

**AMENDMENT TO**  
**RULES COMMITTEE PRINT 119-33**  
**OFFERED BY MR. HORSFORD OF NEVADA**

Strike section 742 and insert the following new section:

1 **SEC. 742. DIGITAL SYSTEM FOR BENEFICIARY ASSISTANCE**  
2 **AT MILITARY MEDICAL TREATMENT FACILI-**  
3 **TIES AND THROUGH MANAGED CARE SUP-**  
4 **PORT CONTRACTORS.**

5 (a) DIGITAL SYSTEM FOR ACCESS ASSISTANCE.—

6 (1) IN GENERAL.—Not later than 18 months  
7 after the date of the enactment of this Act, the Sec-  
8 retary of Defense shall establish a digital system  
9 under which a covered beneficiary who receives  
10 health care at a military medical treatment facility  
11 or through a managed care support contractor under  
12 the TRICARE program may electronically—

13 (A) file a complaint, raise awareness about  
14 an issue, or provide positive feedback relating to  
15 access to care at such military medical treat-  
16 ment facility or through such managed care  
17 support contractor; and

1 (B) view the status of such complaint or  
2 issue at any time, including the status of any  
3 interim or final action taken to address the  
4 complaint or issue.

5 (2) PROCESS.—The Director of the Defense  
6 Health Agency shall develop a process to acknowl-  
7 edge receipt of complaints or issues under paragraph  
8 (1)(A) and specify a timeline for response to such  
9 complaints or issues.

10 (3) TRANSMITTAL TO PATIENT ADVOCATES.—  
11 Any complaint or issue filed under paragraph (1)(A)  
12 shall be promptly transmitted to an appropriate pa-  
13 tient advocate of the Department of Defense.

14 (4) MILITARY MEDICAL TREATMENT FACILITY  
15 COMPLAINTS OR ISSUES.—Complaints or issues filed  
16 under paragraph (1)(A) with respect to a military  
17 medical treatment facility may be automatically ag-  
18 gregated and submitted to the Director of the De-  
19 fense Health Agency on a quarterly basis.

20 (b) REPORT ON COMPLAINTS FILED UNDER DIGITAL  
21 SYSTEM.—

22 (1) SUBMISSION.—Not later than March 1 of  
23 each year during the three-year period following the  
24 establishment of the system under subsection (a),  
25 the Secretary of Defense shall submit to the Com-

1       mittees on Armed Services of the Senate and the  
2       House of Representatives a report on the total num-  
3       ber of complaints or issues filed under such system.

4           (2) ELEMENTS.—Each report under paragraph  
5       (1) shall include, for each military medical treatment  
6       facility with respect to which a complaint or issue  
7       was filed under the system under subsection (a), the  
8       following:

9           (A) An identification of the most common  
10       access to care complaints or issues filed by cov-  
11       ered beneficiaries with respect to such facility.

12          (B) A comparison of the number of com-  
13       plaints or issues filed regarding access to spe-  
14       cialty care versus access to primary care.

15          (C) A comparison of the number of com-  
16       plaints or issues filed regarding access to wom-  
17       en’s health care versus access to health care  
18       that is not women’s health care.

19          (D) A comparison of the number of com-  
20       plaints or issues filed regarding access to pedi-  
21       atric care versus access to non-pediatric care.

22          (E) A comparison of the number of com-  
23       plaints or issues filed regarding administrative  
24       hurdles to access to care versus other access to  
25       care issues.

1 (F) A summary of steps taken at such fa-  
2 cility to reduce access to care complaints or  
3 issues by covered beneficiaries.

4 (c) DEFINITIONS.—In this section:

5 (1) The term “covered beneficiary” means an  
6 individual enrolled in a health care plan under the  
7 TRICARE program and eligible to receive care at a  
8 military medical treatment facility.

9 (2) The term “managed care support con-  
10 tractor” means a health care organization contracted  
11 to provide care via a managed support contract in  
12 support of the health benefits under the TRICARE  
13 program.

14 (3) The term “TRICARE program” has the  
15 meaning given that term in section 1072 of title 10,  
16 United States Code.

