged us a co-pay of \$75. We're still waiting to be compensated.</p>	4/2/25 2:05
135	<p>It's been a complete disaster. We deserve better.</p>	4/2/25 1:50
136	<p>#accesstocare #mentalhealth #referralmanagement #claimsprocessing</p> <p>We have experienced a delay of treatment/ service twice now. The 1st time was only for a week. The Residential Treatment Facility provider moved forward with the verbal authorization that Tricare gave them - we have authorization from before the change on Dec 31/ Jan 1. This second time, the next provider for Partial Hospitalization Program... won't accept TriCare stating, "We will send the Authorization, we just haven't yet." The provider doesn't want to risk Tricare not following through and then having to bill me 100% for the services. The delay in treatment/ service is impacting my teenagers return to school. She needs the treatment, so that she can receive medical clearance to return. The school wasn't doing what they needed to do. It is like we are stuck between 4 factions as odds with each other... TriCare - Provider - School - and our sponsor who has gone no contact with us. The least TriCare could do is their job of processing the medically necessary referrals. The treatment is supposed to be facility to facility. We had a few days in between due to scheduling availability from the provider... it has now been 2 weeks and no possible solution. This will be a full High School semester lost due to TriCare, instead of only half of a semester.</p>	4/2/25 1:03
137	<p>My children all had issues with services transferring from HNFS to TW. It was horrible before but even worse now. I hope it gets straightened out before my kids' appointments next week & next month!!!</p>	4/2/25 0:52
138	<p>#accesstocare #referralmanagement #physicaltherapy</p> <p>Right before the change, I was in the process of getting screened for pcos and other women's issues. After the 1st I haven't heard from my pcp at all. No answers I almost had. Tricare also refused to renew my physical therapy referral which was easing chronic pain after a car accident. Tricare doesn't care about military families.</p>	4/1/25 23:18
139	<p>#customerservice</p> <p>There's not enough room here to explain all the issues I've had with tricare since the beginning of the year. I've never had an issue with them before, but now it's awful. There's a problem every time we have a doctor visit. The customer service is awful. I waited over 5 hours on hold before I gave up and asked for a call back. Then waited another 2 hours for the call back. Then was on the phone with them for another hour because the representative had to ask or research every question I had. My issues was still not resolved after a full day wasted. I'm a full time working mom with 3 kids. Insurance shouldn't be this difficult.</p>	4/1/25 22:43
140	<p>#claimsprocessing</p> <p>The only issue I've had so far, is that it is taking longer for the claims to be processed.</p>	4/1/25 22:35
141	<p>#claimsprocessing #referralmanagement #accesstocare</p> <p>I have lost over \$400 due to incorrectly billed visits for services that were 100% covered by Tricare. I have lost appointments due to missing or invalid referrals and will now have to wait more than 3 months for the next available appointments for providers I'm supposed to see quarterly at MOST.</p>	4/1/25 22:28
142	<p>#mentalhealth #accesstocare #customerservice #providernetwork</p> <p>My mental health and primary care health has been at risk due to the appalling transition from HNFS to TriWest. My mental health providers submitted the start of transition back in August 2024; however, there are still issues, and I face the possibility of either losing care or being forced to pay out of pocket. There has been little communication from TriWest despite my mental health providers consistently reaching out. It has been almost impossible to get specialty care- so many providers have dropped Tricare due to the change from HNFS to TriWest and the ridiculous reimbursement rate, and other providers stopped taking Tricare temporarily until the mess with TriWest is handled and actually workable. It has been a DISASTER for our family since January. What used to be simple has turned into a horrific headache. The portal makes no sense, and that makes it even more challenging. I'm just one of millions of Tricare families experiencing this chaos.</p>	4/1/25 22:23
143	<p>#mentalhealth #claimsprocessing</p> <p>I searched for play therapy for my son who was struggling with the loss of a parent on deployment and Tricare wouldn't cover me because they didn't view it as necessary. For myself I only get a 20% discount with my mental health providers and pay 150 a month now. And I also needed a important dental surgery for my wisdom teeth that were on the verge of cracking the teeth in the back of my mouth which I went through but Tricare made me pay almost half the bill. It's sad, me and my 2 yr old son are just trying to get through things but none of our appointments are viewed necessary anymore.</p>	4/1/25 22:02
144	<p>#accesstocare #providernetwork #customerservice #claimsprocessing</p> <p>I have delayed care for both myself and my kids (3.5 and 2 years old) because I can't find providers that take the new Tricare West in the Fort Leavenworth area. The ones who do take Tricare have long waits. The provider directory on the TriWest Alliance website does not work at all. My children's pediatrician doesn't appear as an accepted provider. I don't have time to call EVERY SINGLE doctor in the area to double check if they do or don't take Tricare when finding a specialist. I need for the provider directory to work. Also, I went to the dermatologist January 9, 2025 and I cannot see my EOB online. I also cannot see my children's information on the portal (they are added under my profile, but I cannot see any filed claims under their names). I haven't received bills from the pediatrician or emergency room, but I also don't know if the claims have even been submitted (went to the doctor late January/early February). I know I haven't paid my yearly deductible so I know I should be receiving bills to pay the deductible. Today is April 1, 2025 and we were all seen the beginning/end of January and the beginning of February.</p>	4/1/25 21:55



145	#customerservice With TriWest we can't access our children's accounts without calling. Only the service member can see the dependents info online. It's not very helpful when the service member is in a different time zone or does not have access to a computer. Both parents should be able to easily access their children's medical accounts without jumping through hoops or waiting on hold for hours.	4/1/25 21:40
146	#customerservice I was not told of the 1/1/2025 transition with TriCare West. The phone wait time for the pre- 2025 claims is about 3-4 hours. Yes, on hold for 3-4 hours each time I call in.	4/1/25 21:10
147	#claimsprocessing We have already hit our cap for the year and have to pay out of pocket for service because they said Tricare isn't paying them.	4/1/25 21:05
148	#cancer #referralmanagement #claimsprocessing Can't see oncology because tricare hasn't sent referral. Also, had a baby and keep getting bills in the mail since it hasn't been paid yet.	4/1/25 20:55
149	#referralmanagement It took a congressional inquiry to get a referral done for advanced breast screening and a lump removal. At one point Triwest told my primary care doctor that they couldn't talk to them and I needed to call in to get a self referral. My PCM was changed twice to a random urgent care doctor.	4/1/25 20:20
150	#providernetwork #accesstocare #referralmanagement All my issues were prior to Jan. 1, 2025. Tricare is a nightmare to navigate due to limited providers in the Hampton Roads area. Finding a PCM who is taking on new patients, who then needs to find a specialist, who then needs to be accepting new patients, all the while we have to go to the ER or Urgent care just to be seen. The waitlists for those accepting Tricare is ridiculous. Example: We waited 6 months to see a PCM after an OCONUS move, to be given a referral to a clinic that only sees HIV patients. NO ONE in my family has HIV. Then we waited another month to see the same PCM to get a new referral to a Psychiatrist who has not practiced in this area for over 8 years. The location of the appointment was at a geriatric rehabilitation center. The patient was a pediatric patient. I can provide more examples as well.	4/1/25 20:19
151	#referralmanagement #providernetwork It's been devastating not being able to stay with my primary care provider. Thankfully, we were given a grace period, but even now, I can't find them in the system even though tricare has said they're in there. Also...huge disruptions with referrals. Was assigned a new PCM who wasn't even at that practice. It's been a big challenge especially for those of us with complex medical issues.	4/1/25 19:54
152	#claimsprocessing Incorrect billing codes and I'm getting bills I should not be getting	4/1/25 19:30
153	#customerservice DHA needs to be overhauled. Professionals who truly care about delivering quality healthcare need to be hired. Being told, we won't hire you because you will make us look bad is disgraceful! Hearing employees tell patients not to complain because their care is free must end!!	4/1/25 19:30
154	#providernetwork #accesstocare I have spent hours and weeks/months on the phone trying to have my PCM added to directory without resolution. My physician's office has called me twice to set up appointment for me to have follow up tests from last year but I cannot do so until my physician is listed again as my PCM. I have been told Triwest system just hasn't updated yet.	4/1/25 19:00
155	#referralmanagement #claimsprocessing All of my referrals had to be resent by my son's pediatrician because TriWest would not honor referrals from TriEast. Fortunately, I was able to get everything entered in time. However, my son's providers were constantly having to redo paperwork to ensure they were paid and my son's services were not paused. It was a nightmare for the providers. If my pediatrician were less responsive it would have been a nightmare for me too.	4/1/25 18:58
156	#accesstocare #referralmanagement I'm a cardiac nurse. My spouse, the service member, can't even get an appointment for a cardiologist because the office is wary of the referral waiver letters that are being issued by TriWest. It's embarrassing at the very least and terrifying at the worst to think that someone with KNOWN cardiac history cannot be seen in a timely manner due to negligence on the part of the coverage provider.	4/1/25 18:43
157	#claimsprocessing #accesstocare #referralmanagement We have had to cover out of pocket expenses. My sons services have been cancelled and had to await referrals but will not be able to go back to same provider. We have been dropped from services due to no payment.	4/1/25 18:23
158	#referralmanagement Referrals have been completely incorrect. Back up of getting new one and code is wrong again.	4/1/25 17:25
159	#providernetwork I've had to pick up an additional policy due to providers leaving the network and in order to be seen off base quicker and more efficiently with better care. I never in all the years I have been covered by Tricare have I been so disappointed and frustrated and felt so betrayed by our military medical system.	4/1/25 17:25
160	#customerservice Hard to get a hold of over phone, than you get told they transfer you to a different representative to speak to and you back in hold again for hours . The online app to check referrals nothing there at all ,no info what so ever. Transition was horrible and service over phone same not very helpfull at all. Wish we could of stayed with Humana Tricare 1000 times better and easier!!!!!!!!!!!!	4/1/25 17:01
161	#accesstocare #customerservice #claimsprocessing I was without access to a PCM from Jan 1 to mid March. I have chronic health issue and had a substantial injury I couldn't get care for. By mid March I had spent HOURS on the phone with reps & supervisors, multiple tickets were sent. I was given a "work around" and now I am worried the claims won't pay correctly. Finally, just today, my PCM has been fully loaded into the system.	4/1/25 16:59
	#providernetwork #claimsprocessing	

162	Our go to urgent care said they stopped taking TRICARE as they didn't think they were going to get paid. We had to make an appointment at another location many hours later. Not a huge inconvenience, but was shocked none the less when we arrived to the urgent care and they wouldn't see my son due to TRICARE payment issues.	4/1/25 16:14
163	#accesstocare #claimsprocessing I've had multiple services interrupted by this change. My therapist (and her whole network of therapists) weren't paid whatsoever for months.	4/1/25 15:59
164	#claimsprocessing Our claims are being processed as put-of-network by Tricare and MULTIPLE claims are well over 30 days old and not processed, all are over 60 days old and some are nearing 90-days old with no payment to the provider.	4/1/25 15:39
165	#referralmanagement #accesstocare #claimsprocessing I have had struggles with referrals being accepted and correct. I can't get a life saving treatment because my providers (several) cannot get an account on Availity. In fact no one at BAMC or Wilford Hall is able to do so. So either I pay 2000\$ out of pocket (which would require an AER loan) or I just keep waiting and hoping I don't get more sick. This transition from East to west has been horrible and I have spent countless hours on the phone with no assistance.	4/1/25 15:11
166	#claimsprocessing Recently PCS-ed. Been having issues with billing for dental services performed last year where I might owe \$654 despite having Tricare prime.	4/1/25 15:10
167	None just be Transparent and stop lying to congress about the issues with DHA. Own your mistakes please.	4/1/25 14:06
168	#customerservice #referralmanagement I have had to call multiple times between Tricare West Healthcare Alliance, my doctor's office and their referral department in order to make sure that my referrals and authorizations had been transferred. Every time I called, it was over an hour wait. Disappointed in this transition as it put a lot of stress on our family and took a good chunk of time to manage.	4/1/25 13:49
169	#claimsprocessing I've had things that should be covered and pay for no longer paid for or taking to long to process that I have had a provider threaten about it being sent to collections.	4/1/25 13:32
170	#accesstocare #physicaltherapy #providernetwork #referralmanagement We have had interrupted crucial services that require consistent care, such as ongoing PT; a hard time getting into appointments, finding providers, and wrestling with referrals that were already in place and also ones put in but not to completion (i.e. for durable medical devices yet no direction on where to get them, how to get them, where to go, etc). Cannot view or see EOBs, and will have to stay vigilant about enrollment. Not clear customer service/care. Definitely lacking in many areas	4/1/25 13:09
171	#referralmanagement #ABA #mentalhealth #claimsprocessing #customerservice Still waiting on a referral for a brain MRI for my son to rule out big bad health concerns so he can get fitted for hearing aids. Audiologist won't pursue medical necessity with TRICARE because the process is too cumbersome. ABA may discharge because of non-payment. I have been unable to get case management to return phone call for myself and my ongoing chronic illness management.	4/1/25 12:58
172	#occupationaltherapy #providernetwork #speechtherapy #claimsprocessing #mentalhealth My son's occupational therapy clinic ceased treatment for all Tricare patients and his speech therapy clinic is dangerously close to doing the same, both because of unpaid claims made to Tricare. I am now paying cash for my mental health therapy because the practice that I've been seeing for nearly 3 years had to stop accepting Tricare after months of nonpayment for claims. We aren't able to find any other providers because they are all experiencing nonpayment and can't afford to treat patients for free.	4/1/25 12:54
173	#providernetwork #physicaltherapy #pregnancy #mentalhealth #ABA #referralmanagement #claimsprocessing Work at the MTF. Have had multiple providers stop taking TRICARE across range of services, including physical therapy, OBGYN and mental health. Some providers, especially women's health and ABA, are requiring pts to pay up front. Contractors are having to do TRICARE wests job, now through April 30, because they can't even get it together for the limited authorizations they are supposed to do. And the new contract doesn't require TriWest to do ECHO enrollment paperwork, so the few case mgrs still in the MTFs, are having to learn how to do it.	4/1/25 12:45
174	#referralmanagement The referral waiver system was impossible to book an appointment due to hoops required without an "approved waiver" from insurance.	4/1/25 12:34
175	#providernetwork #claimsprocessing Providers are leaving the network due to non payment. Number of in network providers for Tricare prime are getting hard to find	4/1/25 12:27
176	#accesstocare #referralmanagement We have been waiting 4 weeks for a referral to allow my son to see a sleep specialist. I had to wait over 4 weeks to start allergy shots.	4/1/25 12:25
177	#mentalhealth #providernetwork #claimsprocessing My mental health provider no longer accepts TRICARE due to not receiving payment since Dec. 31, 2024.	4/1/25 12:20
178	#claimsprocessing #enrollment #surgery #customerservice #providernetwork #accesstocare Our claims keep getting denied by Tricare stating our coverage has been terminated. I had a baby and she was in the NICU and back and forth to the hospital for 3 surgeries, an ambulance transport and more. We keep receiving many medical bills stating Tricare is not covering them. When I call Tricare, they just keep resubmitting the claims but nothing is coming back covered in a timely fashion. We've had to pay out of pocket for pediatric visits due to our pediatrician not having TriWest and the delays of the new region accepting providers paperwork. We've had very limited resources and providers in our area with this new region change and Tricare was only able to find us providers 3 hours away	4/1/25 11:53
179	#mentalhealth #providernetwork #claimsprocessing I need to speak with a therapist for my anxiety. Every single therapist I have called that takes Tricare is no longer taking Tricare due to non-payment. I cannot afford to pay the self pay option for this service and I shouldn't have to. Why do we even have Tricare if they won't pay their portion?	4/1/25 11:46
180	We have had the same medical team for medically challenged daughter and then 1/1/25, it all changed. Every one of her doctors changed and no one told me.	4/1/25 11:41



