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 FY2018 was canceled.

Benchmark data, from the National Committee for Quality Assurance (NCQA) for 2018, are used in calculating benchmarks. Rates differing significantly from the benchmark are in italics and shown in red or green.
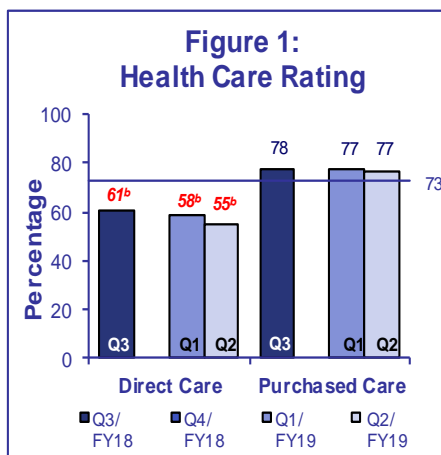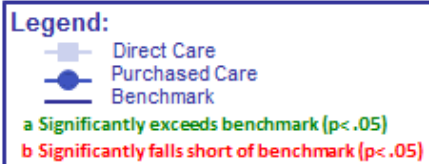
Figures 1 through 4 show the proportion of Prime enrollees with a military PCM (direct care), or enrolled to a civilian PCM, or using Standard/Extra for most of their care in the past year (purchased care) who respond 8 or above when asked to give a rating on a 0 to 10 scale (0 is bad, and 10 is good), 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
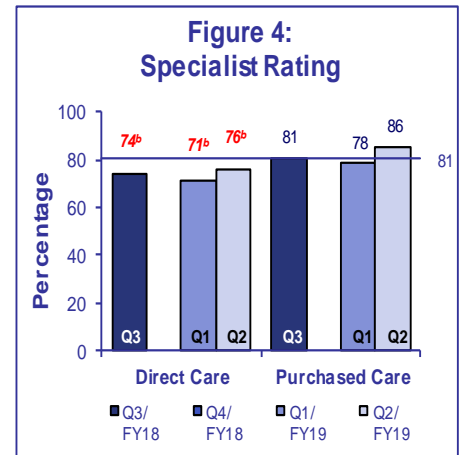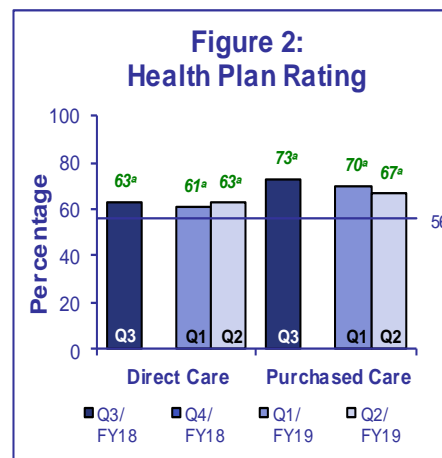
Health Care Topics

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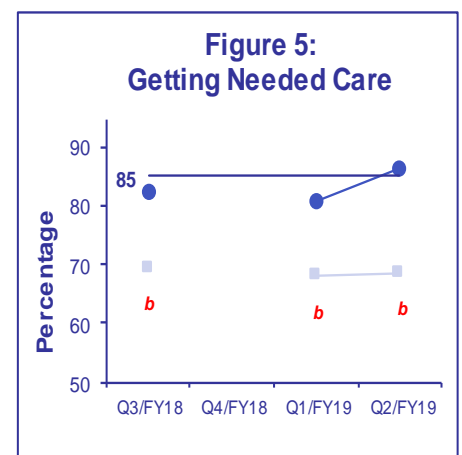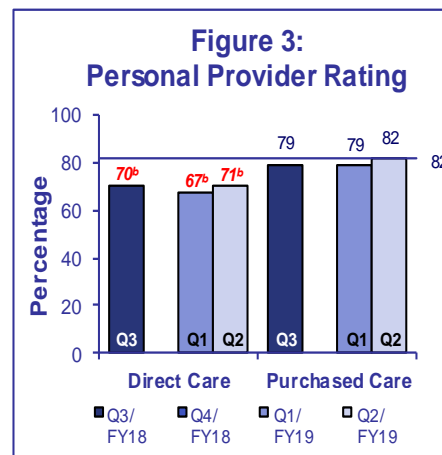
"Getting care quickly" shown in Figure 6 scores concern how long patients wait for an appointment or wait in the doctor's office.

**Figure 6:
Getting Care Quickly**

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**

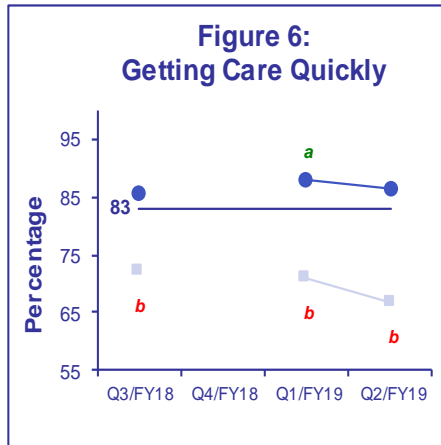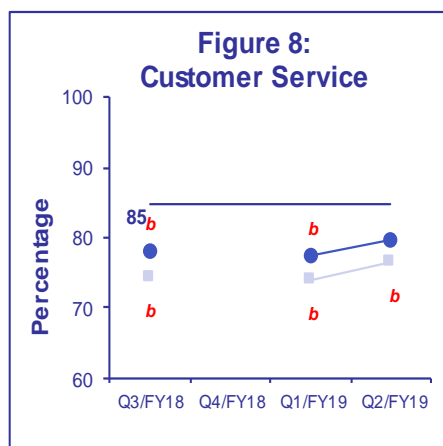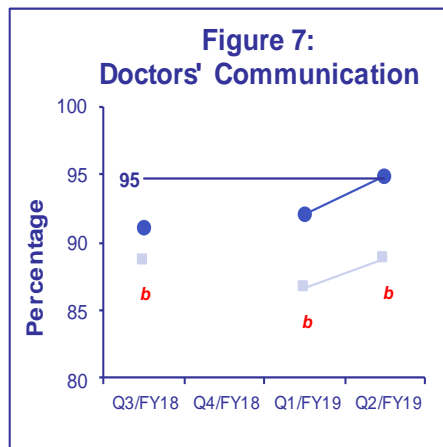Figure 8 shows "Customer service" scores, which concern patients' ability to get information about their health plan.

