



# TRICARE Users Consumer Watch

## USA MHS ♦ Quarter 2 FY 2019

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 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.

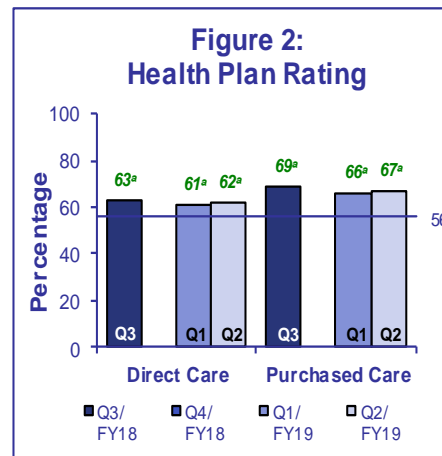
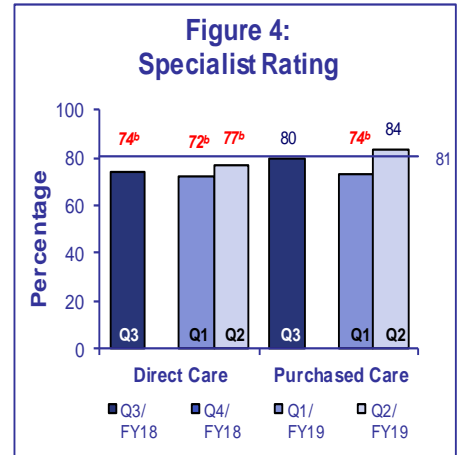
#### Legend:

- 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.

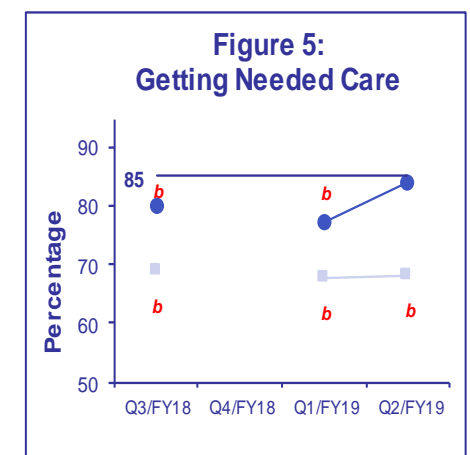
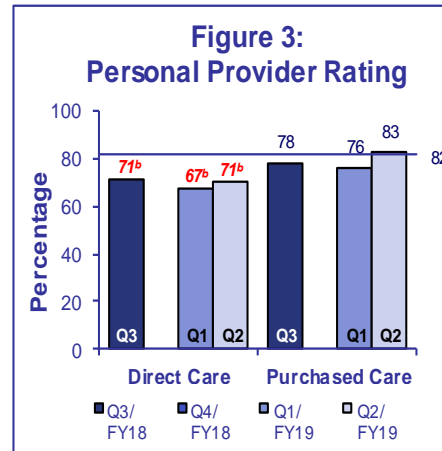
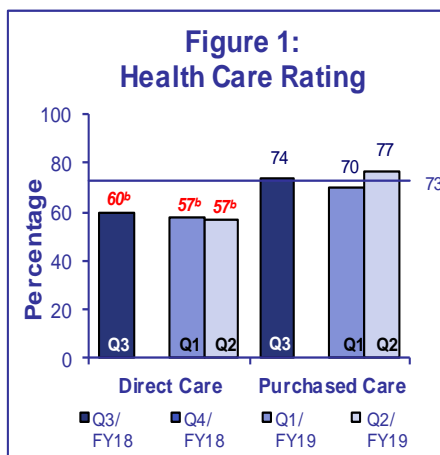


### Health Care Topics

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.

