TRICARE Users Consumer Watch
South◆Quarter 2 FY 2014

Inside Consumer Watch

TRICARE Consumer Watch is a brief summary of what TRICARE users in your region say about their healthcare. Data are taken from the Health Care Survey of DoD Beneficiaries (HCSDB). The HCSDB includes questions from the Consumer Assessment of Healthcare Providers and Systems (CAHPS), a survey designed to help consumers choose among health plans. The survey for quarter four of FY2013 was canceled as a result of sequestration.

Rates are compared with averages taken from the 2011 National CAHPS Benchmarking Database (NCBD), which contains results from surveys given to beneficiaries by civilian health plans. Rates differing significantly from the benchmark are bolded and shown in red.

Legend:
- ▢ Direct Care
- ● Purchased Care
- — Benchmark
- * Significantly different from Benchmark
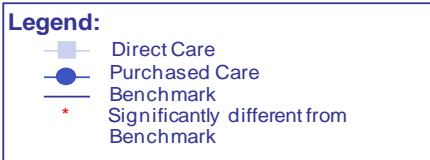
Figures 1 through 4 show the proportion of Prime enrollees with a military PCM (direct care), or enrolled to a civilian PCM, or using Standard/Extra for most of their care in the past year (purchased care) who respond 8 or above when asked to give a rating on a 0 to 10 scale (0 is bad, and 10 is good), for Health Care, Health Plan, Personal Doctor, or the Specialist they see most often. Rates are adjusted for age and health status.


Figure 2: Health Plan Rating

Figure 4: Specialist Rating
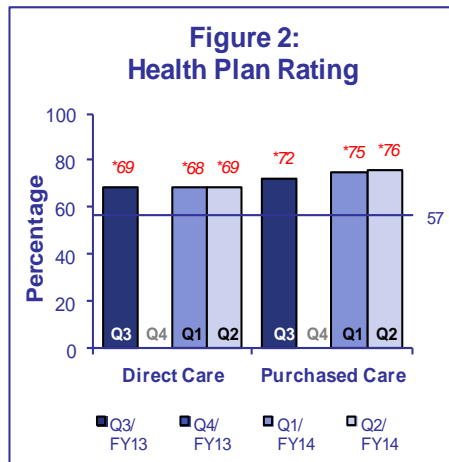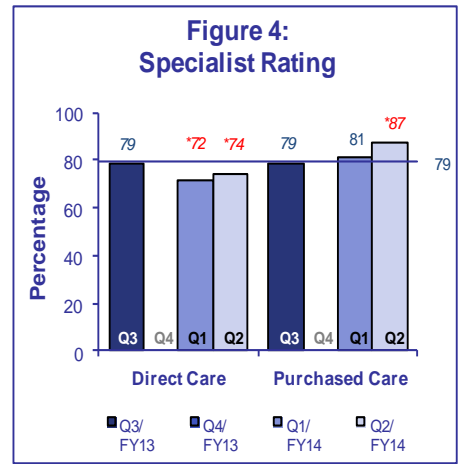
Health Care Topics

Health Care Topics scores average together results for related questions.

Each score is the percentage who "usually" or "always" got treatment they wanted. Asterisks show values significantly different from the NCBD benchmark (p < .05).

Figure 5 presents the composites "Getting needed care". Scores are based on patients' problems getting referrals and approvals and getting needed treatment.

