



# TRICARE Users Consumer Watch

## USA MHS ♦ Quarter 3 FY 2018

Defense Health Cost Assessment & Program Evaluation

Source: Health Care Survey of DoD Beneficiaries

### Inside Consumer Watch

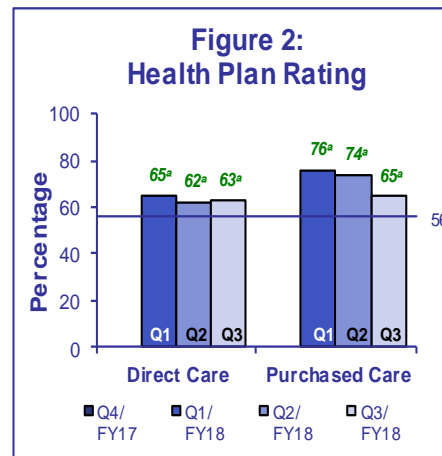
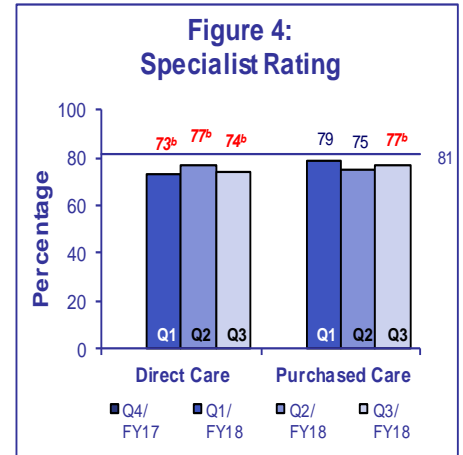
TRICARE Consumer Watch is a brief summary of what TRICARE users in USA MHS say about their healthcare. Data are taken from the Health Care Survey of DoD Beneficiaries (HCSDB). The HCSDB includes questions from the Consumer Assessment of Healthcare Providers and Systems (CAHPS), a survey designed to help consumers choose among health plans. The survey for quarter four of FY2017 was canceled.

Benchmark data, from the National Committee for Quality Assurance (NCQA) for 2017, are used in calculating benchmarks. Rates differing significantly from the benchmark are in italics and shown in red or green.

#### Legend:

- Direct Care
- Purchased Care
- Benchmark
- a Significantly exceeds benchmark ( $p < .05$ )
- b Significantly falls short of benchmark ( $p < .05$ )

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.

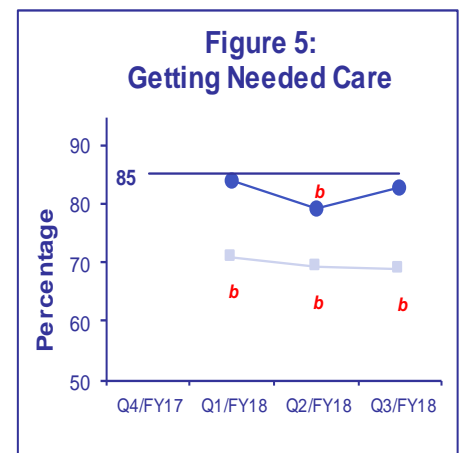
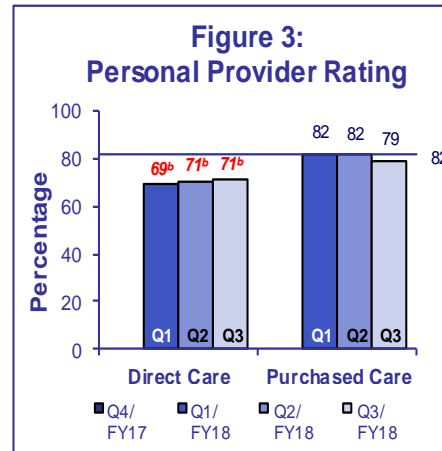
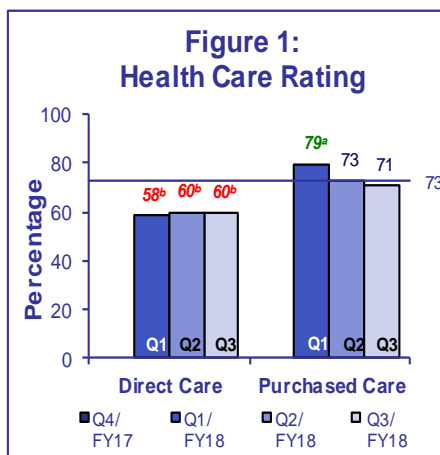


### Health Care Topics

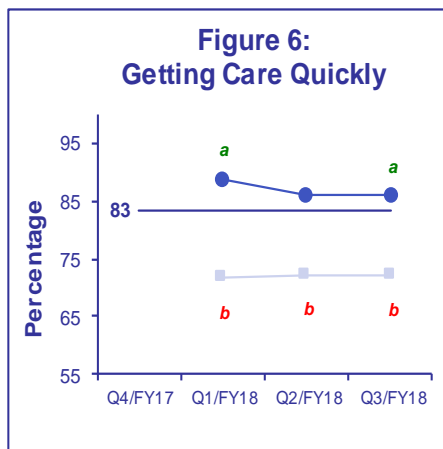
Health Care Topics scores average together results for related questions.

