

September 14, 2026

The Honorable Roger Wicker
Chairman
Senate Armed Services Committee
Washington, DC 20510

The Honorable Jack Reed
Ranking Member
Senate Armed Services Committee
Washington, DC 20510

The Honorable Mike Rogers
Chairman
House Armed Services Committee
Washington, DC 20515

The Honorable Adam Smith
Ranking Member
House Armed Services Committee
Washington, DC 20515

Dear Chairmen and Ranking Members:

On behalf of the undersigned organizations representing servicemembers, retirees, their families, caregivers, and survivors, we write to express our strong support for preserving Section 701 of the Senate Armed Services Committee (SASC) mark in the final version of the FY 2027 National Defense Authorization Act (NDAA). This provision would establish a digital system for TRICARE beneficiaries to report access to care concerns and track the status of their issues while improving transparency and accountability across the military health system (MHS).

Access to timely, high quality health care is fundamental to military readiness, family quality of life, and honoring the nation's commitment to those who serve. Yet, beneficiaries continue to experience significant barriers to obtaining care through both military treatment facilities (MTFs) and the TRICARE civilian network.

The House Armed Services Quality of Life Panel identified access to military health care as a longstanding problem, while the Pentagon has acknowledged ongoing MHS instability and MTF staffing issues sometimes prevent timely access to care. Most recently, senior enlisted leaders testified in a February 2026 hearing that health care access remains one of the most frequent concerns raised by servicemembers and their families, underscoring that these challenges continue to affect readiness and quality of life across the total force.

Section 701 would create a digital platform for beneficiaries to electronically submit complaints about access to care in MTFs or the TRICARE network. The system would ensure complaints are routed to the appropriate patient resource and allow beneficiaries to monitor the status of their submissions.

Importantly, this approach moves beyond resolving individual issues – reporting requirements would create meaningful transparency into recurring access challenges throughout the MHS so fixable problems can be identified and addressed.

Section 701 builds upon bipartisan efforts already underway in both chambers including the Military Care, Access, Reporting, and Evaluation (Military CARE) Act, endorsed by many of the undersigned organizations. This House bill (H.R. 6796) would establish a digital system to report and track access issues at MTFs. Likewise, the House-passed FY2027 NDAA includes Section 742 which directs the Department to improve complaint reporting processes for both beneficiaries and providers under the TRICARE program.

Together, these efforts demonstrate broad bipartisan recognition that existing processes are fragmented, inconsistent, and insufficient to ensure beneficiaries receive timely assistance when they encounter barriers to care. They also underscore the need for Congress and the Defense Health Agency to have greater visibility on beneficiary access challenges to effectively oversee the MHS.

As the House and Senate reconcile their respective versions of the NDAA, we urge leadership to retain SASC Section 701 and work with the House language for Section 742 to produce the strongest possible final provision.

Thank you for your continued leadership in strengthening military health care and improving the quality of life for our servicemembers, retirees, families, caregivers, and survivors. We appreciate your consideration of our views and look forward to working with you to advance this important provision in the final legislation.

Sincerely,

Air Force Sergeants Association (AFSA)

AMVETS

Building Military Families Network

Commissioned Officers Association of the US Public Health Service (COA)

Elizabeth Dole Foundation

Fleet Reserve Association (FRA)

Gold Star Spouses of America (GSSA)

Jewish War Veterans of the United States of America (JWV)

Military Officers Association of America (MOAA)

Military Order of the Purple Heart

National Military Family Association (NMFA)

Secure Families Initiative

SPARTA

Service Women's Action Network (SWAN)

The Enlisted Association (TREA)

The Independence Fund (TIF)

Tragedy Assistance Program for Survivors (TAPS)

TRICARE for Kids Coalition (TFK)

United States Army Warrant Officers Association (USAWOA)

U.S. Coast Guard Chief Petty Officers Association & Enlisted Association (USCGCPOA)