Figure 1: Health Care Rating

Figure 3: Personal Provider Rating

Figure 5: Getting Needed Care
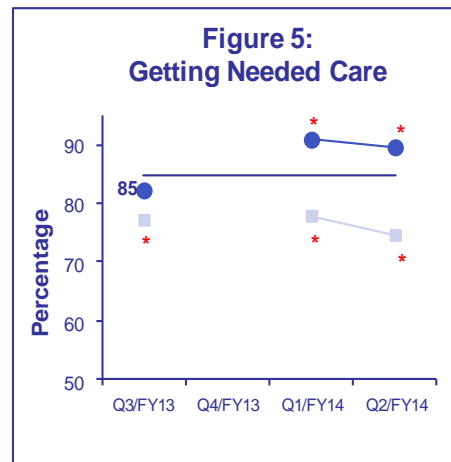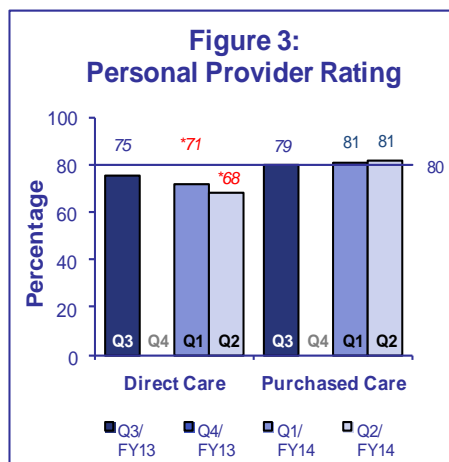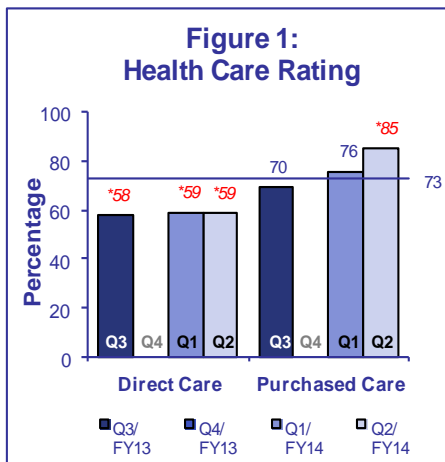
"Getting care quickly" shown in Figure 6 scores concern how long patients wait for an appointment or wait in the doctor's office.

Figure 8 shows "Customer service" scores, which concern patients' ability to get information about their health plan.
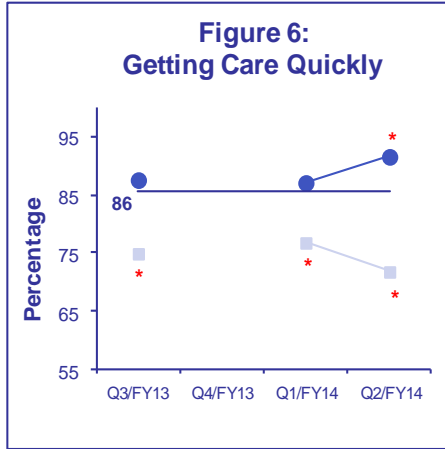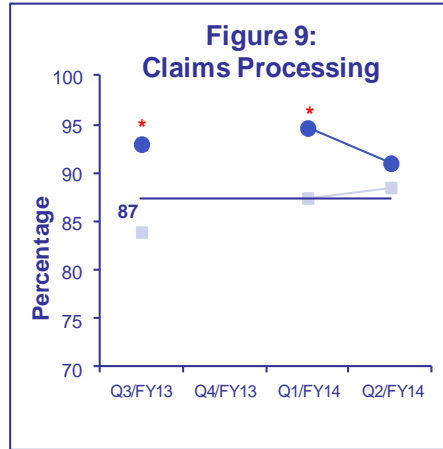
"Claims processing" scores in Figure 9 are based on the timeliness and correctness of plan's claims handling.

Figure 6: Getting Care Quickly


Figure 9: Claims Processing

Preventive Care

The preventive care table compares TRICARE users' rates for diagnostic screening tests and smoking and tobacco use cessation with goals from Healthy People 2020, a government initiative to improve Americans' health by preventing illness.

Scores in Figure 7, "Doctor's communication" are based on whether the doctor spends enough time with patients, treats them respectfully and answers their questions.
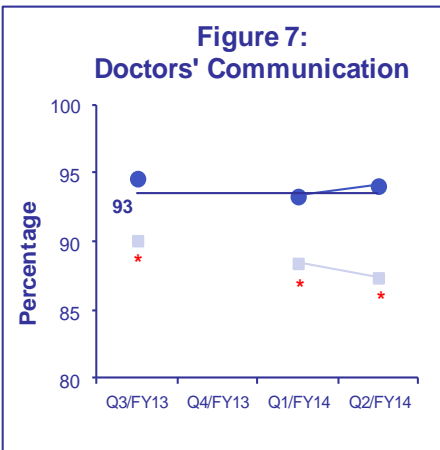
Figure 7: Doctors' Communication