Each score is the percentage who “usually” or “always” got treatment they wanted. Asterisks show values significantly different from the 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.



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.

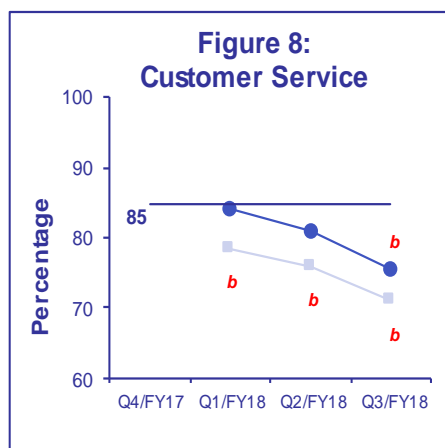
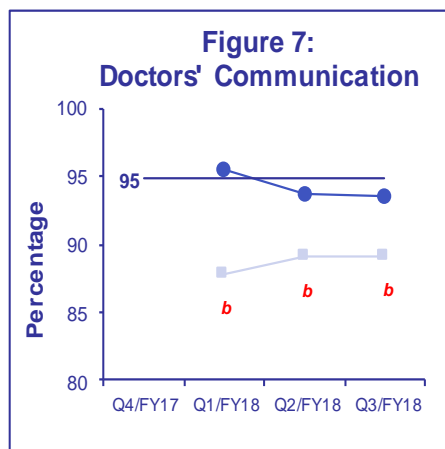
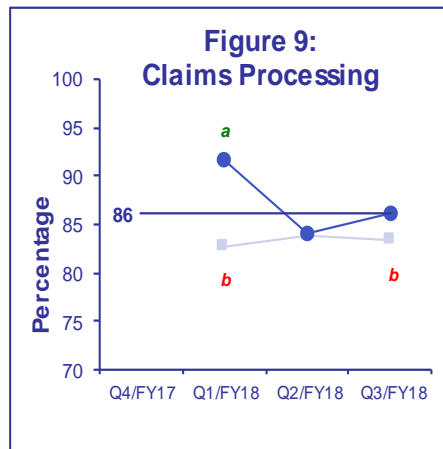


Figure 8 shows “Customer service” scores, which concern patients’ ability to get information about their health plan.



“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.

## Preventive Care

Type of Care	Qtr 4 FY 2017	Qtr 1 FY 2018	Qtr 2 FY 2018	Qtr 3 FY 2018	Healthy People 2020 Goal
<b>Mammography (women &gt;= 40)</b>					
Direct Care	-	86 <sup>a</sup>	87 <sup>a</sup>	86 <sup>a</sup> (1,492)	81
Purchased Care	-	91 <sup>a</sup>	80	86 <sup>a</sup> (461)	
<b>Pap Smear (women &gt;= 18)</b>					
Direct Care	-	81 <sup>b</sup>	79 <sup>b</sup>	77 <sup>b</sup> (2,990)	93
Purchased Care	-	79 <sup>b</sup>	74 <sup>b</sup>	80 <sup>b</sup> (742)	
<b>Hypertension Screen (adults)</b>					
Direct Care	-	90 <sup>b</sup>	90 <sup>b</sup>	89 <sup>b</sup> (7,454)	95
Purchased Care	-	96	92	94 (1,209)	
<b>Prenatal Care (in 1st trimester)</b>					
Direct Care	-	92 <sup>a</sup>	84	90 <sup>a</sup> (254)	78
Purchased Care	-	-	-	94 <sup>a</sup> (72)	
<b>Percent Not Obese (adults)</b>					
Direct Care	-	80 <sup>a</sup>	80 <sup>a</sup>	78 <sup>a</sup> (6,935)	69
Purchased Care	-	65	69	70 (1,112)	
<b>Non-Smokers (adults)</b>					
Direct Care	-	92 <sup>a</sup>	92 <sup>a</sup>	93 <sup>a</sup> (7,162)	88
Purchased Care	-	93 <sup>a</sup>	94 <sup>a</sup>	93 <sup>a</sup> (1,167)	
<b>Counseled to Quit (adults)</b>					
Direct Care	-	76	76	80 (878)	-
Purchased Care	-	88	91	84 (102)	

<sup>a</sup>Numbers in green significantly exceed the Healthy People 2020 goal (p< .05).