181	#accesstocare #surgery #customerservice It has been an absolute nightmare. I am in Texas which recently switched from Tri-East to Tri- West during treatment for my dependent. Treatment was delayed months and necessary surgery was put on hold. I am due to PCS soon and now do not know if the surgery for my dependent can happen, which I can choose to delay my career path/progression by staying at the same job or PCS and start all over with another provider in what will probably be a different tricare region. There were multiple paperwork issues and when you try and contact Tri-West you wait on hold for 6+ hours just to get transferred to another department and wait another 3+ hours. This has been the worst care I have gotten for my dependents in the 17 years I have served this country. This is not okay.	4/1/25 11:25
182	#customerservice #claimsprocessing East region is not allowing members to see their EOBs online, nor have the mailed out any processed claims. They are denying claims for crazy reasons like the member isn't eligible yet they covered the same provider and code two days prior.	4/1/25 11:07
183	#claimsprocessing Claims being denied for same provider and service as were approved in 2024. 3 months of weekly visits where provider has not been paid and has therefore not been able to bill us our portion.	4/1/25 11:06
184	#customerservice #enrollment I Pay the annual TRICARE fee just so I have medical coverage. I've had TRICARE Prime for 23 years and have never used it once. So my "NO" answers to these questions are only because I don't deal with them at all. I'm sure if I did, I too would be as frustrated as everyone else is with their fiasco of a transition. I have had to wait 3-5 hours to talk to someone on the phone that is beyond ridiculous. I had to insure the recurring pay I set up back in Nov 2024 was taken out in Jan 2025 and of course it did not occur on 1 Jan like it should have but for some reason occurs on the 10th of the month. Would have been nice if they had told us that and saved a bunch of us calling in and waiting for hours to find that out.	4/1/25 11:02
185	#claimsprocessing I have been paying out of pocket for my daughter's therapy since they have not been paid since January. This whole process has been extremely stressful, time consuming and expensive. This is by far the worst Tricare experience we have had.	4/1/25 10:58
186	#ABA #mentalhealth #claimsprocessing #providernetwork Our son received ABA and other therapies. Since switching we've been unable to receive his ABA and other therapies due to Tricare not paying claims. We don't have the thousands of dollars it would take monthly to pay out of pocket. So our son has declined on skill sets	4/1/25 10:57
187	#claimsprocessing #speechtherapy #providernetwork #enrollment #customerservice #accesstocare I've had issues with claims being processed in a timely and accurate manner. My son's speech therapist has not been paid since the changeover. The 1 claim for her that TriWest has "paid" shows her payment went to a PO Box in SC, she is located in AZ. We have both called about this claim and TriWest confirms they have her address correct in their system. My enrollment has been messed up and in the beginning of Jan 2025 someone backdated and changed my status from tricare Prime under my spouse to direct care for several months in 2024. No one knows how to fix it. They also could not backdate my tricare prime enrollment as a reservist on orders over 30 days to the start of my orders as they are required to do. I called HNFS to start it in Dec but because of they pending changeover they could not since I showed the Triwest enrollment and had to wait for TriWest to cancel that which took 3 weeks. I spent hours everyday the first week of Jan trying to get through to someone that could help at TriWest just to activate my enrollment so I could make a doctor appointment	4/1/25 10:51
188	#claimsprocessing Have been having to pay for services and wait for the provider to get reimbursed and then the provider will reimburse me. Over 90 days that I am still waiting for Tricare to even process the claims.	4/1/25 10:46
189	#physicaltherapy #providernetwork #referralmanagement #claimsprocessing I was in PT for an elbow injury and they would not continue services because they could not access referral and they were not getting paid for the services provided.	4/1/25 10:38
190	We were on TriCare East before the switch. We are now TriWest and it scares me. It seems very complicated but I worry about my kids appointments with speech or obtaining a referral for them for other specialties.	4/1/25 10:32
191	#claimsprocessing #referralmanagement Since January 2025 we have been charged copayments even though we are prime. We have continually had to fight just to get basic care such as AFOs that my daughter has always had. It seems as though we cannot get a proper answer when we are trying to get referrals through. The clinic had to place a referral 3 times in order for Triwest to approve it.	4/1/25 10:31
192	#surgery #referralmanagement #customerservice #accesstocare #providernetwork My daughter's neurosurgery referral disappeared during the insurance transfer. Even though she had been seeing this neurosurgeon for over a year, we had to get a new referral. The hold times with tricare west to sort this out were over 6 hours. I had to be by my phone, unable to do anything, waiting for someone to answer. And even when someone did answer they didn't know how to solve the issue or who to talk to to solve it. I have some cardiac medical needs and need a cardiac mri. My appointment to get an mri is six months out because they are so overbooked. I have the option of getting it done at a civilian facility, but no one is accepting tricare west patients! So I get to wait six months while my symptoms worsen, and my daily life is hindered. It is ridiculous that I cannot get access to care on or off base, which means I just don't get medical care at all.	4/1/25 10:30
193	#customerservice #referralmanagement #speechtherapy #occupationaltherapy #claimsprocessing I had to spend a lot of time on the phone getting referrals fixed to going to the correct providers. I've been worried Tricare won't pay their claims in a timely manner. My child's therapy office (Speech and Occupational Therapy) had a concern as Tricare was taking a long time to process payments and warned me that I would have to pay out of pocket if Tricare didn't pay in a timely manner. Hoping they process claims and pay out in a timely manner so this doesn't negatively affect me.	4/1/25 10:24
194	#accesstocare #mentalhealth Daughter in college has struggled to Find adequate mental health care in network.	4/1/25 10:22
195	#claimsprocessing The tri-care transition to TriWest has been horrible. I'm seen off base by providers that are submitting bills but are not being paid so at some point I fear I'm going to have massive bills for the copays that weren't collected.	4/1/25 10:19
196	#accesstocare	4/1/25 10:18



196	Served 30 years active duty and can't get an appt within 2 weeks. I'll be well by then. Shameful	4/1/25 10:10
197	#customerservice #providernetwork #claimsprocessing The recent transition has been disastrous for so many. Trying to call up Tri-West to get any answers was difficult and pointless. It was hours of waiting day after day to be told they don't know or that we need to talk to someone else that takes hours to get through. That is also if you are lucky and don't just get hung up on after waiting hours to talk to someone. Many of the providers weren't even sure for months if their contracts were going to be renewed and at what rates. Many of them discontinued care for Tricare patients due to delays in payment or just not getting paid at all. I live in a large area with tons of providers that accepted Tricare prior to this and could get in to see someone in a somewhat reasonable amount of time. Those days have passed and it's now months to even get basic care. As military families, we are asked to sacrifice time and time again. This is not an area we should be forced to sacrifice. If I had any other options than tri-west I would take it in a heart beat. But we don't so instead we suffer and deal with this hoping that we can avoid needing to use our medical insurance instead.	4/1/25 10:08
198	#accessstocare #claimsprocessing #physicaltherapy #occupationaltherapy #referralmanagement #speechtherapy Since the transition to TriWest in January, we have experienced several disruptions in service. We were charged a \$150 copay from Texas Children's Hospital for an office visit (Tricare PRIME is our only medical insurance). Previously our copay had always been zero. In addition, we have been unable to see physical and occupational therapy for months because TriWest has not processed referrals in a timely manner. Our speech therapist continued to see us occasionally, but all of her claims have been DENIED because TriWest has been unable to add her in a timely manner to their provider network. Prior to January 1, she was getting paid by Humana without any issue. We are also about to lose DME supplies because TriWest still has not processed that auth and the waiver period has ended. This transition to TriWest from Humana has been extremely frustrating for all involved, and the disruption to care is unacceptable. TriWest is not fulfilling the duties of their contract.	4/1/25 10:06
199	#claimsprocessing We have been luckier compared to a lot of people. However, I have asked to pay our deductible by three different providers after it was already paid. One provider believed me when I said I had already paid it to another provider. But the other two, I was required to pay it again or they wouldn't provide the service, "because the computer shows you still owe it." It will take months to get that \$300 back. We are in a position where we could afford to pay it and wait for a refund. But so many other families are not.	4/1/25 10:03
200	#referralmanagement #customerservice Trying to get my daughter's authorization sorted out, we waited on hold for 5 hours and still weren't able to talk to anyone about it. I was informed by her doctor, tricare pulled her from her pcm, however I have not been able to find any documentation that tells us where she is supposed to be seen (she is still listed online as under that pcm).	4/1/25 10:00
201	#claimsprocessing #ABA #mentalhealth #referralmanagement #customerservice Tricare has refused to pay for my eldest sons ABA care and won't even allow my youngest son to start receiving the same ABA care that he was approved for. It's next to impossible to get ahold of anyone by phone. When we do we are generally brushed off saying there's no issues on Tricare's end when the overall issue is Tricare not paying for the care/programs both my boys are approved for.	4/1/25 9:48
202	#speechtherapy #accessstocare My daughter has had her speech therapy canceled at least 2-3 times a week. She's nonverbal autistic and this puts a hamper on her development.	4/1/25 9:43
203	#referralmanagement #surgery #claimsprocessing #customerservice Since the switch from tricare east to west we have had countless issues with referral and authorization for continuity of care for our daughter who was days away from having surgery. With a waiver we were able to go ahead for surgery. The surgery was not paid out and my daughter still needs a surgery from this provider and we are facing the likelihood that we will be unable to do so because of the difficulty financially triwest has placed the provider in by not paying out for covered procedures. Triwest additionally has not provided help or guidance sufficient for providers to bill them. We have had to fight tooth and nail, and call countless times to triwest, and the providers office to be the go between just to receive services. This failed transition has been anything but smooth. I urge whoever is reading this to dig in and fight for families.	4/1/25 9:43
204	It sucks	4/1/25 9:40
205	#ABA #mentalhealth #providernetwork #claimsprocessing Our aba service has had to stop because of none payment	4/1/25 9:39
206	#customerservice Zero access to my children's accounts. Zero explanations of benefits. Zero case manager assignment for special needs children. Zero assistance/availability to answer questions.	4/1/25 9:39
207	#claimsprocessing We now have a 50\$ co payment for my sons Ortho who he has to see due to his medical diagnosis. We never had a co pay before the switch	4/1/25 9:33
208	#claimsprocessing #providernetwork My provider ended up filing for bankruptcy because tricare is not paying.	4/1/25 9:30
209	#claimsprocessing Deductibles and catastrophic caps are having issues due to new system. The transition is horrible and no up-to-date information or tracking was provided for Catastrophic cap. Thank God, we changed from Prime to select, but we still have issues.	4/1/25 9:30
210	#claimsprocessing #speechtherapy #accessstocare Tricare has not paid my daughter's speech therapist since January! The therapist informed me that if they don't pay soon, our services may be paused. My daughter has a genetic disorder that causes speech delay, and she doesn't deserve this nonsense! The therapists don't deserve this!	4/1/25 9:27
211	I haven't had to make any new appointments since the start of 2025. I did recently go to an already scheduled appointment a few days ago, but so far that office said everything was covered.	4/1/25 9:25
212	#claimsprocessing I've paid well over my max out-of-pocket and TRICARE has not accounted for it so I am still having to pay co-pays. Additionally, several of our therapists are still waiting on payment. I have no idea if I will get back the money. I have spent on doctors this year that should have been covered by TRICARE but triWest dropped the ball.	4/1/25 9:13