Figure 8: Customer Service

Preventive Care

Type of Care	Qtr 3 FY 2013	Qtr 4 FY 2013	Qtr 1 FY 2014	Qtr 2 FY 2014	Healthy People 2020 Goal
Mammography (women >= 40)					
Direct Care	84	-	*89	*91 (320)	81
Purchased Care	79	-	88	*91 (137)	
Pap Smear (women >= 18)					
Direct Care	*89	-	*78	88 (641)	93
Purchased Care	*84	-	*79	90 (220)	
Hypertension Screen (adults)					
Direct Care	92	-	*90	*91 (1735)	95
Purchased Care	94	-	97	96 (335)	
Prenatal Care (in 1st trimester)					
Direct Care	74	-	88	82 (53)	78
Purchased Care	-	-	-	- -	
Percent Not Obese (adults)					
Direct Care	*83	-	*80	*80 (1621)	69
Purchased Care	70	-	68	73 (317)	
Non-Smokers (adults)					
Direct Care	87	-	90	88 (1679)	88
Purchased Care	88	-	90	89 (325)	
Counseled to Quit (adults)					
Direct Care	78	-	65	74 (243)	-
Purchased Care	89	-	83	- -	

*Numbers in red italics are significantly different from the Healthy People 2020 goal (p< .05).
The number of responding beneficiaries for each type of care is in parentheses.

Figure 1: Health Care Rating

	Direct Care	Purchased Care
Benchmark	73	73
Q3/ FY13	*58	70
Q4/ FY13	-	-
Q1/ FY14	*59	76
Q2/ FY14	*59	*85

Figure 2: Health Plan Rating

	Direct Care	Purchased Care
Benchmark	57	57
Q3/ FY13	*69	*72
Q4/ FY13	-	-
Q1/ FY14	*68	*75
Q2/ FY14	*69	*76

Figure 3: Personal Provider Rating

	Direct Care	Purchased Care
Benchmark	80	80
Q3/ FY13	75	79
Q4/ FY13	-	-
Q1/ FY14	*71	81
Q2/ FY14	*68	81

Figure 4: Specialist Rating

	Direct Care	Purchased Care
Benchmark	79	79
Q3/ FY13	79	79
Q4/ FY13	-	-
Q1/ FY14	*72	81
Q2/ FY14	*74	*87

Figure 5: Getting Needed Care

	Benchmark	Direct Care	Purchased Care
Q3/FY13	85	*77	82
Q4/FY13	85	-	-
Q1/FY14	85	*78	*91
Q2/FY14	85	*75	*90

Figure 6: Getting Care Quickly

	Benchmark	Direct Care	Purchased Care
Q3/FY13	86	*75	88
Q4/FY13	86	-	-
Q1/FY14	86	*77	87
Q2/FY14	86	*72	*92

Figure 7: Doctors Communication

	Benchmark	Direct Care	Purchased Care
Q3/FY13	93	*90	95
Q4/FY13	93	-	-
Q1/FY14	93	*88	93
Q2/FY14	93	*87	94

Figure 8: Customer Service

	Benchmark	Direct Care	Purchased Care
Q3/FY13	82	79	83
Q4/FY13	82	-	-
Q1/FY14	82	78	*89
Q2/FY14	82	81	*90

Figure 9: Claims Processing

	Benchmark	Direct Care	Purchased Care
Q3/FY13	87	84	*93
Q4/FY13	87	-	-
Q1/FY14	87	87	*95
Q2/FY14	87	89	91

Preventive Care

Type of Care	Qtr 3 FY 2013	Qtr 4 FY 2013	Qtr 1 FY 2014	Qtr 2 FY 2014	Healthy People 2020 Goal
Mammography (women >= 40): Direct Care	84	-	*89	*91 (320)	81
Mammography (women >= 40): Purchased Care	79	-	88	*91 (137)	81
Pap Smear (women >= 18): Direct Care	*89	-	*78	88 (641)	93
Pap Smear (women >= 18): Purchased Care	*84	-	*79	90 (220)	93
Hypertension Screen (adults): Direct Care	92	-	*90	*91 (1735)	95
Hypertension Screen (adults): Purchased Care	94	-	97	96 (335)	95
Prenatal Care (in 1st trimester): Direct Care	74	-	88	82 (53)	78
Prenatal Care (in 1st trimester): Purchased Care	-	-	-	- (-)	78
Percent Not Obese (adults): Direct Care	*83	-	*80	*80 (1621)	69
Percent Not Obese (adults): Purchased Care	70	-	68	73 (317)	69
Non-Smokers (adults): Direct Care	87	-	90	88 (1679)	88
Non-Smokers (adults): Purchased Care	88	-	90	89 (325)	88
Counseled to Quit (adults): Direct Care	78	-	65	74 (243)	-
Counseled to Quit (adults): Purchased Care	89	-	83	- (-)	-

*Numbers with red italics are significantly different from the Healthy People 2020 goal (p< .05)
The number of responding beneficiaries for each type of care is in parentheses.