<sup>b</sup>Numbers in red significantly fall short of 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**

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	73	73
Q4/FY17	-	-
Q1/FY18	58 <sup>b</sup>	79 <sup>a</sup>
Q2/FY18	60 <sup>b</sup>	73
Q3/FY18	60 <sup>b</sup>	71

**Figure 2: Health Plan Rating**

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	56	56
Q4/FY17	-	-
Q1/FY18	65 <sup>a</sup>	76 <sup>a</sup>
Q2/FY18	62 <sup>a</sup>	74 <sup>a</sup>
Q3/FY18	63 <sup>a</sup>	65 <sup>a</sup>

**Figure 3: Personal Provider Rating**

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	82	82
Q4/FY17	-	-
Q1/FY18	69 <sup>b</sup>	82
Q2/FY18	71 <sup>b</sup>	82
Q3/FY18	71 <sup>b</sup>	79

**Figure 4: Specialist Rating**

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	81	81
Q4/FY17	-	-
Q1/FY18	73 <sup>b</sup>	79
Q2/FY18	77 <sup>b</sup>	75
Q3/FY18	74 <sup>b</sup>	77 <sup>b</sup>

**Figure 5: Getting Needed Care**

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q4/FY17	85	-	-
Q1/FY18	85	71 <sup>b</sup>	84
Q2/FY18	85	69 <sup>b</sup>	79 <sup>b</sup>
Q3/FY18	85	69 <sup>b</sup>	83

**Figure 6: Getting Care Quickly**

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q4/FY17	83	-	-
Q1/FY18	83	72 <sup>b</sup>	89 <sup>a</sup>
Q2/FY18	83	72 <sup>b</sup>	86
Q3/FY18	83	72 <sup>b</sup>	86 <sup>a</sup>

**Figure 7: Doctors Communication**

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q4/FY17	95	-	-
Q1/FY18	95	88 <sup>b</sup>	96
Q2/FY18	95	89 <sup>b</sup>	94
Q3/FY18	95	89 <sup>b</sup>	93

**Figure 8: Customer Service**

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q4/FY17	85	-	-
Q1/FY18	85	78 <sup>b</sup>	84
Q2/FY18	85	76 <sup>b</sup>	81
Q3/FY18	85	71 <sup>b</sup>	75 <sup>b</sup>

**Figure 9: Claims Processing**

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q4/FY17	86	-	-
Q1/FY18	86	83 <sup>b</sup>	92 <sup>a</sup>
Q2/FY18	86	84	84
Q3/FY18	86	83 <sup>b</sup>	86

## Preventive Care

Type of Care	Qtr 4 FY 2017	Qtr 1 FY 2018	Qtr 2 FY 2018	Qtr 3 FY 2018	Healthy People 2020 Goal
Mammography (women >= 40): Direct Care	-	86 <sup>a</sup>	87 <sup>a</sup>	86 <sup>a</sup> (1492)	81
Mammography (women >= 40): Purchased Care	-	91 <sup>a</sup>	80	86 <sup>a</sup> (461)	81
Pap Smear (women >= 18): Direct Care	-	81 <sup>b</sup>	79 <sup>b</sup>	77 <sup>b</sup> (2990)	93
Pap Smear (women >= 18): Purchased Care	-	79 <sup>b</sup>	74 <sup>b</sup>	80 <sup>b</sup> (742)	93
Hypertension Screen (adults): Direct Care	-	90 <sup>b</sup>	90 <sup>b</sup>	89 <sup>b</sup> (7454)	95
Hypertension Screen (adults): Purchased Care	-	96	92	94 (1209)	95
Prenatal Care (in 1st trimester): Direct Care	-	92 <sup>a</sup>	84	90 <sup>a</sup> (254)	78
Prenatal Care (in 1st trimester): Purchased Care	-	-	-	94 <sup>a</sup> (72)	78
Percent Not Obese (adults): Direct Care	-	80 <sup>a</sup>	80 <sup>a</sup>	78 <sup>a</sup> (6935)	69
Percent Not Obese (adults): Purchased Care	-	65	69	70 (1112)	69
Non-Smokers (adults): Direct Care	-	92 <sup>a</sup>	92 <sup>a</sup>	93 <sup>a</sup> (7162)	88
Non-Smokers (adults): Purchased Care	-	93 <sup>a</sup>	94 <sup>a</sup>	93 <sup>a</sup> (1167)	88
Counseled to Quit (adults): Direct Care	-	76	76	80 (878)	-
Counseled to Quit (adults): Purchased Care	-	88	91	84 (102)	-

*a. Numbers in green significantly exceed the Healthy People 2020 goal (p< .05).*

*b. Numbers in red significantly fall short of the Healthy People 2020 goal (p< .05).*

*The number of responding beneficiaries for each type of care is in parentheses.*