213	#physicaltherapy #speechtherapy #occupationaltherapy #referralmanagement #accessstocare My daughter has been receiving physical therapy, speech therapy and occupational therapy for the last almost 3 years. Once the rollover happened we were told that her referral needed to be renewed and that since the new insurance came into affect we could expect an interruption. We'll they were right, she went without therapy for 6 weeks! Up until that point she had been making amazing progress and hitting milestones that she had previously missed. It made her progress slow or halt altogether. After another 6 weeks we are finally back into her hitting milestones! But it shouldn't have been that hard!	4/1/25 9:03
214	#accessstocare Access to care has dropped significantly and any previous appointments were canceled later be rescheduled for another 4 months down the road	4/1/25 9:00
215	#accessstocare #claimsprocessing #referralmanagement #customerservice My special needs daughter was forced to go without necessary services due to the switch causing providers to not get paid and referrals not being approved. I am still struggling with nee referrals and extreme hold and wait times when contacting triwest for none of my concerns to be resolved.	4/1/25 8:58
216	#referralmanagement #accessstocare #customerservice Delayed referrals and access to care for a serious health issue. Spent hours on the phone with Tri-West and still unable to resolve due to their system not being operable. Still can't access referrals online. They should be held accountable for not being able to service a contract they won.	4/1/25 8:57
217	#referralmanagement #customerservice #providernetwork Referrals were canceled or not processed at all. Nurses were too busy to return our calls or help us. Providers refused to accept the waiver because they wanted all referrals addressed to them. The tricare assistant was unable to add them to a new referral for whatever reason. Many agents were inexperienced with fixing referrals.	4/1/25 8:49
218	#speechtherapy #claimsprocessing Speech therapist that was previously covered under tricare East has had many issues submitting claims to tricare west.	4/1/25 8:45
219	#customerservice Been given the run around told mid information about the care my child needed	4/1/25 7:40
220	#accessstocare #claimsprocessing #referralmanagement We have had services suspended due to non payment by tricare. We have an approved referral and still tricare won't pay their bills. Our child has medically necessary therapies that have not been paid in 90 days with an approved referral. Do better for those that fight for you tricare- DO BETTER We have no recourse to find a payment solution so we and in this case my child suffer SHAME ON YOU	4/1/25 7:25
221	#claimsprocessing While my claims ultimately got paid, it took significantly longer for those payments to happen.	4/1/25 7:24
222	#claimsprocessing #speechtherapy #mentalhealth #providernetwork No doctors office seems to know my copay. It keeps changing. We have also been having to pay out of pocket for my son's speech therapy and my mental health therapy due to Tricare not paying them. Some doctors offices have informed me that they are having a lot of issues with Tricare and may no longer accept it in the future which would be detrimental since we live in a rural area with limited options.	4/1/25 5:03
223	#referralmanagement They can see my referral but they can't access it	3/31/25 23:58
224	#accessstocare Tricare is in such disarray that I have canceled all appointments until I am Medicare eligible on August 1, 2025. Yet I will be paying premiums through July for an insurance I feel I cannot use. It's despicable.	3/31/25 23:23
225	#accessstocare I've had multiple disruptions in my care during a critical time in my life, while suffering the impact of a traumatic fall. Navigating this mess has been incredibly difficult with a traumatic brain injury, torn meniscus, PTSD, anxiety and depression on top of all my other health issues, including a very rare eye disease. It has caused me tremendous stress impacting my recovery and overall well-being.	3/31/25 23:21
226	#claimsprocessing #customerservice Super scared that therapy won't be covered. They still haven't been paid. Im receiving bills for full cost, for a dermatology lab (biopsy type). Having to call them, triwest etc...takes time!! Awful!	3/31/25 23:02
227	#referralmanagement #customerservice It's been horrible, no referrals calling to see if it's come in and checking with my pcm and they know nothing and have no answers. Calling triwest and they have no answers, waiting for hours to get hold of anyone.	3/31/25 22:48
228	#providernetwork #accessstocare I cannot even find a provider anymore.	3/31/25 22:46
229	#claimsprocessing #customerservice Claims are taking way too long to be paid. Providers are getting upset. The TriWest website is NOT user friendly at all! Doesn't show you your catastrophic cap or deductible amounts. Ridiculous how this is impacting military families. This contract should never have been passed if they couldn't handle it!	3/31/25 22:30
230	#claimsprocessing My sick visit copay for my kids is higher than normal & I'm having to pay every single visit for my daughter's audiologist appointments and it's not a set amount it differs each visit. What happened to our standard "co pay amount" and why is it fluctuating?	3/31/25 21:50
	#referralmanagement #ABA #mentalhealth #claimsprocessing #occupationaltherapy	



231	There was a Drveral-week delay in getting authorization for my son's ABA referral, partly due to his data being "misplaced/not transferred properly" during the switch. They told me this happened to several people and they had a long list to work through, so they could not give me a timeframe on when my son's data would be entered. Also, claims have been denied for my son's OT that we never had trouble getting approved before the change from Tricare East to West.	3/31/25 21:09
232	#referralmanagement I can't see new referrals. We have an incredibly medically complex daughter and this change and all of the problems have created so much more additional stress.	3/31/25 21:07
233	#accesstocare #referralmanagement #providernetwork Ongoing orthopedic care has been interrupted due to issues with getting new referrals. Provider will not accept a waiver due to Tricare not paying and following the steps on the referral sent from triWest to upload provider info to triWest website is next to impossible. Very frustrating and in pain every day.	3/31/25 20:57
234	#referralmanagement My child had a referral to dermatology for a very nasty rash. PCM informed me of referral delays and provided info. I had to find the dermatologist office that took Tricare myself. First one I tried was difficult to deal with and would t take any paperwork from me at all and the second one was more well informed about this disruption in care and gave me the exact instructions on how to get the pre-authorization to them. I had to get the local tricare referral office involved to be able complete the process. By the time the pre-authorization was approved my son's rash was cleared and he no longer needed the appointment.	3/31/25 20:51
235	#customerservice #referralmanagement The transition was not smooth and we had to be on the phone, passed around to every department and every person until we reached the correct personnel and department. Just to ask about a referral and confirm if documents sent by providers were enough, took us an hour! We even had to sign a promissory note with the provider that if in case Tricare does not provide approval or denial to our services, we will be responsible for discounted payment.	3/31/25 20:36
236	#referralmanagement Since the switch it has been nothing but headaches. I have multiple referrals that are incorrect even when requesting specific providers because they are no longer in network. I recently had a baby and had complications with delivery and am having difficulty obtaining urgently needed care that could impact my health for the rest of my life. It's despicable.	3/31/25 20:34
237	#claimsprocessing Some places I'm having to pay more than my copay just to get seen and then told when they get paid I'll get a refund.	3/31/25 20:09
238	#accesstocare #referralmanagement My Daugther have to stop her therapy because it took a while for them to give the authorization for her therapy.	3/31/25 20:05
239	We have been stressed nonstop about if we are going to have to pay out of pocket for services. Our family combine sees 9 specialists. Thankfully we haven't had any out pocket expenses. This should not be this stressful for this amount of time. Totally reasonable for some hiccups but we are at 4 months now. Where is the accountability??	3/31/25 19:54
240	#mentalhealth #accesstocare #claimsprocessing My mental health is suffering because I cannot see my therapist since Tricare won't pay.	3/31/25 19:47
241	#claimsprocessing #providernetwork #referralmanagement Co payments have continued to climb along with premium payments, it took nearly 60 days past new year to find out if my primary care provider would still be covered. I also have long term care teams that I'm still waiting to see if I can continue to work with. I lost one provider I've had for the past 9 years. I'm currently waiting for referral approval for impending double Jaw and tmj replacement (both sides) that I've been working with an orthodontist with over 1.5 years to get to this point.	3/31/25 19:22
242	#ABA #mentalhealth #claimsprocessing #accesstocare My son's ABA therapist can no longer see him because she isn't being paid in a timely fashion. My husband volunteered to sacrifice everything, so why has our child's necessary medical treatment been sacrificed?	3/31/25 19:18
243	#providernetwork #accesstocare List of authorized providers is minimal, does not meet my family needs, 40+ driving distance for the nearest provider for multiple services that were previously all under 15 minuets drive time, all new providers for existing issues.	3/31/25 19:12
244	#pregnant #claimsprocessing Currently pregnant and have been getting charged for services that Tricare is supposed to be covering. They had covered them until the switch.	3/31/25 19:05
245	#surgery #accesstocare #claimsprocessing A mess, surgery postponed. Delays in care. Still no payments to providers	3/31/25 18:28
246	#customerservice #enrollment It took a long time and many phone calls to get our account set up. Then, my two Tricare Young Adults have been set up 3 times for automatic payments to a credit card and 3 months in a row I had to call and re-set it up. No idea if my providers are being paid.	3/31/25 17:51
247	#accesstocare #referralmanagement #claimsprocessing #customerservice As Triwest was awarded this \$65.1 billion contract in December 2022, it is deeply disturbing how grossly mishandled this transition process has been. My two children and myself (active duty spouse) have not been able to receive network care with prior approved Humana authorizations or Triwest authorizations for necessary services since January 1st of this calendar year as Triwest has not paid claims to network providers due to their neglect of establishing a functional claims payment system. It is also of note that the Triwest website was not designed for parents of minor beneficiaries to view or manage their minor children's claims or authorizations online and has not been fixed which is causing excess phone calls/time in managing care for beneficiaries. Is this the health insurance entitlement that service members (active duty 17 years) and their families deserve?	3/31/25 17:50
248	#claimsprocessing #customerservice There isn't enough room for me to comment. Some bills are being paid and some aren't. Some EOBs can be viewed online and some can't. We have met our deductible but when providers check to see what we owe they are told we haven't met our deductible. Claims are not getting kicked over to our daughter's supplement. Wait times to speak to someone in claims are several hours long, and no one seems to know the answers to my questions. I waited seven days for a supervisor to call me back, and we got disconnected because my phone service is bad, and she never tried to call me back.	3/31/25 17:42



249	#customerservice #claimsprocessing Since 1 January 2025, TRICARE has been unreachable when I try to call in regards to my child's medical bills which they continue to not pay. When I do get ahold of someone it sounds like they are in a cave with little to no signal, making a conversation nearly impossible.	3/31/25 17:41
250	#claimsprocessing We have been with Tricare East for many years but being in Texas, this January 2025 we had to change to the West region. It has not been a good transition. I know it is not the people we talk to at Tricare West's fault, they only work there. We have a claim from 1/15/25 that is still not paid and when we call, they tell us they have 60-90 days to pay it. Thankfully, our main provider MD Anderson in Houston, is willing to work with Tricare West. Thank you.	3/31/25 17:40
251	#customerservice I am finally able to see claims on my account...unfortunately I am not able to see my EOBs. The file reader opens and all I get is the cover letter with no option for a page 2 which is the actual EOB. Very frustrating! There is no way to check what the clinic is charging me.	3/31/25 17:22
252	The transition has been a nightmare. I have medical issues I am not getting help with because I am scared that I won't be able to get accurate referrals and that Tricare/Triwest will pay claims timely and accurately.	3/31/25 17:17
253	#mentalhealth #providernetwork My behavioral health provider has stopped accepting Tricare after having issues with Triwest. Previous to this year we were under Humana in the East region.	3/31/25 17:12
254	#speechtherapy #accessstocare #claimsprocessing #providernetwork My son (4yo) had speech therapy 2x a week. Since January 1, his services were cut down to 1 one hour session a week from 2 one hour sessions. While we were told we would have to pay a higher copay. Then, his sessions were cut again to 1 thirty minute session a week because Tricare was no longer paying enough to cover the fees for the therapists. After 1 week (1 session) of his new schedule, his sessions were cut entirely. He hasn't been able to get another referral to continue.	3/31/25 17:12
255	#providernetwork #accessstocare This has been a nightmare for my family. We lost all of our providers and got assigned PCMs over 2 hours away. I've lost so much sleep worrying about where we will go and what bills we will be getting because TriWest won't follow through on their promises to let us see anyone until April.	3/31/25 17:06
256	#claimsprocessing Tricare not paying my providers on time has created financial issues for me. The late payments (or lack of payment) has sprung surprise bills on me for services that occurred months before. My providers were waiting all that time to get a response from Tricare to determine how much I was responsible for.	3/31/25 16:55
257	#referralmanagement #accessstocare #physicaltherapy #claimsprocessing My son sees a pediatric rheumatologist at Boystown. When he was due for his visit, I asked to make sure they had an Auth on file, they did not so we rescheduled his visit for two weeks later to try to get it fixed. I was eventually told by referral management that he could be seen with the waiver but as far as his next visit in a few months? I don't know if he will be covered. I have been in physical therapy since December for a herniated disk in my back but since the company isn't getting paid by Tricare, I have stopped going for fear of getting charged. This switch to Triwest has been such a mess. I still have "referrals" that got put in in January that I can't access and/or don't have information for to know where to go. I am very displeased.	3/31/25 16:52
258	#claimsprocessing #customerservice We have bills from my husbands (active military member) referral medical appointments. These appointments were before Jan 1, but we are now getting billed for them and since it's happened before Jan 1 tricare told us they won't do anything since it's not in their system and we have to call "the old system" and have them figure it out. While wait times for said number are 4 hours long. This is ridiculous, tricare has always had an issues but these last few months are unacceptable. And usually the issues were for the dependents, not that that's ok, but my husband is the active service member, he should not be receiving any kind of bills.	3/31/25 16:48
259	#customerservice #claimsprocessing Triwest bungled the transition. Slow to no notice for patients, slow payment of claims, a broken website with no real fix .. it's obvious Triwest bid on the government contract as the lowest bid, and no real plan how to execute. Trash management and healthcare web interface, and terrible communication with providers who are trying to get paid.	3/31/25 16:36
260	#customerservice Complete misinformation directly from Tricare West. You can call and they never answer. A lack of respect and empathy for military families. How unfriendly this transition has been.	3/31/25 15:59
261	#referralmanagement #providernetwork #accessstocare The referral process for prime members has been so difficult. Everything is taking longer to get processed, the provider directory isn't accurate, and some of the providers who are in network won't accept the referral waiver so it makes no difference. Can't set an appointment, can't get the care we need.	3/31/25 15:53
262	#referralmanagement #accessstocare Referrals are ridiculous. There is no help I've been waiting MONTHS and certain providers will not accept the referral waivers! I've been going in circles for weeks trying to just find a provider.	3/31/25 15:19
263	#accessstocare #referralmanagement Thankfully no providers have dropped our family yet, but to not have access to providers we need or having care delayed longer due to waiting for authorizations especially for providers we have already worked/working with is incredibly difficult. With wait lists as long as they are, waiting even longer for care is dangerous and detrimental for families.	3/31/25 15:19
264	#claimsprocessing Claims for routine annual blood work that was processed without issue in previous years has been rejected by Tricare. Tricare informed me the cost would not go towards the catastrophic cap. The cost is over \$1,000.	3/31/25 15:16
	#claimsprocessing #physicaltherapy #occupationaltherapy #customerservice	



