

Prime Enrollees Consumer Watch

Air Force ♦ Quarter 1 FY 2019

DEFENSE HEALTH COST ASSESSMENT & PROGRAM EVALUATION

Air Force: Sample size-30,397 Response rate-10.3%

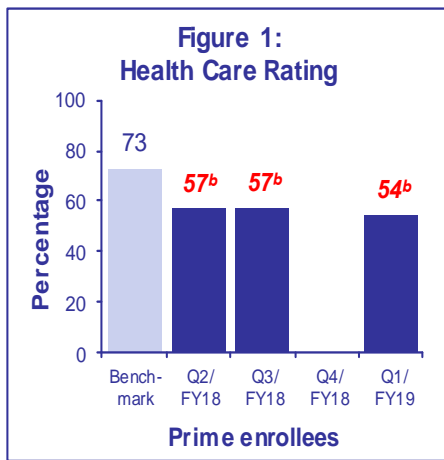
Source: Health Care Survey of DoD Beneficiaries

Inside Consumer Watch

TRICARE Consumer Watch shows what TRICARE Prime enrollees in your service say about their healthcare in the Health Care Survey of DoD Beneficiaries (HCSDB). Every quarter, a representative sample of TRICARE beneficiaries are asked about their care in the last 12 months and the results are adjusted for age and health status and reported in this publication. The survey for quarter four of FY2018 was canceled.

The HCSDB includes questions from the Consumer Assessment of Healthcare Providers and Systems (CAHPS), a survey designed to help consumers choose among health plans. Benchmark data, from the National Committee for Quality Assurance (NCQA) for 2018, are used in calculating benchmarks.

^a Significantly exceeds benchmark (p<.05).
^b Significantly falls short of benchmark (p<.05).
 See appendix for table data.

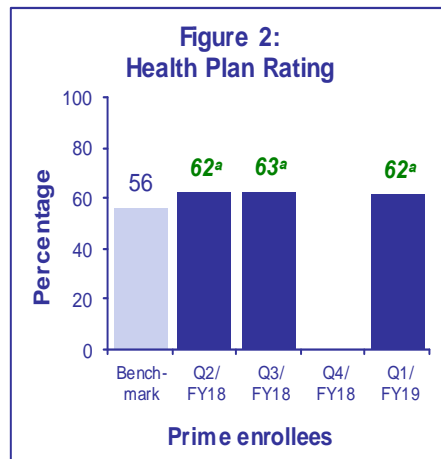


Health Care

Prime enrollees were asked to rate

their healthcare from 0 to 10, where 0 is worst and 10 is best.

Figure 1 shows the percentage who rated their healthcare 8 or above in the survey fielded in the first quarter of fiscal year 2019, describing the period October 2017 to September 2018, and each of the 3 previous quarters. Health care ratings depend on things like access to care, and how patients get along with the doctors, nurses, and other care providers who treat them.



Health Plan

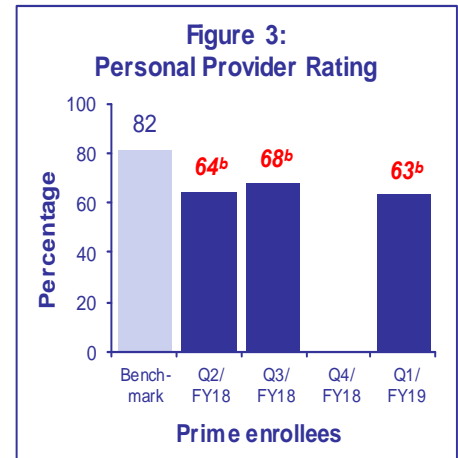
Prime enrollees were asked to rate their health plan from 0 to 10, where 0 is worst and 10 is best. Figure 2 shows the percentage who rated their plan 8 or above for each reporting period.

Health plan ratings depend on access to care and how the plan handles things like claims, referrals and customer complaints.

Personal Provider

Prime enrollees who have a personal provider were asked to rate their personal provider from 0 to 10, where 0 is worst and 10 is best.

