



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

July 8, 2019

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Evaluation of Mental Health Access to Care in the Department of Defense
(Project No. D2019-DEV0PB-0178.000)

We plan to begin our evaluation in July 2019. Our objective is to determine how the DoD meets outpatient mental health access to care standards for active duty service members and their families in accordance with law and applicable DoD policies. We will look at appointment booking and referral processes for outpatient mental health care. We may expand the objective and scope during the course of the evaluation if we find program oversight issues that require immediate management attention. We will also consider suggestions from management on additional or revised objectives for this evaluation.

We will interview personnel from the Service medical departments and the Defense Health Agency. We will also conduct site visits to select military medical treatment facilities in the continental United States. Additionally, we plan to perform an evaluation of the access to mental health services provided through the TRICARE managed care support contractors.

Please provide us with a point of contact for each of the Service medical departments and the Defense Health Agency within **5 duty days** of the date of this memorandum. The point of contact must be a Government employee—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 [REDACTED]

You may obtain information about the DoD Office of Inspector General from DoD Directive 5106.01, "Inspector General of the Department of Defense," August 19, 2014; DoD Instruction 7600.02, "Audit Policies," October 16, 2014; and DoD Instruction 7050.03, "Access to Records and Information by the Inspector General, Department of Defense," March 22, 2013. Our website is www.dodig.mil. If you have any questions, please contact [REDACTED]

A handwritten signature in cursive script, reading "Carolyn R. Hantz", is located above the typed name.

Carolyn R. Hantz
Assistant Inspector General for Evaluations
Program, Combatant Commands, and
Overseas Contingency Operations

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