265	Primary doctor is at MTF. Cannot get a more detailed Mammogram w/ultrasound because Triwest is not paying claims anytime soon. Waiting is hard enough when doctors find something odd in both breasts, now I must wait longer. I cannot get into my childrens Triwest account. My child cannot do P.T. and O.T. back to back because there is to many issues with claims and must be on different days. 16 years we have been Active Duty and always been prime. I am now required to give out my spouses SS number, because nobody can verify coverage without it. Benefits number is irrelevant I was told. I am grateful of the doctors offices willing to take the approved referral hoping they will get reimbursed. However, that will only last so long. This is a ticking time bomb. Also, having only 1 primary doctor for 600 patients at an MTF is utterly asinine.	3/31/25 14:49
266	#claimsprocessing Tricare East can't even tell me if they received my claims after 60 days. We have paid thousands of out of pocket and they can't even find them.	3/31/25 14:46
267	#claimsprocessing Every claim has been processed wrong. Requested 3rd Party form and uploaded 72 hours of letter date . Rejected claim despite having 35 days by law to submit. The entire system is broken.	3/31/25 14:43
268	#providernetwork #accesstocare So many in network doctors are no longer taking Tricare. How can I find a PCM when do many stopped taking Tricare patients.	3/31/25 14:36
269	#customerservice #referralmanagement Had to wait on hold for 12 hours over a week period just to be told I needed a new referral from my Doctor. Get the new referral submitted for Neurology and I was assigned to a neonatal pediatrician. I'm a 42 year old woman. Took 4 more hours of hold over 2 days to get it fixed.	3/31/25 14:05
270	#customerservice #providernetwork #accesstocare We live in what's considered a medical desert. Tricare West has been slow to communicate and / or renew contracts with some of our only options for providers, or they have lowballed them with significantly decreased rates. We have to travel over an hour to get basic care.	3/31/25 13:47
271	#mentalhealth #claimsprocessing Being billed for mental health care when under Tricare Prime when it is supposed to be fully covered, and Tricare does not help at all on the matter. They have even given a lot of false information about mental health care in the year 2025.	3/31/25 13:46
272	#providernetwork My primary physician retired. After using the online directory I gave up. Either the contact info is wrong or the doctor is a specialist and not a family or general practice doc. When Googling contact info for doctors in the directory they all appear to be part of a health care alliance and when you call they aren't taking new patients.	3/31/25 13:26
273	#providernetwork #accesstocare #claimsprocessing This is a disaster. All providers will not take appointments because they don't know if they will get paid. They want us to pay up front.	3/31/25 13:16
274	This is an absolute joke. Tri care should be helping service members not hindering them from care	3/31/25 13:15
275	#claimsprocessing #speechtherapy #occupationaltherapy I know we have met our deductible yet I'm still paying for Speech and Occupational therapy each week. We have also had weird copays and bills for services that would normally be covered. The change to a new provider was a mess! Even harder as an EFMP family.	3/31/25 13:13
276	#accesstocare #claimsprocessing Providers don't want to schedule us because of non-payment issues.	3/31/25 13:09
277	#claimsprocessing Since Jan 1st we have had many issues with claims being denied, even though we have referrals.	3/31/25 13:04
278	#claimsprocessing #customerservice My medical bill (copay) has went from \$30 to \$400. I can't afford that every three months. Tricare West confirmed my coverage hasn't change and I should only be charged for the \$30. It's impossible to get ahold of claims to figure this out.	3/31/25 13:03
279	#claimsprocessing #customerservice Had to file a dispute for annual GYN exam to be paid. Despite the testing being the exact same as last year (including the price) Tricare denied that portion of the claim, and embarrassingly notated it was because I was deemed "high risk" for STDs. I am 58, married 35 years - and this test, as stated by my doctor's office in their explanation, is literally recommended for and given to every patient. Coding error? Maybe. Insulting? Absolutely. Do better.	3/31/25 13:03
280	This has been an incredibly disappointing few months with Tricare. Utter mismanagement and disregard for military members and their families. This is despicable and shameful.	3/31/25 12:56
281	#claimsprocessing #accesstocare #customerservice #referralmanagment #providernetwork I have been denied services by a provider because they are no longer being paid. The wait times to speak to TRICARE are out of control long! Over three hours and then you are transferred over and over and no one has answers. So you just get frustrated and hang up. I have a referral to see a specialist but I can't use it because Tricare may not cover and I will be stuck with the bill. Took almost two months for my daughter's orthopedic surgeon to receive the referral for her to be seen. She was only four months old needing braces for her feet. Now she is about to be six months and won't see the doctor for another month. They told me they don't want to take her because we are Tricare. They are a very large well know facility... Tricare has never been great insurance but this change over has been unbelievably unacceptable! Let's try to not give more stress to the families who deal with enough stress due to the service to our country!!	3/31/25 12:53
282	#claimsprocessing We have not been paid on claims making our deductible not available to properly reflect for reimbursement amounts. It is taking too long and mistakes greatly affecting personal finances	3/31/25 12:52
	#accesstocare #providernetwork #referralmanagement #customerservice	



283	I actually have tricare for life but my spouse is active duty so tricare for life is my primary insurance. I am in the triwest region. I have had providers cancel appointments, providers stop being participating providers and providers say they can not obtain referrals they need all due to the region and processing changes, even though my insurance claims and any needed referrals are handled via tricare for life. It has meant that some of my appts scheduled at specific times due to medications needed have been delayed meaning it has caused flare ups in conditions that could have been preventable. It has mean that I need to find new participating providers which means 6 or more months of waiting again to see a specialist, and it has meant hours of phone calls, stress and worry about trying to get these things straightened out to get care I need that has been standard care prior.	3/31/25 12:52
284	#providernetwork #referralmanagement #acesstocare We've been told by healthcare providers that they are no longer accepting Tricare. Doctors aren't accepting referrals. We are left without any healthcare alternatives.	3/31/25 12:35
285	#occupationaltherapy #speechtherapy #claimsprocessing #ABA #mentalhealth Our occupational and speech therapists for both of my two autistic children dropped our therapy services because they weren't being paid. Our ABA therapy continues services as long as they could without being paid and have just recently finally had bills come through	3/31/25 12:11
286	#claimsprocessing #providernetwork Rates for reimbursement under the point of service option for Tricare prime have gone down and the time it takes for that reimbursement to come to back to me is several months. There are very few therapists in our area who specialize in what we need, even fewer that take Tricare. I pay between 190 and 215 dollars per session for my child and I each. Tricare reimburses at \$42.53 per session. I will have to stop my services, just so I can keep paying for them for my child.	3/31/25 11:33
287	#customerservice #claimsprocessing We still can't access our kids' claims and EOBs electronically. The portal doesn't show the amount we owe so I refuse to pay the bills till I can confirm the amounts via the EOBs. My husband and I both spent 2 hours on the phone last week trying to resolve this issue, and were ultimately told that TriWest has 2 business weeks to address our issue. Meanwhile, I was told we wouldn't be able to see our 13-yo son's claims due to HIPPA, even though the claims are already loaded on my husband's portal. We were both given different answers to the same questions and none of the answers provided were correct. We were both transferred multiple times, sat on hold for 20 mins at times, and at one point, transferred back to HealthNet, despite these claims all occurring in 2025.	3/31/25 11:27
288	#speechtherapy #occupationaltherapy #claimsprocessing #customerservice My son has a severe speech delay and sensory issues. He receives private speech therapy twice a week and occupational therapy once a week. He also goes to developmental pre- school through the state to help with his speech. We were informed at the end of January that Tricare was not paying out his 3x a week therapy. We are on Select, so we already have our deductible, copays, and cap. Even after we meet our cap, we will still be paying out of pocket and hopefully be receiving a refund after Tricare pays out. When I called Tricare about the issue, the only response I received was, "this issue has been escalated." That was the only phrase the representative would use. I was calling once a week for updates because we are using our savings paying for his therapy. I fear if he stops, he will have a huge regression that will set him back months. We were not expecting to have to pay \$500 a month for his therapy because Tricare decided to stop paying providers. This has put a hardship on our family and has obviously put a huge financial burden on the therapists who accept Tricare patients. I fear this lapse in coverage will make providers stop accepting Tricare patients forcing our families and children to go without care.	3/31/25 11:27
289	#claimsprocessing I have never had a problem with getting my vision tested and it being covered then I got a letter this year that I owe over \$300 because tricare wouldn't pay for it when in the past for 3 years they had with no issues. They informed me that I either had to pay or it would go into collections because they could not get ahold of tricare	3/31/25 11:24
290	#acesstocare Therapy is hard to access	3/31/25 10:57
291	This transition has literally caused our special needs family so much many issues that the government should be ashamed of themselves. Do. Better.	3/31/25 10:57
292	#claimsprocessing #customerservice A provider indicated Tricare patients would need to pay for services up front as a result of the lack of payment and response from the insurer.	3/31/25 10:47
293	#acesstocare #speechtherapy #occupationaltherapy #claimsprocessing My daughter who has autism has had to pause her speech and occupational therapies due to tricare not paying the therapists we work with. These therapies were helping tremendously and she will see a huge decline because of having to stop.	3/31/25 10:42
294	#acesstocare #ABA #mentalhealth #providernetwork #claimsprocessing My son has not been able to be enrolled in ABA therapy because providers have paused accepting Tricare due to nonpayment.	3/31/25 10:38
295	#acesstocare #claimsprocessing #providernetwork #mentalhealth My therapist can no longer see me because she has not been paid since January. No other therapists in the area will take Tricare anymore. I am at a loss. Dealing with serious post partum depression and anxiety my therapy sessions were essential in helping me heal and I was getting to a good place with my therapist. It is extremely disappointing that Tricare has changed their policies and I can no longer receive these services. I feel abandoned.	3/31/25 9:30
296	#referralmanagement #surgery #acesstocare #customerservice The ability to obtain a referral has been very hard. I need to have surgery for a medical issue and it's been impossible to schedule due to the change. Calling to get help is impossible as wait times are insane and when you do finally talk to someone they can't help you.	3/31/25 9:26
297	#physicaltherapy #acesstocare #claimsprocessing #referralmanagement #OHI #enrollment #pharmacy My Physical Therapist will no longer work with me because Tricare has not paid any invoices in 2025. My referral ran out and they refuse to request to renew it. I also had an issue stating that I have another insurance provider (I don't) and that Tricare would no longer cover my prescriptions.	3/31/25 9:19
	#referralmanagement #acesstocare	



298	Unable to get priority authorization for an MRI. The facility wouldn't use the waiver. Went back and forth several times. Still waiting. It's been 4 months.	3/31/25 9:15
299	#customerservice #claimsprocessing I've not experienced a disruption in services *yet* but I have Tricare Select (which means I don't need referrals for specialists) and use a major university health system for the majority of my care. TriWest has yet to process a single Explanation of Benefits for my care in 2025, and I've gone to the doctor multiple times this year. This means the health system has yet to be paid. I highly doubt a solo practitioner or small medical group would be in a financial position to continue to treat me under these circumstances without getting paid. Also, given that TriWest has yet to process any medical claims for me, it remains to be seen whether I'll be charged properly when they do, since my doctors typically bill me for my copay/co-share after receiving payment from Tricare.	3/31/25 9:14
300	#accessstocare #occupationaltherapy #speechtherapy #claimsprocessing My son was dropped from his OT and speech therapy providers because of issues with Tricare's contract with them changing & issues with payment for previous (approved) visits. The only option I was given was to pay self pay, out of pocket, which I just can't financially do - and shouldn't have to.	3/31/2025 9:01 AM
301	#customerservice Humana Military TRICARE East has continued to fail to comply with the right of all parents to access the protected health information of their children enshrined in the HIPAA Privacy Rule. Humana refuses to grant non-sponsor parents access to their children's PHI because they conflate sponsorship for benefits purposes with parentage, and they have failed to modernize their business practices and systems to comply with the law.	3/31/25 8:58
302	#claimsprocessing We are on Tricare prime, yet we still receive bills from confused providers	3/31/25 8:51
303	#referralmanagement TRICARE on the west coast has been nothing but awful the entire time I have been using it. Just recently, I have had issues getting a referral that wasn't an issue last year. TRICARE really does need to do a better job	3/31/25 8:50
304	#customerservice #accessstocare Still haven't been contacted by an ECHO case manager, netting told they're aren't any with the new group for tricare west.	3/31/25 8:26
305	#providernetwork #accessstocare As of the new TriCare provider, our PCM informed us she could no longer accept Tricare. She did not state why, but we could not afford to lose her. She was literally the only PCM in Albuquerque who we were able to get, I tried calling every other care provider and they weren't accepting new patients. I have ongoing health issues and need a PCM. I am currently having to look out of state for routine care.	3/31/25 8:10
306	#claimsprocessing #pregnancy #providernetwork Being billed by providers for unpaid services and labs from tricare. Also unable to find an OBGYN to take tricare leaving me waiting till 13 weeks for my first prenatal appointment.	3/31/25 7:45
307	We are Tricare Prime and have minimally been affected however the disruption of service is incredibly concerning since our children heavily relies on our insurance for specialty care appointments and weekly therapy that my children NEED. It's PCS season and it's already hard enough to find good care but when you tie insurance payment problems into the mix, it's even more difficult. I am hopeful a resolution comes soon.	3/31/25 7:21
308	#claimsprocessing We have hit our \$1000 cap, but continue to pay out of pocket for services since reimbursement hasn't caught up on our account.	3/31/25 6:33
309	#claimsprocessing #customerservice #providernetwork Very slow processing of claims, cannot look at EOBs online, a provider no longer listed on the database and a database of providers that's out of date.	3/31/25 6:12
310	#claimsprocessing It absolutely blows my mind that families who have someone serving in the military and risking their everyday for their country, have a problem with receiving medical care or have to jump through millions of hoops just to be seen by a doctor. These families are already under enough stress and now add health care. Tricare needs to step up and pay the doctors they owe money to. I had to pay out of pocket a few times and I have noticed some of my prescription prices have increased. I also looked at my checking account and I was charged for the a few therapy sessions. Again, I find it disgraceful that those who fight for our country are having medical care issues. These are the people the country should be taking care because their spouse is giving up a lot for everyone else's freedom.	3/31/25 5:59
311	#claimsprocessing #providernetwork Not paying our dime for my sons feeding tube supplies, not paying our nursing company for our echo approved hours at all still, saying the tricare recommended developmental ped was out of network and the children's hospital was out of network	3/31/25 5:45
312	#claimsprocessing #enrollment The payment for my son's birth was not authorized by Tricare due to him not being a dependent. I was told that new dependents are covered under your insurance policy for the first 90 days	3/31/25 5:03
313	#claimsprocessing #OHI #enrollment Tricare declined to pay for my MRI. The provider notified me that Tricare had a billing issue and then I received a bill for the full amount of the MRI. Thousands of dollars I don't have. Once I finally talked to Tricare, they thought I had secondary insurance 6 years ago and wanted them to pay for my MRI in 2025 - I have had nothing but Tricare for 11 years.	3/31/25 5:02
314	#providernetwork #claimsprocessing #accessstocare I've tried to find local assistance for therapy for my child. I was explicitly told by a therapist who stated on her website that she accepted Tricare that she no longer was due to not receiving payments since the contractor change. We are out of network for everything, so this is impacting my daughter's ability to receive help that she needs.	3/31/25 4:12
315	#claimsprocessing #referralmanagement I have chronic migraine and recently had a tonsillectomy. I met my catastrophic cap more than a month ago, yet providers (including neurology, physical therapy, surgical center) and pharmacy still insist I pay copays because Tricare has not finished processing over 16 claims. My abortive migraine meds were denied because the pre-authorization was not complete on Tricare's end, so I cannot get refills for one of the only meds that stops my migraine and works for me.	3/31/25 2:23



