



TRICARE Users Consumer Watch

West ♦ Quarter 2 FY 2014

DEFENSE HEALTH COST ASSESSMENT & PROGRAM

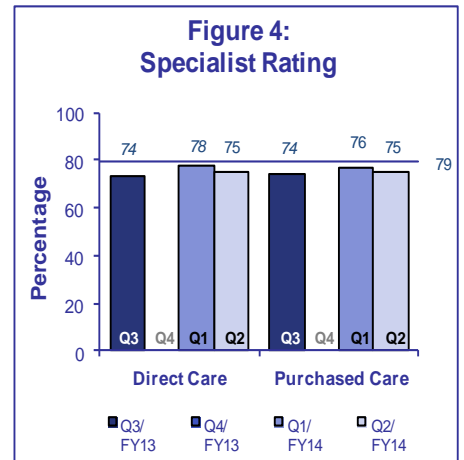
Source: Health Care Survey of DoD Beneficiaries

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.

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.

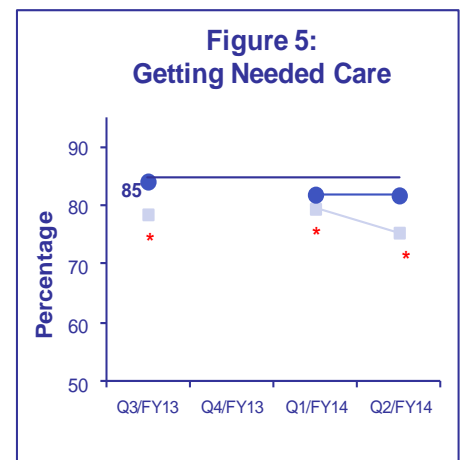
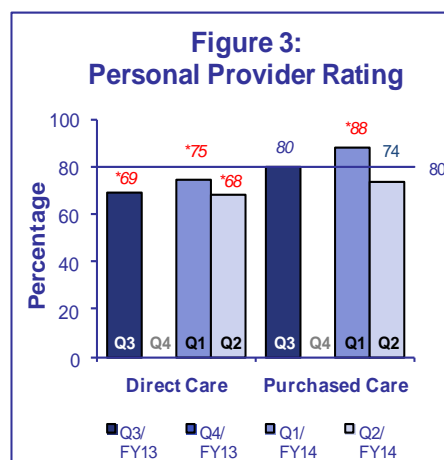
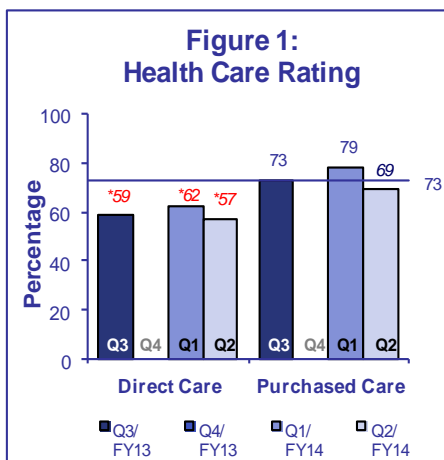
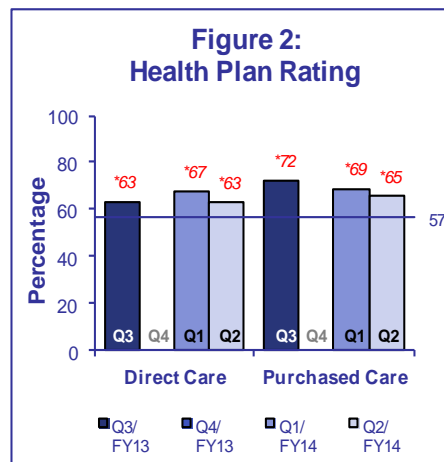
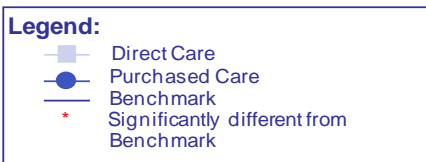


Health Care Topics

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.



“Getting care quickly” shown in Figure 6 scores concern how long patients wait for an appointment or wait in the doctor’s office.

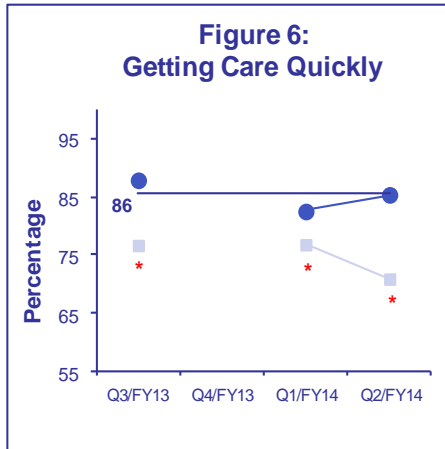
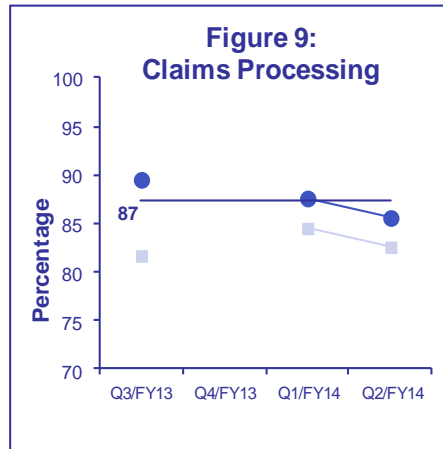


Figure 8 shows “Customer service” scores, which concern patients’ ability to get information about their health plan.

