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(Original Signature of Member)

119TH CONGRESS
1ST SESSION

H. R. _____

To require the Secretary of Defense to establish a digital system for the submission of complaints relating to access issues at military medical treatment facilities, and for other purposes.

IN THE HOUSE OF REPRESENTATIVES

Mr. HORSFORD introduced the following bill; which was referred to the
Committee on _____

A BILL

To require the Secretary of Defense to establish a digital system for the submission of complaints relating to access issues at military medical treatment facilities, and for other purposes.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Military Care, Access,
5 Reporting, and Evaluation Act” or the “Military CARE
6 Act”.

1 **SEC. 2. DIGITAL SYSTEM FOR ACCESS ASSISTANCE AT MILI-**
2 **TARY MEDICAL TREATMENT FACILITIES.**

3 (a) DIGITAL SYSTEM FOR ACCESS ASSISTANCE.—

4 Not later than 18 months after the date of the enactment
5 of this Act, the Secretary of Defense shall establish a dig-
6 ital system under which—

7 (1) a covered beneficiary who receives health
8 care at a military medical treatment facility may
9 electronically—

10 (A) file a complaint relating to access to
11 care at such military medical treatment facility;
12 and

13 (B) view the status of such complaint at
14 any time, including the status of any interim or
15 final action taken to address the complaint;

16 (2) any complaint filed under paragraph (1)(A)
17 shall be promptly transmitted to an appropriate pa-
18 tient advocate of the Department of Defense; and

19 (3) complaints filed under paragraph (1)(A)
20 with respect to a military medical treatment facility
21 may be automatically aggregated and submitted to
22 the Director of the Defense Health Agency on a
23 quarterly basis.

24 (b) REPORT ON COMPLAINTS FILED UNDER DIGITAL
25 SYSTEM.—

1 (1) SUBMISSION.—Not later than March 1 of
2 each year following the establishment of the system
3 under subsection (a), the Secretary of Defense shall
4 submit to the Committees on Armed Services of the
5 House of Representatives and the Senate a report on
6 the total number of complaints filed under such sys-
7 tem.

8 (2) ELEMENTS.—Each report under paragraph
9 (1) shall include, for each military medical treatment
10 facility with respect to which a complaint was filed
11 under the system under subsection (a), the following:

12 (A) An identification of the most common
13 access to care complaints filed by covered bene-
14 ficiaries with respect to such facility.

15 (B) A comparison of the number of com-
16 plaints so filed regarding access to specialty
17 care versus access to primary care.

18 (C) A comparison of the number of com-
19 plaints so filed regarding access to pediatric
20 versus non-pediatric care.

21 (D) A comparison of the number of com-
22 plaints so filed regarding administrative hurdles
23 to access versus other access issues.

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

4 (c) COVERED BENEFICIARY DEFINED.—In this sec-
5 tion, the term “covered beneficiary” means an individual
6 enrolled in a health care plan under the TRICARE pro-
7 gram and eligible to receive care at a military medical
8 treatment facility.