316	#acesstocare #pregnancy #providernetwork I have been denied access to OB/GYN service due to being a Tricare patient. It took years to even find a provider who would accept Tricare and now I've been denied access to care because Eid my insurance plan.	3/31/25 2:22
317	#providernetwork #referralmanagement Tricare scheduled a specialty provider that was neither in network or even at the facility that my PCM put the referral in for.	3/31/25 0:56
318	#acesstocare Haven't had care in years due to tricare not paying providers.	3/31/25 0:43
319	#customerservice Impossible to speak with someone in the phone regarding claims	3/31/25 0:11
320	#claimsprocessing I had my daughter in CO in August of 2024. Tricare did not cover the entire thing like I was told. I called and talked to someone in January and they said they would handle it and I am still getting bills and calls from the hospital saying I owe over 2 thousand dollars!	3/30/25 22:40
321	#customerservice Have not been able to login to the new system lately. Previously it asked for additional steps after receiving a prior authorization, and every time I tried to do that, it kept telling me there was a technical error and to try again later. For weeks.	3/30/25 22:37
322	#referralmanagement #providernetwork #claimsprocessing #acesstocare My child had a referral put in to see a specialist, but after a couple of months, I had heard nothing from them. I called and they informed me that due to the Tricare switch, they were now out of network and we'd have to pay fully out of pocket to be seen. Luckily, in another month, they were able to see us. We were also informed by my child's therapist that due to the change over, we might not be able to be seen. This change over has been handled horribly. It's made things so much harder than necessary. We could have had my child's health issues fixed, but due to it taking almost three months to see the specialist, we were seen once and given information because we are pcsing.	3/30/25 22:20
323	#customerservice #acesstocare My son was diagnosed with Autism in January, almost 3 months later and still haven't been enrolled in Autism program because all the disaster caused by this transition to Tricare West. Long hours lost on the phone Tricare West and visits to the drs trying to have something done to help my son. This has been a nightmare!	3/30/25 22:19
324	#acesstocare #providernetwork We haven't been able to see any of our PCMs. The ones we had are out of network. Then when I call to get reassigned, they assign me to doctors who are not taking new patients or are retired! I'm usually a big fan of Tricare but this is an absolute mess.	3/30/25 22:06
325	#providernetwork Provider directory does not include blood labs in my city, even though there are 3 that take tricare.	3/30/25 22:05
326	#acesstocare #providernetwork #claimsprocessing My son who is on the spectrum has not been able to receive services since switching. I myself even with Select was in therapy and two different therapist stopped taking tricare because they weren't getting paid. Its truly unacceptable.	3/30/25 22:05
327	#acesstocare #claimsprocessing This transition from tricare east to tricare west has been a disaster for our family. We have 2 autistic children who cannot get their supports due to non-payment.	3/30/25 21:58
328	#customerservice #claimsprocessing #referralmanagement #acesstocare The transition from Humana to TriWest has been a complete failure. Military representatives at CRDAMC promised it would be automatic and smooth, but that's not what happened. I had to beg multiple times just to get case managers reassigned. TriWest then told me we had to request new case managers ourselves—something we were explicitly told would be handled automatically. That was the first sign that continuity of care was broken. I'm being billed and asked for copays not owed. Authorizations for therapy, surgery, and provider services have been delayed or denied. Providers are refusing to accept the "exemption" codes TriWest uses instead of actual authorizations. On top of that, the codes TriWest puts on authorizations are wildly incorrect, which causes more confusion and blocks access to care. One of the most dangerous issues is with my son's SleepSafe bed. This is a modified hospital bed that was authorized by TRICARE under Humana and delivered in May 2023. It was approved due to my son's medical complexity—not behavioral issues. He has cerebral palsy, intellectual disability, and other conditions that make regular hospital beds unsafe. Before we got this bed, he had been trapped multiple times in standard hospital beds, including once up to his chest, and nearly breaking his leg twice, falling out of bed and injuring himself. He can't stand up unaided. If we hadn't found him in time, he would have died. This bed includes high-low powered articulation, an air mattress for bedsore prevention, a damaged side rail that now needs repair, cutouts for his feeding tube and IV pole, and a footboard that needs a cutout to accommodate the tubing from his air mattress. There are no alternative beds that meet his medical needs. We tried them, and they failed. TriWest is denying coverage for the repair, saying there is no evidence the bed was ever approved as medically necessary. But we went through the full TRICARE authorization process with Humana to get it. The records should have carried over. TriWest's failure to access or carry over this information is now putting my son in danger. They are also mislabeling this as a "safety bed" and saying these are not covered. But this is a hospital bed, and TRICARE policy allows for accessories to a hospital bed when medically necessary. His needs are medical, and further complicated by his more than 20 diagnosis which includes IDD. They do not make fully enclosed standard hospital beds for adults. I've also been forced to re-submit all diagnoses for myself and my children and provide new copies of guardianship and power of attorney paperwork—even though I've been a military dependent for 43 years. Despite identifying as Autistic, I was treated dismissively. When I asked for an ECHO case manager, TriWest assumed I needed the Autism Demonstration Project and corrected me repeatedly, even though I knew exactly what I was requesting. They made assumptions based on my diagnosis instead of listening. This transition has created unnecessary barriers, put lives at risk, and made everything harder for medically complex and disabled dependents. We have three Exceptional Family Members in our home and we were told Triwest would be ready for us on day one.	3/30/25 21:50
	#ABA #mentalhealth #enrollment	



329	I have had numerous issues with my son's ABA therapy. It's very frustrating for a family already going through a difficult season with their child to constantly have to fight. Also in January both my kids were disenrolled from Tricare completely and I only found out after I took them to the doctor and antibiotics were prescribed and the pharmacy called saying they did not have coverage. So disappointing.	3/30/25 21:40
330	#claimsprocessing #OHI #enrollment Billing seems to be messed up. Tricare states I have another insurance that is primary to Tricare. A PCM visit was charged to my AETNA vision insurance instead of Tricare. PCM doesn't have my vision insurance info so the billing mistake was on Tricare's side. Has yet to be corrected.	3/30/25 21:22
331	#providernetwork #accesstocare #claimsprocessing Providers pausing services as TRICARE will not pay or they are delayed.... This is not new	3/30/25 21:13
332	#claimsprocessing Being charged for an urgent care visit that was suppose to be 100% covered.	3/30/25 21:10
333	#claimsprocessing #accesstocare my providers are not being payed! My sons services could be disrupted.	3/30/25 21:05
334	Please continue to cover my sons autism services. It's critical for his developmental growth. Behavior Place has been a night and day difference and made everyone's lives better. Especially his! Awesome ABA	3/30/25 21:02
335	#claimsprocessing #occupationaltherapy #customerservice We have Tricare Select and are an active duty NG family. We have had to pay out of pocket for all OT and play therapy services with hopes that Tricare will reimburse for non-network non-participating providers with claims that are submitted monthly. They reject the claims and state they have sent me a letter requesting additional information but the letters are never received. There are repeated issues with DD2642 claims being processed than disappearing and not populating online for our family or Tricare to see. Multiple phone calls averaging over 2 hrs have been made with no resolve and multiple escalations and complaints have been filed. Our catastrophic cap for 2024 should only be \$1000 and it is well over \$3500 and we are still waiting on claims to be processed and reimbursed since August. This has caused a significant financial hardship as well as impacted the outcomes on my sons health and diagnosis.	3/30/25 21:01
336	#pregnancy #referralmanagement I've had issues getting care from my OB due to issues with referrals. I am 2 months post partum and need to be seen for medical reasons but am being denied.	3/30/25 20:55
337	#providernetwork #speechtherapy My daughter has had a speech delay since she was diagnosed. It has been years of her receiving services. We've had it off and on due to Tricare claiming we couldn't receive services outside of school settings. It was a huge help when we did. Now we cannot receive services due to many offices not accepting Tricare. Many doctors offices have also stated why they don't accept our insurance anymore. It's been a huge pain for us and I'm sure other families needing to find care within a reasonable time and distance. We are getting thrown to the wolves out here while still sacrificing our lives basically for our service member to meet the services needs. Make it make sense! What more do we need to ask for? We barely make enough to survive, let alone our health insurance is not letting us take care of our basic needs to keep on going. We are all struggling and no one is listening!	3/30/25 20:48
338	#mentalhealth #providernetwork #claimsprocessing Had trouble finding my child mental health care due to many providers in our area not accepting new Tricare patients due to lack of payment for claims. Also, our PCM was switch without notice due to Tricare changes.	3/30/25 20:45
339	#referralmanagement #accesstocare My provider was switched without my knowledge or consent. When attending my appointment, I was denied due to referral being inactive due to the primary provider being changed. I was told by TRICARE it would take 3-5 days to show in the system. I'm unable to get another appointment for several months now following this event.	3/30/25 20:43
340	#accesstocare #claimsprocessing My son treatment has been suspended and that make him had a regresión on he's spectrum, the terapy places are charging us what tricare haven't pay and plus regular fees. My son has multiple medical needs haven't been adress because the neglect impact tricare west did on he's treatment due not pay causing all the suspension of all the medical treatment. This has impact our family really hard.	3/30/25 20:37
341	#claimsprocessing My son relies on Tricare for multiple specialists. We've been battling unpaid claims and are at risk of having to halt therapies that have nearly saved his life. We are battling getting necessary life saving devices approved and battling not losing his specialist when we already live in an area with long wait lists. Tricare is going to cause so many of us to die before they admit there's a problem.	3/30/25 20:23
342	#claimsprocessing I've been overcharged for services that should've been covered 100%, it's put immensely financial strain on my Family and frustrating beyond belief	3/30/25 20:08
343	#speechtherapy #accesstocare #claimsprocessing #providernetwork Our daughter's speech therapy provider has decided to drop us and any other Tricare patients because they haven't been paid in over 3 months. There are no other speech providers within an hour that will take Tricare. When asking other providers why, they say the billing is too hard and they don't get paid enough or even get paid at all.	3/30/25 19:51
344	#accesstocare #mentalhealth #claimsprocessing 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.	3/30/25 19:41
	#claimsprocessing	

345	<p>Tricare has become an absolute nightmare to use. Services aren't being paid, places are hesitant to take Tricare clients, and I've been way overcharged for copays because the claims are not being processed. The clinic my kids get therapy at keep getting letters stating that they need to submit all of this paperwork, which has been repeatedly submitted. The speech therapy rates were suddenly cut without warning, and my son now risks either losing services or I will have to come out of pocket to cover the difference, because the reimbursement rate is less than what it costs the clinic to provide the service. I've made more phone calls to Tricare in the last 90 days than I have in the previous 5 years probably combined trying to iron out some of the issues. It seems like twice a week there is some new issue with Tricare since Jan 2025. The complete lack of competence is shocking. It is costing children access to needed medical care, it is costing people their livelihoods, and it is really making it not worth being in the military any longer. Here for the medical coverage for my kid, not getting medical coverage for my kid, might as well get out.</p>	3/30/25 19:32
346	<p>#claimsprocessing While we have not experienced a disruption in service, we have yet to be informed of the cost increases. They are coming as a surprise from the providers as we see them. Cop-pays have almost doubled without notification.</p>	3/30/25 19:24
347	<p>#claimsprocessing I have Tricare Select. I have seen 3 different providers since January. My PCM, gynecologist and podiatrist. There are no claims on file and my deductible still shows \$0 met. My deductible is \$150 per year. In the three months of 2025 I've paid \$450 in deductible fees because each provider is charging it because Tricare is failing to process claims.</p>	3/30/25 19:16
348	<p>#providernetwork #claimsprocessing Many providers near us have stopped or choose not to take Tricare as an insurance due to difficulties getting paid. Which makes it hard to find providers for our family. Especially our special needs children.</p>	3/30/25 19:13
349	<p>We had to change pediatricians and pharmacies since 01JAN2025 and I'm not sure how to check if we are receiving the right prices for things, but we were able to change providers easily.</p>	3/30/25 19:00
350	<p>#referralmanagement #claimsprocessing #accesstocare We have one child in West and the rest of our family in East area and have had alot of trouble with her medical/referrals, emergency room bill pay and availability of care. She has only been able to go to Air Force base for care but they're telling her she may not be able to access that soon due to overload of patients. My husband is retired.</p>	3/30/25 19:00
351	<p>#accesstocare #speechtherapy #claimsprocessing We've had to suspend speech therapy for my son due to lack of payment from tricare</p>	3/30/25 18:58
352	<p>#claimsprocessing Tricare is taking way too long to process claims! I went to a doctor in January and they still have not processed that visit. The doctor is of course requesting payment right now.</p>	3/30/25 18:47
353	<p>#claimsprocessing I had a baby in December while still under Tricare East and when our state switched to the Tricare West region, nothing was able to be run through the insurance properly because the East region and West region didn't communicate. We're still fighting bills because of this issue.</p>	3/30/25 18:45
354	<p>#referralmanagement I recently had to get pre-authorization for a small back surgery and it took over 5 months for TriWest to approve.</p>	3/30/25 18:42
355	<p>#referralmanagement #physicaltherapy #providernetwork #accesstocare Referrals take three times as long to process. My physical therapist can no longer request additional sessions, I have to get ahold of my pcm and he has to ask for more sessions. The hospital on base has also lost staff and other medical clinics. My children and I have a PCM with the Family Medicine clinic. They used to have an immunization clinic we could go to immediately following an appointment. That clinic is now closed, and we have to go to the pediatric clinic for children vaccines. I don't know where I am supposed to receive mine.</p>	3/30/25 18:35
356	<p>Terrible service and coverage only to be upped by a more terrible hospital system...we vets are sick of it. Do better.</p>	3/30/25 18:34
357	<p>#providernetwork All optimists in my area stopped accepting tricare</p>	3/30/25 18:32
358	<p>#claimsprocessing #mentalhealth #providernetwork We have to choose to either pay full out of pocket pricing for our daughter to receive mental health services or have her go without. This is due to 90% of mental health providers not being in network with Tricare because they are SO HARD TO WORK WITH.</p>	3/30/25 18:04
359	<p>My three month old is getting ready to start PT for Erbs palsy. I'm terrified we're going to finally get him help all to be turned away once Tricare starts getting billed and they're not paying out on time.</p>	3/30/25 17:54
360	<p>#claimsprocessing I have had to pay out of pocket for testing that is covered by Tricare.</p>	3/30/25 17:07
361	<p>#providernetwork #accesstocare Almost no providers want to take Tricare right now. They're not listed in network though they signed up to be in. All I can do is go to urgent care and even they are hesitant to take the insurance. This is causing issues as I have specialists I cannot see right now :(</p>	3/30/25 17:04
362	<p>#claimsprocessing #speechtherapy #providernetwork #enrollment #customerservice They are not paying providers claims. 2 of my children receive speech therapy for their Autism. My speech therapist has not been paid since the switch. My pcm is also not set as my primary though they're in network. Can't set up autopsy. Portal doesn't work and Noone answers the phone for hours if at all only to hang up on you. My copay for urgent care is now \$105 instead of \$36 . Help!!</p>	3/30/25 16:59
363	<p>#mentalhealth #accesstocare #claimsprocessing #providernetwork I have had mental health services disrupted. I have been billed for a service that should have been covered because Tricare failed to pay the appropriate amount to the provider. A mental health provider I have been seeing has had to go out of business due to the disruptions in payouts.</p>	3/30/25 16:25
364	<p>#claimsprocessing Been informed that my counseling services might be put on pause because Tricare is refusing to pay.</p>	3/30/25 16:23