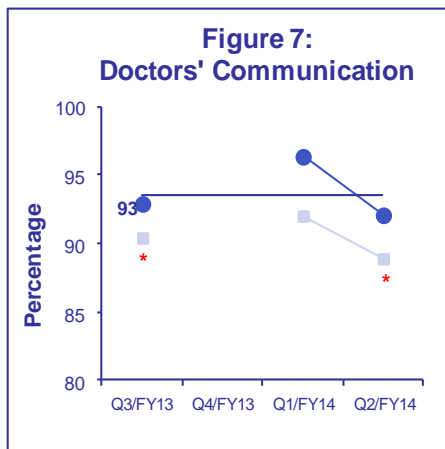


“Claims processing” scores in Figure 9 are based on the timeliness and correctness of plan’s claims handling.

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.



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 | <i>*88</i> | - | 84 | <i>*86</i> (371) | 81 |
| Purchased Care | 77 | - | 85 | 85 (135) | |
| Pap Smear (women >= 18) | | | | | |
| Direct Care | <i>*83</i> | - | <i>*84</i> | <i>*87</i> (802) | 93 |
| Purchased Care | <i>*84</i> | - | <i>*78</i> | <i>*74</i> (257) | |
| Hypertension Screen (adults) | | | | | |
| Direct Care | <i>*91</i> | - | <i>*90</i> | <i>*89</i> (1982) | 95 |
| Purchased Care | 95 | - | 94 | 90 (395) | |
| Prenatal Care (in 1st trimester) | | | | | |
| Direct Care | 79 | - | 87 | 86 (97) | 78 |
| Purchased Care | 90 | - | <i>*97</i> | 89 (32) | |
| Percent Not Obese (adults) | | | | | |
| Direct Care | <i>*80</i> | - | <i>*82</i> | <i>*81</i> (1853) | 69 |
| Purchased Care | 73 | - | 72 | <i>*76</i> (362) | |
| Non-Smokers (adults) | | | | | |
| Direct Care | 88 | - | 86 | 89 (1901) | 88 |
| Purchased Care | <i>*93</i> | - | 91 | <i>*93</i> (379) | |
| Counseled to Quit (adults) | | | | | |
| Direct Care | 77 | - | 81 | 76 (313) | - |
| Purchased Care | 82 | - | 69 | 71 (34) | |

*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 | *59 | 73 |
| Q4/ FY13 | - | - |
| Q1/ FY14 | *62 | 79 |
| Q2/ FY14 | *57 | 69 |

Figure 2: Health Plan Rating

| | Direct Care | Purchased Care |
|-----------|-------------|----------------|
| Benchmark | 57 | 57 |
| Q3/ FY13 | *63 | *72 |
| Q4/ FY13 | - | - |
| Q1/ FY14 | *67 | *69 |
| Q2/ FY14 | *63 | *65 |

Figure 3: Personal Provider Rating

| | Direct Care | Purchased Care |
|-----------|-------------|----------------|
| Benchmark | 80 | 80 |
| Q3/ FY13 | *69 | 80 |
| Q4/ FY13 | - | - |
| Q1/ FY14 | *75 | *88 |
| Q2/ FY14 | *68 | 74 |

Figure 4: Specialist Rating

| | Direct Care | Purchased Care |
|-----------|-------------|----------------|
| Benchmark | 79 | 79 |
| Q3/ FY13 | 74 | 74 |
| Q4/ FY13 | - | - |
| Q1/ FY14 | 78 | 76 |
| Q2/ FY14 | 75 | 75 |

Figure 5: Getting Needed Care

| | Benchmark | Direct Care | Purchased Care |
|---------|-----------|-------------|----------------|
| Q3/FY13 | 85 | *79 | 84 |
| Q4/FY13 | 85 | - | - |
| Q1/FY14 | 85 | *79 | 82 |
| Q2/FY14 | 85 | *75 | 82 |

Figure 6: Getting Care Quickly

| | Benchmark | Direct Care | Purchased Care |
|---------|-----------|-------------|----------------|
| Q3/FY13 | 86 | *77 | 88 |
| Q4/FY13 | 86 | - | - |
| Q1/FY14 | 86 | *77 | 83 |
| Q2/FY14 | 86 | *71 | 85 |

Figure 7: Doctors Communication

| | Benchmark | Direct Care | Purchased Care |
|---------|-----------|-------------|----------------|
| Q3/FY13 | 93 | *90 | 93 |
| Q4/FY13 | 93 | - | - |
| Q1/FY14 | 93 | 92 | 96 |
| Q2/FY14 | 93 | *89 | 92 |

Figure 8: Customer Service

| | Benchmark | Direct Care | Purchased Care |
|---------|-----------|-------------|----------------|
| Q3/FY13 | 82 | 78 | 81 |
| Q4/FY13 | 82 | - | - |
| Q1/FY14 | 82 | 79 | 77 |
| Q2/FY14 | 82 | *75 | 79 |

Figure 9: Claims Processing

| | Benchmark | Direct Care | Purchased Care |
|---------|-----------|-------------|----------------|
| Q3/FY13 | 87 | 82 | 90 |
| Q4/FY13 | 87 | - | - |
| Q1/FY14 | 87 | 84 | 88 |
| Q2/FY14 | 87 | 83 | 86 |

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 | <i>*88</i> | - | 84 | <i>*86 (371)</i> | 81 |
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| Counseled to Quit (adults): Purchased Care | 82 | - | 69 | 71 (34) | - |

**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.