



**INSPECTOR GENERAL**  
DEPARTMENT OF DEFENSE  
4800 MARK CENTER DRIVE  
ALEXANDRIA, VIRGINIA 22350-1500

July 31, 2018

MEMORANDUM FOR ASSISTANT SECRETARY OF DEFENSE (HEALTH AFFAIRS)  
DIRECTOR, DEFENSE HEALTH AGENCY

SUBJECT: Termination of the Audit of Payments for TRICARE Urgent Care Benefits  
(Project No. D2018-D000AW-0140.000)

We announced the subject audit on May 1, 2018 (attached). The objective was to determine whether the DoD appropriately paid for beneficiary health care services covered under the urgent care benefit. We are terminating this audit because during the planning phase of the audit, the Defense Health Agency informed the audit team that it issued a fee waiver for all point of service charges for covered care for TRICARE eligible beneficiaries from December 1, 2017, through March 30, 2018, which would include point of service fees charged for urgent care services. Further, the Defense Health Agency informed the audit team that after June 30, 2018, the TRICARE claims processor that processed all claims prior to January 1, 2018, was not contractually obligated to provide explanations of why specific urgent care charges were paid.

You can obtain information about the Department of Defense Office of Inspector General from DoD Directive 5106.01, "Inspector General of the Department of Defense (IG DoD)," April 20, 2012, as amended; DoD Instruction 7600.02, "Audit Policies," October 16, 2014, as amended; and DoD Instruction 7050.03, "Office of the Inspector General of the Department of Defense Access to Records and Information," March 22, 2013. Our website is [www.dodig.mil](http://www.dodig.mil).

If you have any questions, please contact [REDACTED]

or [REDACTED]

A handwritten signature in cursive script that reads "Theresa S. Hull".

Theresa S. Hull  
Assistant Inspector General  
Acquisition, Contracting, and Sustainment

Attachment:  
As stated



**INSPECTOR GENERAL**  
DEPARTMENT OF DEFENSE  
4800 MARK CENTER DRIVE  
ALEXANDRIA, VIRGINIA 22350-1500

May 1, 2018

MEMORANDUM FOR ASSISTANT SECRETARY OF DEFENSE (HEALTH AFFAIRS)  
DIRECTOR, DEFENSE HEALTH AGENCY

SUBJECT: Audit of Payments for TRICARE Urgent Care Benefits  
(Project No. D2018-D000AW-0140.000)

We plan to begin the subject audit in May 2018. Our objective is to determine whether the DoD appropriately paid for beneficiary health care services covered under the urgent care benefit. We will consider suggestions from management on additional or revised objectives.

We will perform the audit at the Defense Health Agency and the Managed Care Support Contractors, including their respective claim processors. We may identify additional locations during the audit.

Please provide us with a point of contact for the audit within **5 days** of the date of this memorandum. The point of contact should be a Government employee—a GS-15, pay band equivalent, or the military equivalent. Send the contact's name, title, grade/pay band, phone number, and e-mail address to [audvorktown@dodig.mil](mailto:audvorktown@dodig.mil).

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If you have any questions, please contact [REDACTED]

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Theresa S. Hull  
Assistant Inspector General  
Acquisition, Contracting, and Sustainment