365	#claimsprocessing #speechtherapy #occupationaltherapy We are enrolled in prime and have never had issues getting things covered. Now we are getting bills for things that were typically payed in full before 1/1/25. Child has been seeing speech and OT twice a week now we are being asked to pay roughly \$80 a week for past 3 months of care.	3/30/25 16:13
366	#ABA #mentalhealth #physicaltherapy #occupationaltherapy #speechtherapy #claimsprocessing My son is on the spectrum and receives intensive ABA, OT, PT, and Speech therapy. None of these therapies are receiving payment and his services are ending May 1st due to me running out of our savings to pay for them. Tricare needs to do better!!! These services are life saving and I'm at a complete devastation in my mental health myself trying to meet his needs.	3/30/25 16:09
367	#acesstocare #claimsprocessing I had my weekly therapy sessions altered to biweekly and was told it was specifically due to lack of payment by tricare.	3/30/25 16:03
368	#acesstocare my job relies on Tricare reimbursements working in healthcare. My clients are losing services and I'm losing hours.	3/30/25 15:59
369	#surgery #acesstocare #referralmanagement TriWest suggested we post pone my husbands brain surgery for his malignant neoplasm (second surgery with Tricare), to wait for prior approval. They were given 30 days notice prior to surgery.	3/30/25 15:47
370	#claimsprocessing #customerservice Copays are excessive without prior notice. Taking forever to get services approved.	3/30/25 15:45
371	#mentalhealth #claimsprocessing #customerservice My mental health provider- who I see twice a week- informed me that they are not getting paid anything, despite the claims on my EOB being listed as paid. The clinic they are with has sent out an email saying that if they do not get reimbursed for outstanding claims by Tricare by April 1st, they will no longer be providing care to Tricare members. Or the members will have to pay out of pocket. This is happening to so many and is absolutely unacceptable. Unacceptable that it happened at all, let alone that it has not been resolved in the three months since then! People are losing access to NEEDED care! This needs to be rectified immediately!	3/30/25 15:35
372	#claimsprocessing #acesstocare This has been so disorganized and has negatively impacted our family. We are getting invoices from providers and having to wait to be able to access services	3/30/25 15:28
373	#providernetwork They dropped my PCM and changed my assignment without informing me. This is the same time that my PCM had found out this was changing. They have been calling tricare and keep getting told to call back in 2 weeks to get setup again as a PCM. This is ridiculous why would they drop all the doctors out of the system with this change?	3/30/25 15:12
374	#acesstocare I have a hereditary blood clotting disorder. My father died from this disorder. My sons need genetic testing for it but due to these changes, we keep getting the run around.	3/30/25 15:08
375	#providernetwork #claimsprocessing Many providers are no longer accepting TRICARE for medical nor active duty United Concordia dental due to TRICARE not paying close to enough. And we have had to scramble to try to find new and affordable providers. It is way too expensive for families to afford care out of pocket. Military and their families deserve better than this.	3/30/25 15:07
376	#claimsprocessing There's less and less experience because they keep underpaying medical providers, so we keep having to find new providers that accept Tricare's cheapness and unwillingness to pay for basic care. Cover what families need, we shouldn't have to pay so much out of pocket for medical/dental when I'm serving our country and risking my life!	3/30/25 15:06
377	#acesstocare I have three children in different therapy and two have had disruptions of services! One being feeding therapy !	3/30/25 14:58
378	#mentalhealth #acesstocare 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.	3/30/25 14:49
379	#acesstocare #referralmanagement #customerservice Aside from never knowing if I have therapy appointments for myself and my children (we average 8+/week), we've had referral difficulties, schedule changes, and the uncertainty of knowing day to day if we have services that week. No one can answer questions, give me timelines, or tell me what processes are in place (and they change weekly or more). Additionally, hold times have been an hour plus in my experience which is also incredibly frustrating. Tricare employees aren't able to answer relevant questions about their own, current policies.	3/30/25 14:40
380	#acesstocare #providernetwork #claimsprocessing I have been a military spouse for over 25+ yrs, most of which have been overseas and used mostly military facilities. While stationed stateside I have not been able to use the military facilities because they are full and not accepting dependents so I have to see a civilian provider. I am now tricare East. Let me tell you this has been the worse experience of trying to find a provider that will take tricare prime, let alone that could see me as a new patient a year out for scheduling. Tricare told me that the military facilities were accepting dependents which they weren't then they assigned me to a provider that wasn't accepting prime patients. There systems are not current on the network providers. I then had to search the list and call to try to find a provider that would accept me and able to get me an appointment in under a year wait. This is ridiculous. This is not acceptable. I finally found one 33 mins from my house that would accept me and get me in within the month. I know I am not the only one struggling with this. I'm hearing of clinics and doctors dropping tricare prime because they are not paying or taking months to make payments to the clinics. We are military and military dependents, it should not be this difficult to find a provider. We have enough stress in our lives that we do t need to add quality care and be seen within a reasonable amount of time. We as military spouses or other family members should not have to worry about this. Things need to be better, things need to change.	3/30/25 14:39
	#claimsprocessing #mentalhealth	



381	I have been charged with the full bills for my mental health therapy services 2 months after the fact because Tricare has not paid the provider. Both the provider and I have tried to have the issue resolved with Tricare with absolutely no luck - nobody is willing to help.	3/30/25 14:23
382	#accesstocare #referralmanagement #providernetwork Had to cancel one specialist appointment while they redid my referral. Took more than 3 months to get mental health care and one specialist said we may have to pause if their application, which was in processing for multiple months wasn't completed by TriWest to allow them in network.	3/30/25 14:10
383	#occupationaltherapy #accesstocare #claimsprocessing #ABA #mentalhealth #providernetwork Our child was receiving OT and counseling services for autism and ADHD. OT services were stopped by the end of January due to non payment. Counseling services are being dialed back from once a week to once a month because our family cannot afford the \$150/hour session at that rate. Those two services were the only two available services in our area-we have been at this duty station for 15 months and are still on wait lists for ABA services, but we've been informed that the two providers that he's on a list for aren't accepting tricare patients beginning January 1, 2025.	3/30/25 13:38
384	#enrollment I'm honestly confused about it. I see posts saying we have to enroll and set up payment. Then others that say if you have tricare prime you don't have to. I don't know where to go with it all.	3/30/25 13:27
385	#speechtherapy #accesstocare #providernetwork Two of my boys need speech we can't find anyone who's taking tricare wait times are horrible or if they do the office is horrible and would never put my kids in those offices.	3/30/25 13:10
386	#ABA #mentalhealth #accesstocare #claimsprocessing #referralmanagement Since January 1st, our ABA hours were cut back due to TriWest not paying our provider. Many of our referrals were lost and we had to obtain them. We've yet to be assigned a new ASN for our son and his CCP is due soon. Without an updated CCP, per Tricare, our services will be put on hold. Things were fine before January 1st. TriWest is not even close to fulfilling what they need to, especially for the special needs community. It's disgusting!	3/30/25 13:05
387	#accesstocare #speechtherapy #occupationaltherapy #referralmanagement #claimsprocessing I've had to discontinue my son's speech and occupational therapy because the copay was way too much. My own referrals are not going through and have had to stop therapy due the them not paying so I can't receive my medication.	3/30/25 12:56
388	#providernetwork #claimsprocessing I am a beneficiary and also a provider. DHA is not being honest with congress and their crappy management has a negative trickle down effect. Credentialing, claims, etc are all a mess right now and providers are burned out. Whoever picked DHA to run the entire military healthcare system should be investigated	3/30/25 12:54
389	#accesstocare My daughter can't get the therapy she needs to help with her potential autism diagnosis and behavioral therapy.	3/30/25 12:52
390	#referralmanagement #customerservice Getting referrals approved through my pcm has been a nightmare. I call triwest, they can't even look in their system and see which doctors I have referrals for. It's insane. I have cancer. And don't need this added stress	3/30/25 12:51
391	#accesstocare #occupationaltherapy #mentalhealth My sons occupational therapy and mental health services have been disruptive	3/30/25 12:48
392	The most obvious thing with Tricare west is, how does tricare get to NO on whatever the request is. It is unacceptable how this insurance carrier is treating the patient population. The military puts their lives on the line and hope the benefit they were promised with healthcare provides for their families and that is not happening. And DHA is givinc lipservice to improving the situation but nothing tangible os occurring. If Congress want to eliminate the healthcare benefit for military families, it should just do it and stop playing games with people's lives.	3/30/25 12:40
393	#claimsprocessing #physicaltherapy #referralmanagement I've had to pay for physical therapy out of pocket - even with a referral. I cannot afford to keep doing this.	3/30/25 12:37
394	#accesstocare #speechtherapy #occupationaltherapy #claimsprocessing My level 3 autistic daughter got kicked from speech and Occupational therapy as a result of them not getting paid. This was a huge set back for her as we were In the process of getting a speech device for her because she's non verbal.	3/30/25 12:29
395	#enrollment Tricare dropped our whole family without telling us. We only knew once our child needed to go to the Dr and they were not covered. My husband was hurt on the job during this time and was also not covered.	3/30/25 12:28
396	#claimsprocessing It's been near impossible trying to see speciality doctors without paying nearly full price. People with Medicaid get better benefits than us sometimes! It's wild.	3/30/25 12:21
397	#referralmanagement My son couldn't get a referral to the naval hospital we go to because Tricare said it was "out of network". Our family is Tricare prime. Never had this issue before.	3/30/25 12:18
398	#mentalhealth #accesstocare #claimsprocessing Denied mental health care due to Tricare not paying.	3/30/25 12:12
399	#claimsprocessing I am having to pay for my crucial and necessary therapy appointments out of pocket, because the therapist's practice has not been paid by tricare since December	3/30/25 12:10
400	We have personally not experienced any drawback (yet) but I have heard families say they have. My son relies on his therapies. Speech, OT, and ABA. My son is on the spectrum and early intervention is BEST! Please do better.	3/30/25 12:09
401	#enrollment #pregnancy #customerservice Tricare randomly dropped my coverage at 8.5 months pregnant due to a clerical error and has not yet resolved the error after several phone calls and guarantees that it was resolved	3/30/25 12:05
	#customerservice #claimsprocessing	