**Figure 9:
Claims Processing**

"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 3 FY 2018	Qtr 4 FY 2018	Qtr 1 FY 2019	Qtr 2 FY 2019	Healthy People 2020 Goal
Mammography (women >= 40)					
Direct Care	85	-	*86[a]*	83 (724)	81
Purchased Care	*88[a]*	-	76	84 (141)	
Pap Smear (women >= 18)					
Direct Care	*78[b]*	-	*84[b]*	*76[b]* (1,376)	93
Purchased Care	*81[b]*	-	*80[b]*	*77[b]* (234)	
Hypertension Screen (adults)					
Direct Care	*90[b]*	-	*91[b]*	*90[b]* (3,454)	95
Purchased Care	92	-	96	93 (372)	
Prenatal Care (in 1st trimester)					
Direct Care	*90[a]*	-	*92[a]*	*85[a]* (114)	78
Purchased Care	-	-	-	- -	
Percent Not Obese (adults)					
Direct Care	*77[a]*	-	*79[a]*	*77[a]* (3,212)	69
Purchased Care	63	-	69	66 (342)	
Non-Smokers (adults)					
Direct Care	*93[a]*	-	*92[a]*	*92[a]* (3,332)	88
Purchased Care	90	-	*94[a]*	*95[a]* (360)	
Counseled to Quit (adults)					
Direct Care	82	-	81	82 (357)	-
Purchased Care	-	-	-	- -	

[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.

Figure 1: Health Care Rating

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	73	73
Q3/FY18	*61 b*	78
Q4/FY18	-	-
Q1/FY19	*58 b*	77
Q2/FY19	*55 b*	77

Figure 2: Health Plan Rating

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	56	56
Q3/FY18	*63 a*	*73 a*
Q4/FY18	-	-
Q1/FY19	*61 a*	*70 a*
Q2/FY19	*63 a*	*67 a*

Figure 3: Personal Provider Rating

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	82	82
Q3/FY18	*70 b*	79
Q4/FY18	-	-
Q1/FY19	*67 b*	79
Q2/FY19	*71 b*	82

Figure 4: Specialist Rating

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	81	81
Q3/FY18	*74 b*	81
Q4/FY18	-	-
Q1/FY19	*71 b*	78
Q2/FY19	*76 b*	86

Figure 5: Getting Needed Care

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q3/FY18	85	*69 [b]*	83
Q4/FY18	85	-	-
Q1/FY19	85	*68 [b]*	81
Q2/FY19	85	*69 [b]*	86

Figure 6: Getting Care Quickly

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q3/FY18	83	*72 [b]*	86
Q4/FY18	83	-	-
Q1/FY19	83	*71 [b]*	*88 [a]*
Q2/FY19	83	*67 [b]*	86

Figure 7: Doctors Communication

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q3/FY18	95	*89 [b]*	91
Q4/FY18	95	-	-
Q1/FY19	95	*87 [b]*	92
Q2/FY19	95	*89 [b]*	95

Figure 8: Customer Service

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q3/FY18	85	74 [b]	78 [b]
Q4/FY18	85	-	-
Q1/FY19	85	74 [b]	77 [b]
Q2/FY19	85	77 [b]	80

Figure 9: Claims Processing

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q3/FY18	86	84	85
Q4/FY18	86	-	-
Q1/FY19	86	73 [b]	81
Q2/FY19	86	81 [b]	84

Preventive Care

Type of Care	Qtr 3 FY 2018	Qtr 4 FY 2018	Qtr 1 FY 2019	Qtr 2 FY 2019	Healthy People 2020 Goal
Mammography (women >= 40): Direct Care	85	-	*86 [a]*	83 (724)	81
Mammography (women >= 40): Purchased Care	*88 [a]*	-	76	84 (141)	81
Pap Smear (women >= 18): Direct Care	*78 [b]*	-	*84 [b]*	*76 [b](1376)*	93
Pap Smear (women >= 18): Purchased Care	*81 [b]*	-	*80 [b]*	*77 [b](234)*	93
Hypertension Screen (adults): Direct Care	*90 [b]*	-	*91 [b]*	*90 [b](3454)*	95
Hypertension Screen (adults): Purchased Care	92	-	96	93 (372)	95
Prenatal Care (in 1st trimester): Direct Care	*90 [a]*	-	*92 [a]*	*85 [a](114)*	78
Prenatal Care (in 1st trimester): Purchased Care	-	-	-	-	78
Percent Not Obese (adults): Direct Care	*77 [a]*	-	*79 [a]*	*77 [a](3212)*	69
Percent Not Obese (adults): Purchased Care	63	-	69	66 (342)	69
Non-Smokers (adults): Direct Care	*93 [a]*	-	*92 [a]*	*92 [a](3332)*	88
Non-Smokers (adults): Purchased Care	90	-	*94 [a]*	*95 [a](360)*	88
Counseled to Quit (adults): Direct Care	82	-	81	82 (357)	-
Counseled to Quit (adults): Purchased Care	-	-	-	-	-

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.