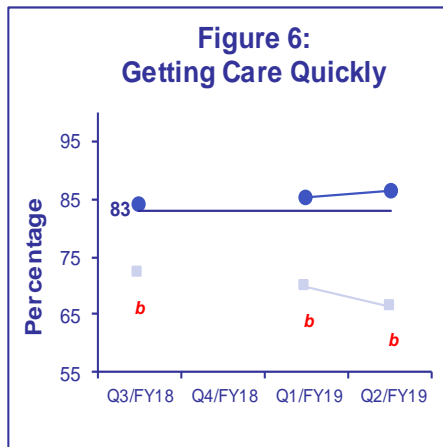


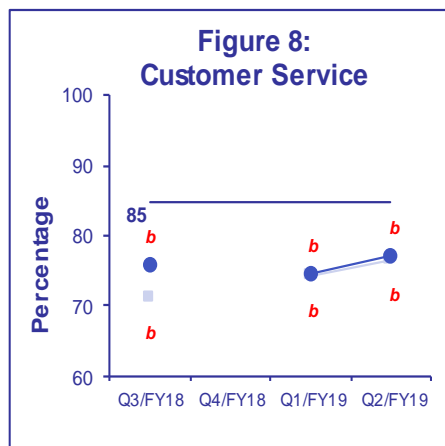
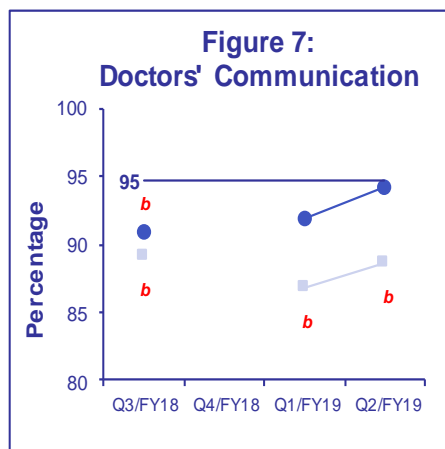
Figure 8 shows “Customer service” scores, which concern patients’ ability to get information about their health plan.

“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 2018	Qtr 4 FY 2018	Qtr 1 FY 2019	Qtr 2 FY 2019	Healthy People 2020 Goal
<b>Mammography (women &gt;= 40)</b>					
Direct Care	86 <sup>a</sup>	-	82	84 (1,212)	81
Purchased Care	87 <sup>a</sup>	-	78	84 (281)	
<b>Pap Smear (women &gt;= 18)</b>					
Direct Care	77 <sup>b</sup>	-	82 <sup>b</sup>	78 <sup>b</sup> (2,285)	93
Purchased Care	82 <sup>b</sup>	-	79 <sup>b</sup>	77 <sup>b</sup> (481)	
<b>Hypertension Screen (adults)</b>					
Direct Care	89 <sup>b</sup>	-	90 <sup>b</sup>	89 <sup>b</sup> (5,709)	95
Purchased Care	92	-	96	93 (745)	
<b>Prenatal Care (in 1st trimester)</b>					
Direct Care	90 <sup>a</sup>	-	84	86 <sup>a</sup> (197)	78
Purchased Care	-	-	-	96 <sup>a</sup> (55)	
<b>Percent Not Obese (adults)</b>					
Direct Care	78 <sup>a</sup>	-	79 <sup>a</sup>	78 <sup>a</sup> (5,326)	69
Purchased Care	66	-	71	68 (690)	
<b>Non-Smokers (adults)</b>					
Direct Care	93 <sup>a</sup>	-	92 <sup>a</sup>	92 <sup>a</sup> (5,503)	88
Purchased Care	91	-	95 <sup>a</sup>	96 <sup>a</sup> (721)	
<b>Counseled to Quit (adults)</b>					
Direct Care	80	-	82	81 (630)	-
Purchased Care	85	-	-	82 (45)	

<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
Q3/FY18	60 <sup>b</sup>	74
Q4/FY18	-	-
Q1/FY19	57 <sup>b</sup>	70
Q2/FY19	57 <sup>b</sup>	77