402	I have yet to receive any EOB. My allergist asked me to pay something in a 0 balance because I haven't made a payment all year. I denied stating I haven't seen an EOB. No disruption yet but won't be surprised if I'm dropped.	3/30/25 12:05
403	Personally not living near a military facility and living in a small town, the copays are ridiculously high, the "coverage" isn't great. My prescriptions aren't covered and have high copays. I believe the coverage should be the same for those not to locate near a military facility due to family members needing constant care.	3/30/25 12:01
404	#customerservice #enrollment It took me days of calling triwest and waiting on hold for 45 mins to an hour every time for them to tell me their payment systems were down. I eventually gave up and figured out how to get it paid online. The old system had an automatic payment option over the phone and it was extremely inconvenient. The new system does not have the customer in mind at all.	3/30/25 11:43
405	#accessstocare #mentalhealth #claimsprocessing I am not only a beneficiary, but also a provider. As a beneficiary, I have lost access to nearly all mental healthcare and other specialized care due to nonpayment and my providers dropping Tricare west as an insurance source. The mental health company I work for has stopped taking new TryWest or any TRICARE individuals due to lack of payment for our current clients. I am still awaiting over \$7,000.00 in back payment from Tricare for clients.	3/30/25 11:32
406	2 of my 3 kids are disabled and receive therapies each week. Our provider told us there may be disruption in services (which we already had to wait months to get) and that there would be higher costs to get services that will really affect our budget	3/30/25 11:17
407	#referralmanagement #providernetwork #accessstocare #claimsprocessing I was seeking specialty care and had to fight for a referral only for that provider to drop TriWest with the change & issues receiving referrals. (Too much of a hassle for them) Then I had to delay treatment to get out of state care because the closest provider is 7 hours away in another state. Travel is all on my own. Additionally, places are turning away patients during this waiver period because they can't confirm payment. Lastly, the referral transfers has been a nightmare - we have insane waitlists in our state due to limited providers and the switch caused me to get kicked off every waitlist because my referral "dropped off the list" so I have had to fight to get extensions under the new one because I have to start as a new patient all over again... the short grace period TriWest offered just meant that I had more work to do for approvals because no place will accept the word of tricare... the rep is that bad.	3/30/25 11:04
408	#claimsprocessing #customerservice I have received bills for "out of network" visits when the visits occurred at in network facilities... and subsequent visits were billed correctly. I work full time and have two disabled children. When I call tricare, the wait times are hours long, which I can't sit for. When they call me back, they tell me claims has gone home for the day.	3/30/25 10:50
409	#surgery #referralmanagement #pharmacy #claimsprocessing I had surgery scheduled for my daughter and for myself in January and February of this year. It had been scheduled for several months. Before each procedure I was informed the referrals were no longer enough and needed to be redone. I was told at the pharmacy there was an error with West that they couldn't get my daughter's albuterol script paid for. It took three pharmacies to work out getting that script. During that time she was hospitalized for 36 hours for exacerbated asthma. I received a bill in the mail for about \$600 dollars for that visit. Even though we are prime.	3/30/25 10:31
410	#referralmanagement #providernetwork #claimsprocessing Still waiting for a referral after 4 weeks. They can't find a provider who will take Tricare because of non-payment for other patients.	3/30/25 10:08
411	#customerservice #referralmanagement #claimsprocessing Worst experience ever! Tricare West website is horrible. Referral s and billing issues	3/30/25 9:22
412	#accessstocare #pregnancy The changes in Tricare have interrupted coverage during pregnancy care. Costing both financial and mental hardship	3/30/25 9:06
413	#speechtherapy #occupationaltherapy #claimsprocessing Our non-verbal autistic son needs speech and occupational therapy in order to thrive. We were informed by his providers for these services that Tricare hasn't paid them since Jan 1, and that we might lose services completely due to them not being paid.	3/30/25 9:05
414	#claimsprocessing #customerservice I have been grossly overcharged multiple times since January 1 2025. When calling tricare to discuss these outrageous bills (which are for simple yearly exams like my yearly eye exam, my yearly dermatology exam etc) all of which has always been covered by tricare by doctors that are still in network. I have called an agent to speak with them about the outrageous bills and their response 2 times has been "be thankful that you're healthy and you don't have bills that are worse than this".	3/30/25 9:02
415	#accessstocare #claimsprocessing #providernetwork My 6 year old needs a ASD assessment I was told that they don't except tricare anymore and I can pay out of pocket if I want too. I was told that tricare didn't renew there contract.	3/30/25 8:44
416	#claimsprocessing #customerservice #mentalhealth #providernetwork #accessstocare 50 claims since Jan 1st and only 1 has been paid but no EOB is available and hasn't been sent by mail. The waiver extension DOES NOT help, providers don't trust it and neither do we. My biggest interruption will be to my mental health, as my therapist whom I've seen for 5 years, cannot get credentialed despite the many times she has tried and there is nobody to help her. So at the end of the waiver I will have to stop seeing her, which is absolutely unacceptable. She meets all the criteria and has been credentialed so why the difficulty and why am I the one that pays the price?! It doesn't help that Tricare has zero answers for us on anything. No timeline for processing claims, nothing. Absolute disaster.	3/30/25 8:09
417	#claimsprocessing No one can say what is going on so all I know is that providers are not being paid.	3/30/25 5:05
418	#claimsprocessing I have had to pay more than my typical copay. It has added financial strain to the household	3/29/25 19:16
419	#providernetwork Current provider went out on her own and had to get reapproved to accept TriCare (3 months so far waiting on approval). Number of doctors taking Tricare in my area dropped drastically. Service does seem to have declined recently.	3/29/25 16:04
	#accessstocare #pregnancy #claimsprocessing #customerservice	



420	Horrible, just horrible in all ways possible. Given the wrong information about my healthcare plan multiple times by their customer service. They will literally tell me the opposite of what Tricare.mil and Triwest website says and when I ask which is actually true they get flustered and say that they don't know and can't help me. I have so many delays in receiving the healthcare that me and my family need. I'm currently pregnant and Triwest keeps denying my claims even though my provider is in network. No help from Triwest to understand why it's denied since their website doesn't show any info about denied claims and they won't sent the explanation of benefits in the mail to me. It's been the most stressful few months and I see no end to it currently.	3/29/25 11:43
421	#customerservice Very difficult to speak to anyone from TriWest.	3/29/25 11:29
422	#mentalhealth #accesstocare #providernetwork My husband has TBI & PTSD after finally finding a good psychiatrist she has stopped seeing Tricare patients. Our choice is to pay out of pocket or see a new provider. Most providers in all medical specialties are either not accepting new Tricare patients right now or are dropping Tricare altogether because of all the problems.	3/29/25 7:11
423	#claimsprocessing As a provider (and beneficiary) I am deeply disappointed in Tricare since 1 Jan 2025. As a provider, I have not been paid for services provided to Tricare patients and am at risk of having to close my private practice. I am a military veteran and have been a provider for 15 years. It is disgusting that military Healthcare may put a veteran out of business.	3/29/25 7:08
424	#referralmanagement #claimsprocessing The transition has been absolutely awful and inexcusable! They had years to figure it out. I am a cancer patient being denied care and pre-auths. Not being charged the right amount for copay. This is criminal to do to military families!!	3/28/25 23:30
425	#claimsprocessing #OHI #enrollment None of my claims have been paid, citing, "other insurance ". Such BS! I've had nothing BUT Tricare since 2018! Yes, I got forced into the West region, so no longer administered by Humana, but come on, this is a shtshow!	3/28/25 22:48
426	#customerservice TriWest's website is horrible, I don't see my EOBs correctly and I cannot see my minor children's information unless I make different accounts for them. Before TriWest, Humana allowed me to see all my kids' insurance EOBs and referrals.	3/28/25 22:27
427	#claimsprocessing #accesstocare #claimsprocessing I pain Triwest in full. I had referrals from Tricare East, and after transferring my doctor indicates he has not been paid. I have to stop treatment bc I will have to pay for my own treatment. Contacting my congressman and going public to the news media	3/28/25 22:09
428	#claimsprocessing #occupationaltherapy #referralmanagement Tricare says they'll cover sedation for dental procedures, then only covers 100 bucks of a 2000 dollar bill. Our ot had to leave because of it. We have had issues with authorizations for labs that never needed them before. It's a disaster.	3/28/25 20:49
429	#claimsprocessing #referralmanagement #customerservice It has been an absolute nightmare. My daughter has complex medical needs and sees multiple specialists that she has seen for years, so we are well aware of the deductible, copay and referral process, yet her providers are not being paid in a timely manner and I am being charged as if I am out of network, although Tricare recognizes them all as in network. We have friends who can't get referrals to see specialists that they need. We could not access any of our EOBs for month and still can't see referrals. This is such an added stress to an already stressful life as a military family with a special needs child.	3/28/25 20:35
430	#mentalhealth #claimsprocessing #customerservice My mental health care providers have not been paid since January 1, 2025. Claims from a one of my mental health care providers have been denied and I am not able to access my EOBs online to determine why. The website for Triwest is missing provider information so it is impossible to determine claims status.	3/28/25 20:31
431	#referralmanagement My referral was not sent to the doctor's office before an appointment. Had i not been familiar with the process, I wouldn't have known what questions to ask when I got a rep on the phone. The rep said that the referral wasn't sent in a nonchalant manner and it still wasn't sent by the end of my appointment. The referral had been approved WEEKS before my appointment took place.	3/28/25 19:35
432	#claimsprocessing My providers have all experienced either no payment or woefully delayed (45 plus days) payments.	3/28/25 16:01
433	#claimsprocessing No payments to providers. Have payed thousands out of pocket for my son's care.	3/28/25 15:13
434	#accesstocare #occupationaltherapy #claimsprocessing This transition has caused ENORMOUS issues with my daughter's services. Due to all these issues she hasn't received her Occupational Therapy services due to lack of payments to facilities that need to pay their employees. My daughter is EFMP Category 5 with Autism, ADHD and Anxiety. I know others have suffered just as much. Our children deserve better!	3/28/25 9:33
435	#surgery #accesstocare #providernetwork #referralmanagement #claimsprocessing My surgery was canceled, I spent over a month getting my second surgery approved, I have t been able to change my pcm because the provider hasn't been listed in the data base. My referral for my third surgery has incorrect information but I can't get it changed. I was removed from care coordination without my knowledge. I finally had my original surgery about 5 weeks after its previously scheduled date because the provider was not listed in the system so I couldn't get it approved until then. My claims have still not been paid out for my surgeries.	3/28/25 8:19
436	#accesstocare Service stopped, now on waiting list	3/28/25 8:17
437	#accesstocare #occupationaltherapy #claimsprocessing #ABA #mentalhealth My son has not received OT in several weeks because his therapist took another job since she wasn't getting paid from tricare in a timely fashion.	3/28/25 5:09
438	#claimsprocessing #providernetwork I am at risk of losing my job because triwest is not paying claims promptly at the ABA company I work at that services many many kids with tricare insurance. My company is struggling to keep afloat, and we are at risk of terminating services with kids and letting go employees.	3/28/25 2:37



439	#customerservice I can't access eob's	3/28/25 2:23
440	#accesstocare #speechtherapy #customerservice #referralmanagement Army family. We experienced about 3 weeks of disruption for speech therapy. It was difficult reaching out to anyone at TriWest and could not log on to their account platform after trying numerous times. Finally asked our developmental pediatrician to write a new referral with our preferred speech provider. It came back wrong TWICE despite the notes left by our doctor. By the third try from our doctor it was corrected and we've been okay. Luckily this is the time period that we had decided to take a break from ABA and focus on school, but I could not imagine going through this when ABA was our lifeline in 2024.	3/28/25 1:00
441	#customerservice No one seems to ever know what's going on when you call Tricare. Or they give inaccurate information. It's very frustrating.	3/28/25 0:49
442	#claimsprocessing It stresses me out to know that TRICARE has not made payments to my provider. I worry that I could be held responsible for these payments if TRICARE doesn't fix the problems that started with the transition. I have chosen not to schedule my therapy appointments as regularly as I was because think about the balance due increasing.	3/28/25 0:32
443	#providernetwork #pregnancy #claimsprocessing Suddenly all my providers are out of network or not working with tricare at all, including my PCM. Considering I'm currently pregnant, I don't exactly have the time to wait to seek healthcare services and have already had to pay hundreds of dollars out of pocket and handle all this alone while my husband is deployed. This is despicable and Tricare should be ashamed.	3/27/25 23:24
444	#accesstocare #occupationaltherapy #claimsprocessing I have been taken off the schedule at my child's occupational therapists office bc tricare is not paying their portion of those visits. They can't afford to see and treat my child. This is exasperating and very discouraging	3/27/25 22:53
445	#referralmanagement #accesstocare I can no longer access my daughter's referrals. I have had several services withheld due to the switch and authorization issues. I am extremely frustrated with the outcome. I should be able to view my two year old child's referrals to ensure she has up to date referrals.	3/27/25 22:21
446	#claimsprocessing Lack in timely response to payments. Being over charged due to insurance not paying even though prior auth was approved	3/27/25 22:07
447	#customerservice I have called multiple times and each time the wait to talk to someone was over 4 hours long, this is absolutely ridiculous!	3/27/25 22:00
448	#accesstocare #speechtherapy #claimsprocessing We've had to suspend speech therapy for my daughter. The only other option was to pay full price due to nonpayment by tricare.	3/27/25 21:56
449	#providernetwork #claimsprocessing #customerservice #physicaltherapy #occupationaltherapy #speechtherapy We switched from Prime to Select, not thinking the contractor change would be a problem, but it has been a HUGE issue. Doctors are putting Tricare patients off since they aren't getting paid. We have been trying to pay our switchover fee since January 1, and the website is STILL a mess. Our daughter has a lot of medical needs and goes to PT, OT, and ST twice a week, and the new contractor is billing patients as out of network, and the clinic is just now, at the end of MARCH beginning to receive any payments, and we are being overcharged due to the incompetence of TriWest. We are just beginning to be billed for visits from early January, and payment numbers and expectations are super inconsistent. Needless to say, we are beyond frustrated with TriWest and think they need to have the contract revoked due to complete incompetence.	3/27/25 21:47
450	#speechtherapy #physicaltherapy #occupationaltherapy #claimsprocessing The clinic who provides my three children multiple therapies, such as, speech, physical, and occupational therapy (who is accept Tricare only to support military families) has gone without pay and on the verge of having their business shut down. Closing their doors would mean my children risk losing out on all their progress they've made.	3/27/25 21:08
451	#referralmanagement #customerservice It has been a struggle to get referrals sent over, Humana sends over the referral and then I call the doc office the next day and they do not have the referral and it's a constant back and forth of sending referrals over with no luck.	3/27/25 21:01
452	#claimsprocessing My son's play therapist said she hadn't been paid so she was going to pull herself from tricare and stop our services and we'd have to pay out of pocket and get tricare to reimburse us.	3/27/25 20:38
453	#claimsprocessing As a mother to an autistic child that has seen her child progress with all therapies that he gets. Tricare putting at risk these appointments creates a stress load that is not necessary and unfortunate. The stress it puts on families to not know the future of these appointments because of tricares lack of payment to facilities that have been providing amazing care for the families, the stability that military families deserve and that tricare has not been providing. The last thing that military families deserve is the added stress and anxiety.	3/27/25 20:35
454	#claimsprocessing #customerservice What we owe the providers are messed up not correlating with what the provider is saying we owe. And don't have access to EOBs for processed claims.	3/27/25 20:31
455	#accesstocare #speechtherapy Not able to access speech therapy and things of that nature soon if this doesn't get sorted out! Lots of families rely on these services that this is extremely unacceptable for tricare to not be paying their claims.	3/27/25 20:29
456	It's really sad that Tricare has become such a nightmare for all of us military families. Especially for our special kiddos who need there services in order to grow and learn! Please! Get it together Tricare! For the sake of these babies!!!	3/27/25 20:27
457	#accesstocare My son is autistic and needs these services that are being disrupted due to issues with Tricare. Many children are regressing when they shouldn't have to	3/27/25 20:20
	#claimsprocessing	



