



**DEFENSE HEALTH AGENCY**  
7700 ARLINGTON BOULEVARD, SUITE 5101  
FALLS CHURCH, VIRGINIA 22042-5101

April 22, 2025

The Honorable Jennifer Kiggans  
U.S. House of Representatives  
Washington, DC 20515

Dear Representative Kiggans:

Thank you for your February 14, 2025, inquiry on behalf of your constituents, military families, and community medical providers, who requested an explanation for why their TRICARE claims are not being paid and a timeline within which their claims will be paid. The Defense Health Agency (DHA) shares your concerns and provides the following information.

During a TRICARE contract transition and at the start of each calendar year, the TRICARE contractors/subcontractors implement temporary deferrals (holds) which prevent claims from processing. This is partially due to TRICARE pricing updates and allows the contractors to verify their systems are processing claims accurately. As claims are received, the contractor is manually verifying claims accuracy prior to removing the deferral/hold. Claims reviews are prioritized to minimize hold time, and issues identified during the review are tracked for rapid resolution. TRICARE providers are accustomed to quicker claims payment.

During normal operational periods, claims are processed within 2 to 5 days of receipt. Although the manual review process may have delayed reimbursement, Humana Government Business, Inc. (HGB), the TRICARE East Region administrator, began issuing checks and electronic funds transfer payments on January 28, 2025, and as of April 1, 2025, it reported claims were processing to completion on average in approximately 9.06 days. HGB is required to process 98 percent of retained claims within 30 days and 100 percent of all claims, retained and excluded, within 90 days. For the month of March, HGB processed 88.15 percent of retained claims within 30 days, failing to meet this requirement.

While HGB is actively working to resolve the backlog of aging claims, the DHA acknowledges beneficiaries and providers continue to report ongoing concerns. The DHA does not anticipate these delays will extend beyond the second quarter of 2025. The DHA claims subject matter experts continue to monitor claims processing timeliness weekly.

Thank you for your participation and interest in the Military Health System and its beneficiaries. The DHA is proud to serve our Nation's military heroes and their families and is committed to providing them the best possible health care.

Sincerely,

A handwritten signature in black ink, appearing to read "D. C. Krulak", is positioned above the printed name and title.

David C. Krulak, MD, MPH, MBA, FAAFP  
Director, TRICARE Health Plan