**Figure 2: Health Plan Rating**

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	56	56
Q3/FY18	63 <sup>a</sup>	69 <sup>a</sup>
Q4/FY18	-	-
Q1/FY19	61 <sup>a</sup>	66 <sup>a</sup>
Q2/FY19	62 <sup>a</sup>	67 <sup>a</sup>

**Figure 3: Personal Provider Rating**

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	82	82
Q3/FY18	71 <sup>b</sup>	78
Q4/FY18	-	-
Q1/FY19	67 <sup>b</sup>	76
Q2/FY19	71 <sup>b</sup>	83

**Figure 4: Specialist Rating**

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	81	81
Q3/FY18	74 <sup>b</sup>	80
Q4/FY18	-	-
Q1/FY19	72 <sup>b</sup>	74 <sup>b</sup>
Q2/FY19	77 <sup>b</sup>	84

**Figure 5: Getting Needed Care**

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q3/FY18	85	69 <sup>b</sup>	80 <sup>b</sup>
Q4/FY18	85	-	-
Q1/FY19	85	68 <sup>b</sup>	77 <sup>b</sup>
Q2/FY19	85	68 <sup>b</sup>	84

**Figure 6: Getting Care Quickly**

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q3/FY18	83	72 <sup>b</sup>	84
Q4/FY18	83	-	-
Q1/FY19	83	70 <sup>b</sup>	85
Q2/FY19	83	66 <sup>b</sup>	86

**Figure 7: Doctors Communication**

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q3/FY18	95	89 <sup>b</sup>	91 <sup>b</sup>
Q4/FY18	95	-	-
Q1/FY19	95	87 <sup>b</sup>	92
Q2/FY19	95	89 <sup>b</sup>	94

**Figure 8: Customer Service**

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q3/FY18	85	71 <sup>b</sup>	76 <sup>b</sup>
Q4/FY18	85	-	-
Q1/FY19	85	74 <sup>b</sup>	75 <sup>b</sup>
Q2/FY19	85	76 <sup>b</sup>	77 <sup>b</sup>

**Figure 9: Claims Processing**

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q3/FY18	86	83 <sup>b</sup>	86
Q4/FY18	86	-	-
Q1/FY19	86	75 <sup>b</sup>	81
Q2/FY19	86	82 <sup>b</sup>	83

## 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	86 <sup>a</sup>	-	82	84 (1212)	81
Mammography (women >= 40): Purchased Care	87 <sup>a</sup>	-	78	84 (281)	81
Pap Smear (women >= 18): Direct Care	77 <sup>b</sup>	-	82 <sup>b</sup>	78 <sup>b</sup> (2285)	93
Pap Smear (women >= 18): Purchased Care	82 <sup>b</sup>	-	79 <sup>b</sup>	77 <sup>b</sup> (481)	93
Hypertension Screen (adults): Direct Care	89 <sup>b</sup>	-	90 <sup>b</sup>	89 <sup>b</sup> (5709)	95
Hypertension Screen (adults): Purchased Care	92	-	96	93 (745)	95
Prenatal Care (in 1st trimester): Direct Care	90 <sup>a</sup>	-	84	86 <sup>a</sup> (197)	78
Prenatal Care (in 1st trimester): Purchased Care	-	-	-	96 <sup>a</sup> (55)	78
Percent Not Obese (adults): Direct Care	78 <sup>a</sup>	-	79 <sup>a</sup>	78 <sup>a</sup> (5326)	69
Percent Not Obese (adults): Purchased Care	66	-	71	68 (690)	69
Non-Smokers (adults): Direct Care	93 <sup>a</sup>	-	92 <sup>a</sup>	92 <sup>a</sup> (5503)	88
Non-Smokers (adults): Purchased Care	91	-	95 <sup>a</sup>	96 <sup>a</sup> (721)	88
Counseled to Quit (adults): Direct Care	80	-	82	81 (630)	-
Counseled to Quit (adults): Purchased Care	85	-	-	82 (45)	-

*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.*