458	I have received multiple letters regarding the services my children receive not being paid by my insurance. All the while I have paid the appropriate co-payments to the facility. As time has gone by and Tricare has tallied my co-payments and I have now met the catastrophic cap. And yet, I continue to be charged by other providers co-payments that I no longer should be paying due to having met the catastrophic cap.	3/27/25 19:59
459	#accesstocare #occupationaltherapy My son has been with his OT for some weeks because of this change. I'm sure it's going to cause a relapse in his progress and I sure hate that.	3/27/25 19:46
460	#customerservice It's a complete mess. From the portal to them not answering the phone.	3/27/25 19:28
461	#claimsprocessing #referralmanagement This experience has been pitiful. The only reason our services for our children weren't disrupted is the clinic was working to the last possible minute without shutting doors. Their workers had to seek other jobs to pay their own bills. We finally found a clinic that could take on the heavy load of our three children's needs and it was almost lost because TRICARE and their new referral processing contractor couldn't do their job. We have never had this issue or really any before 1 Jan 2025 but this was too close of a call. Service members and families have enough to worry about but those with special needs are almost out of live saving treatments. This is unacceptable.	3/27/25 19:28
462	#accesstocare #claimsprocessing My son has had to cut back on therapy because of this issue. The therapist not being paid has caused them to find other places to go because of this. It is absolutely detrimental to my son's health to receive therapy, his disability only worsens when the muscles aren't used. As the son of a fallen soldier this is ridiculous! He didn't die on the battlefield for just healthy people he did for Everyone!!! The one thing you can do is get it together His son depends on it!	3/27/25 19:08
463	#providernetwork #accesstocare #customerservice #enrollment Tricare has dropped all of my families Dr and assigned to drs who are an hour away. My son was unable to get the care he needed in January because new pcm wanted his well child visit first. In December tried to get my daughter on tricare young adult and I spent close to 12 hours on the phone and was still not guaranteed she would have coverage. At one point they dropped everyone in my family except my husband. This has been a nightmare! I need to be seen by a dr now for a back issue and my only choice is the er or urgent care.	3/27/25 19:06
464	Absolute chaos, horrible. You are putting all military families at risk. This is absolutely insane, pathetic, and a disgrace.	3/27/25 19:00
465	#speechtherapy #occupationaltherapy #accesstocare #claimsprocessing My son has autism and needs speech and occupational therapy he has been receiving these services for years and they have made a significant difference in his ability to thrive in life and live a normal happy life. Since January 1st though we have lost the occupational therapist at our clinic due to the delay in payments made to the clinic. We even had a time frame where his clinic was about to close due to no income from tricare paying their claims. The clinic is still struggling and we as a family are worried about the wellbeing of our son and his future if he is not able to continue his therapy due to tricares downfall with claims being paid promptly. This issue needs to be fixed immediately to ensure families all over like ours can continue to receive the much needed therapies our children need and deserve.	3/27/25 19:00
466	It has caused many issues with my child who has relied on consistent therapy.	3/27/25 18:55
467	#claimsprocessing My daughter and I had to start getting therapy because of not getting paid by TRICARE	3/27/25 18:50
468	#occupationaltherapy #accesstocare Our daughters pediatrician occupational therapy is no longer covered.	3/27/25 18:34
469	#referralmanagement #claimsprocessing #ABA #mentalhealth #accesstocare I have had to correct every single referral with TriWest (transitioned from East on January 1) as it had incorrect provider information. Our providers have been billing according to TriWest guidelines and are still not getting paid despite corrected referrals. We have not been contacted by an ASN with the ACD and are told we will be assigned one soon every time I call (bi-weekly) yet still do not have one 8 weeks later.	3/27/25 18:32
470	#speechtherapy #claimsprocessing My sons speech therapy practice had not been getting paid by tricare so they told us we had to either pay the whole cost of the appointment or pause services.	3/27/25 18:29
471	#claimsprocessing #customerservice Tricare has been processing all my claims as point of service for a service received off post through a referral because on post couldn't. Claiming I owed thousands of dollars. it has taken hours of my life calling them to get it resolved all while I was also explaining to the provider how I don't owe them thousands of dollars. Makes me scared to go off post to receive care even when I'm referred	3/27/25 18:23
472	#accesstocare #claimsprocessing #customerservice We had to pause my daughter's services because the therapists were not getting paid. Which is not fair for my child as she needs those therapy appointments. When we called TriCare they claimed they had no idea what was going on.	3/27/25 18:11
473	#claimsprocessing #accesstocare #mentalhealth Our two children, as well as myself, were seeing therapists. These therapists were amazing and we were on a journey of healing that we trusted. As of February 2025, our therapists informed us that they would stop accepting Tricare because they hadn't been paid for months! We can't afford to pay \$150 per hr session for three people every week! So, we had to put a stop to seeing mental health help. We feel left alone by Tricare, we can't cope.	3/27/25 18:11
474	#accesstocare #referralmanagement #customerservice This transition has been horrible. It has delayed care for me and my efmp dependent. We have had appointments canceled several times because the authorizations cannot be found and when I look into the system, there I can't tell what authorization is for which provider/specialty clinic. The website is horrific. It's 2025. There is no excuse for having such a poorly designed website and database in this day and age.	3/27/25 18:11
475	#claimsprocessing #accesstocare	3/27/25 17:59



710	Therapies haven't been paid out, lapses in services have been experienced :(3/27/25 17:09
476	#mentalhealth #claimsprocessing Mental health visits are not being paid	3/27/25 17:44
477	#physicaltherapy #accessocare Experiencing issues with physical therapy post surgery. Procedures that were covered under the same region of Tricare (East) but a different state (we moved) are not being covered here unless done on base. But base won't prioritize family members AND I have a referral for off base services. It's ridiculous and everyone just answers in a circle and points the finger at a new person until I make it all the way around to the first person again.	3/27/25 17:31
478	#accessocare My daughter has not been able to get into an ENT which is a DELAY IN CARE!	3/27/25 17:17
479	#speechtherapy #referralmanagement #claimsprocessing My son gets speech weekly and has a referral but they are putting it as a POS and shows it under deductible. They are trying to resubmit about 15 claims for my son since the beginning of the year, provider hasn't been paid anything. For myself, I have a POS charge and it shows "referral not in system". I called today, referral is in there and good but she said it wasn't attached to the claim when it was submitted, so she is resubmitting it. Just insane that we've never had issues and now so many. My other son gets OT and no issues with his bills. Same place my other kid get speech. Every time I call, I get a different answer as to what to do. It's very frustrating.	3/27/25 17:09
480	Absolutely awful, they had 2 years to prepare for this transition, and now Tricare is lying to the media about how families and providers have been affected. Who is going to be held accountable for this? Providers will be leaving Tricare in droves once they are paid, and it's already hard enough finding them as Tricare is by far the lowest paying health insurance provider around.	3/27/25 16:57
481	#claimsprocessing My child's providers haven't been paid properly, on time within timely filing.	3/27/25 15:21
482	#claimsprocessing We have received several bills, and denials. All which we were told were free and/or covered	3/27/25 15:03
483	#claimsprocessing #referralmanagement Claims have been being charged as POS, even though I've had referrals for all of them. Providers are starting to request payment for me for services that should have been paid for.	3/27/25 14:55
484	#providernetwork #customerservice #claimsprocessing The switch to TriWest has been horrible. The list of in-network providers is incorrect. I never know what I will be charged for services. My providers are equally frustrated. None of us can get through to anyone at TriWest in a timely manner. One of my providers has not been paid by tricare since the switch. She told me today that she won't be accepting tricare patients anymore unless they can self-pay up front.	3/27/25 14:03
485	#referralmanagement #speechtherapy #accessocare The referral for the daughter's speech therapist was inputted in January 2025 and approved on March 27, 2025. The first consultation appointment with the therapist isn't until September 2025, and then it's 8 months from that to start therapy.	3/27/25 13:58
486	#referralmanagement #occupationaltherapy #claimsprocessing Recurring auth for occupational therapy has since been refused. Tricare allowable amount for speech therapist has suddenly changed to a far less amount	3/27/25 13:32
487	#providernetwork #claimsprocessing The transition is a complete mess. As a cancer patient, it was of no comfort to not see any of my providers in the directory for months, and hear from the offices that they were unsure if they would remain in-network. It's terrible hearing that people working to save my life have not been paid. It's terrible receiving bills because Tricare did not respond. It's a terrible experience overall.	3/27/25 13:28
488	#referralmanagement #accessocare #claimsprocessing I have had referrals cancelled as well as appointments (ex: daughters sleep study) because tricare is not paying the medical providers. I am struggling with my referrals for two important ultrasounds needed and just keep getting the run around from tricare.	3/27/25 13:28
489	#claimsprocessing #occupationaltherapy #providernetwork Tricare west has not paid our childrens OT therapy office since 1 Jan 2025. This is for 4 children. Tri-west has not added one of our childrens counselors to their directory and the provider is not accepting Tricare until it's fixed.	3/27/25 11:26
490	#claimsprocessing Providers report claims are not being paid and refuse to accept the waiver in lieu of auth especially for therapy services	3/27/25 10:57
491	#referralmanagement #claimsprocessing My wife has only had one referral approved and that was for imaging back in January. She has to see different specialist due to having Graves Disease. Even though she has requested referrals, none of the authorizations have transferred over from Tricare East To Tricare West. So we don't have any way to see if referrals are being accepted or not. I, as the sponsor cannot access my wife's info to help her out. We are not being asked to pay for co-pays since January 1st. Please fix this system! It is a mess.	3/27/25 10:57
492	#claimsprocessing I haven't received any bills for my co payments since January 1. Claims are still being processed.	3/27/25 10:55
493	#claimsprocessing #accessocare It is taking way to long to get copayments to process to a point where I don't know if I have overpaid or not. It would be helpful if claims would process a little faster so that not only my family but others don't have issues. Some doctors offices are denying for a patient to get services because tricare isn't paying the offices. They won't see patients with tricare until it is resolved. There have been a lot of offices that are still seeing patients but it is just getting ridiculous.	3/27/25 10:44
494	The transition has been an absolute nightmare since January 2025	3/27/25 9:35
495	#accessocare I haven't been able to make my necessary routine appointments since we were moved to west. No support or help whatsoever	3/27/25 9:17
	#claimsprocessing #customerservice #referralmanagement	



496	Claims to be processed are not being processed in a timely manner, we have outstanding claims from January still. This has caused the provider to lean towards either charging patient more or stopping services. The claims that have been processed have been processed incorrectly reflecting a larger balance due on the patient's end. The online portal is not up to date so does not reflect what I have paid towards my cap this year. Also the tricare East portal doesn't show any updated referrals/authorizations for 2025.	3/27/25 5:41
497	Been extremely disappointed in Tricare and the way they treat their providers and customers. It all comes back to the customer and our families suffer because of their negligence in being able to transition ineffectively. Tricare MUST DO BETTER, the UNITED STATES GOVERNMENT MUST DO BETTER!	3/27/25 4:40
498	#customerservice The bills and EOB's are slow to post and are behind by several weeks. This means I can't see how much we have actually been billed for in terms of co-pays. Our family will max out for the year within another month or two and I need to be able to keep track of this in a timely manner.	3/27/25 3:28
499	#customerservice #claimsprocessing No resolutions to numerous calls. Refusing to pay covered procedures. 2025 annual premium paid on full via credit card during open enrollment yet Tricare West claims it was not paid even though I have a confirmation number from Tricare West as well as my own backing verification. Slow to no payments made to provider so it appears I've not met my deductible. Therefore provider asking for payments I don't owe. My provider has dropped Tricare.	
500	#customerservice #claimsprocessing I can't seem to create a login for the Tricare West website. I have not received any EOBs, or bills, and am concerned that I may end up with unexpected out of pocket costs. Before this year, Tricare paid my providers within two weeks. This year, my providers have not been paid.	3/26/25 23:54
501	#claimsprocessing I have paid my deductible three separate times because the claims had not been processed and paid. Had to reach out to the hospital and medical facilities for over payment refund. One particular provider after every visit before checking out I have to call billing to ensure I am being billed correctly. Humana Military tracks my deductible and claims amount paid YTD but I'm serviced by TriWest.	3/26/25 23:35
502	#customerservice I am scared to schedule appointments with my providers because I do not know if they are going to get paid or if they are going to discontinue being providers! Also, the new website for beneficiaries is of no benefit at this time. How can I be sure of payments made and payments due to providers if I can't pull up an EOB?	3/26/25 23:24
503	#customerservice #referralmanagement #claimsprocessing Unable to see EOB, verify referrals, unsure as to deductibles being tallied correctly.	3/26/25 23:21
504	#customerservice #enrollment Our online portals don't work. Our DFAS allotment has been deleted (we didn't switch regions). We received a refund but made no Feb or March payment. It took me calling 3 times to get a payment located and processed through TriWest. It's all a huge mess!	3/26/25 23:21
505	#accessocare #enrollment #claimsprocessing #customerservice #providernetwork Care has been denied with my in-network doctors and covered services. Our family took recommended steps to make sure our allotment was set up for enrollment through my husbands retirement account and we were never charged. We are being over charged on copays. We have not had an EOB sent to us this year. We cannot see our EOB online. It's a total mess. We live in Alaska, our in-network care is already small and is becoming even smaller. Providers are denying care and many families are hurting because of this. Please help us! We deserve better!	3/26/25 23:15
506	#claimsprocessing We personally have not felt any disruptions, but I feel many of our specialty clinics are hanging on by a thread. We are a special needs family that receives daily specialty care for our son. I am also concerned that our catastrophic cap is not accurate and that we eventually are going to go over it and have to fight to get the money back.	3/26/25 21:38