Figure 3 shows the percentage who rated their doctor 8 or above for each



reporting period. Personal doctor ratings depend on how the patient gets along with the one doctor responsible for their basic care.

Specialist

Enrollees who have consulted specialist physicians were asked to rate from 0 to 10 the specialist they had seen most in the previous 12 months.

Figure 4 shows the proportion of enrollees who rated their specialist 8 or above for each reporting period. Specialist ratings depend on beneficiaries' access to doctors with the special skills they need.

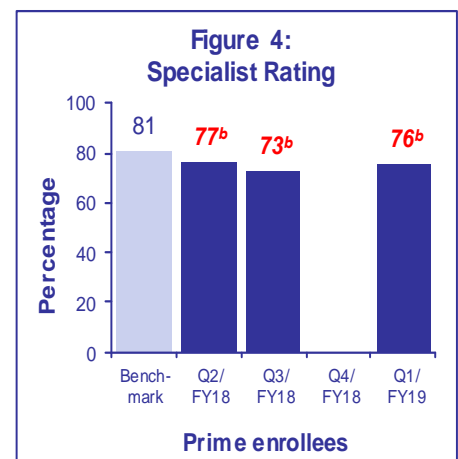


Figure 1: Health Care Rating

Qtr/Yr/Benchmark	Prime enrollee
Benchmark	73
Q2/FY18	57 ^b
Q3/FY18	57 ^b
Q4/FY18	-
Q1/FY19	54 ^b

Figure 2: Health Plan Rating

Qtr/Yr/Benchmark	Prime enrollee
Benchmark	56
Q2/FY18	62 ^a
Q3/FY18	63 ^a
Q4/FY18	-
Q1/FY19	62 ^a

Figure 3: Personal Provider Rating

Qtr/Yr/Benchmark	Prime enrollee
Benchmark	82
Q2/FY18	64 ^b
Q3/FY18	68 ^b
Q4/FY18	-
Q1/FY19	63 ^b

Figure 4: Specialist Rating

Qtr/Yr/Benchmark	Prime enrollee
Benchmark	81
Q2/FY18	77 ^b
Q3/FY18	73 ^b
Q4/FY18	-
Q1/FY19	76 ^b

Figure 5: Access Composites

Qtr/Yr	Getting Needed Care	Benchmark For Getting Needed Care	Getting Care Quickly	Benchmark For Getting Care Quickly
Q2/FY18	71 ^b	85	70 ^b	83
Q3/FY18	70 ^b	85	70 ^b	83
Q4/FY18	-	85	-	83
Q1/FY19	70 ^b	85	68 ^b	83

Figure 6: Doctor's Communication

Qtr/Yr	Doctor's Communication	Benchmark
Q2/FY18	88 ^b	95
Q3/FY18	88 ^b	95
Q4/FY18	-	95
Q1/FY19	87 ^b	95

Figure 7: Claims/Service Composites

Qtr/Yr	Customer Service	Benchmark For Customer Service	Claims Processing	Benchmark For Claims Processing
Q2/FY18	76 ^b	84	81 ^b	86
Q3/FY18	71 ^b	84	81 ^b	86
Q4/FY18	-	84	-	86
Q1/FY19	77 ^b	84	79 ^b	86

Preventive Care

Type of Care	Qtr 2 FY 2018	Qtr 3 FY 2018	Qtr 4 FY 2018	Qtr 1 FY 2019	Healthy People 2020 Goal
Mammography (women >= 40)	87 ^a	85 ^a	-	83 (542)	81
Pap Smear (women >=18)	77 ^b	70 ^b	-	79 ^b (1004)	93
Hypertension Screen (adults)	88 ^b	89 ^b	-	89 ^b (2376)	95
Prenatal Care (in 1st trimester)	90 ^a	83	-	91 ^a (90)	78
Percent Not Obese (adults)	80 ^a	79 ^a	-	79 ^a (2210)	69
Non-Smokers (adults)	94 ^a	95 ^a	-	94 ^a (2283)	88
Counseled to Quit (adults)	76	77	-	82 (240)	-

*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.*