# Prime Enrollees Consumer Watch
## Army◆Quarter 3 FY 2019
### DEFENSE HEALTH COST ASSESSMENT & PROGRAM EVALUATION

## 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 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.

## Results

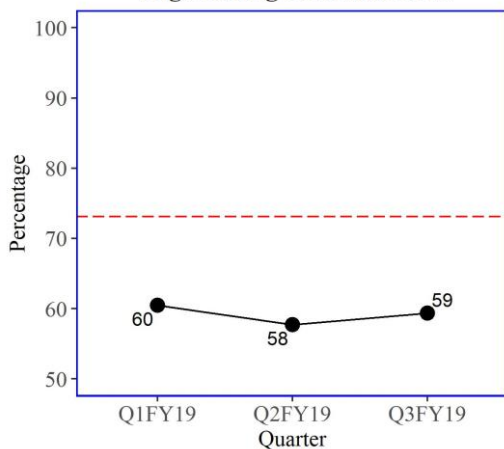Source: Health Care Survey of DoD Beneficiaries          Response Rate: 7.7%          Sample Size: 18,854

## 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 third quarter of fiscal year 2019, describing the period April 2018 to March 2019, and each of the 2 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.

### How to read the charts:

| | |
|---|---|
| ● 61 | Percentage of respondents who rated 8 out of 10 or higher |
| ---- | Benchmark |
| ● | Value differs significantly from benchmark |
| ○ | Value does not significantly differ from benchmark |

## 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.
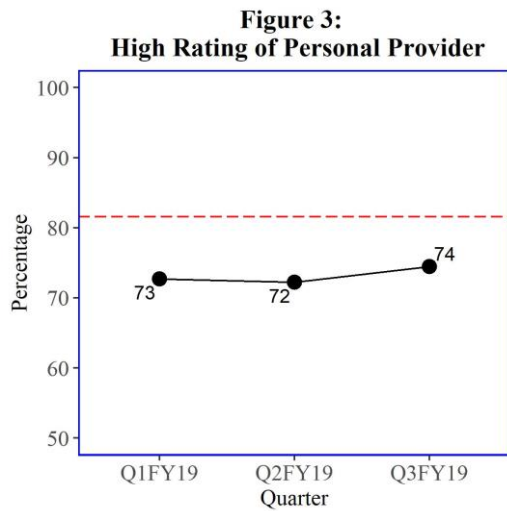


**Figure 1:**
**High Rating of Health Care**



**Figure 2:**
**High Rating of Health Plan**
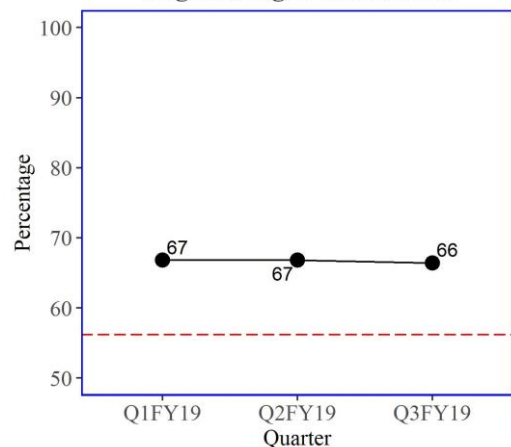
## Personal Provider

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.

**Figure 3:**
**High Rating of Personal Provider**

## 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 4:**
**High Rating of Specialty Care**
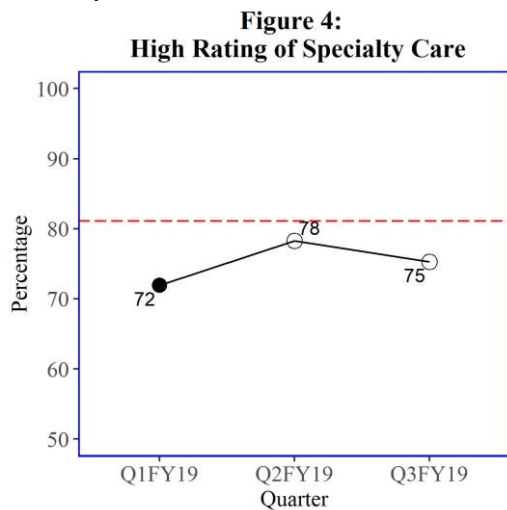
## Health Care Topics

Health Care Topics scores average together results for related questions. Each score is the percentage who "usually" or "always" got treatment they wanted or had "no problem" getting a desired service.

Figure 5 (Access Composites) includes the composites "Getting needed care" and "Getting care quickly." Scores in "Getting needed care" are based on getting referral to a specialist and getting needed treatments. "Getting care quickly" scores concern how long patients wait for an appointment or urgent care.

**Figure 5:**
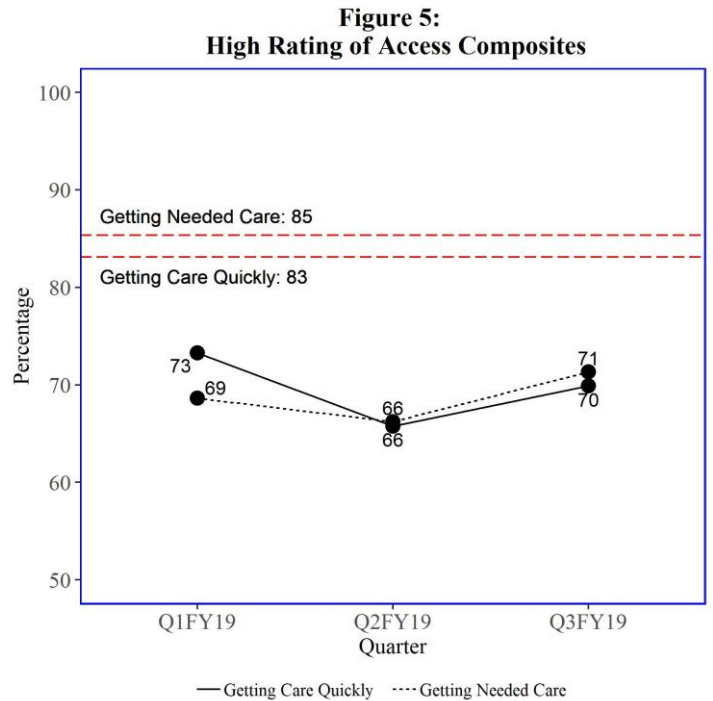**High Rating of Access Composites**

Figure 6 (Doctor's Communication) includes the composite for "How well doctors communicate." Scores in "How well doctors communicate" are based on whether the personal doctor spends enough time with patients, treats them respectfully and answers their questions.
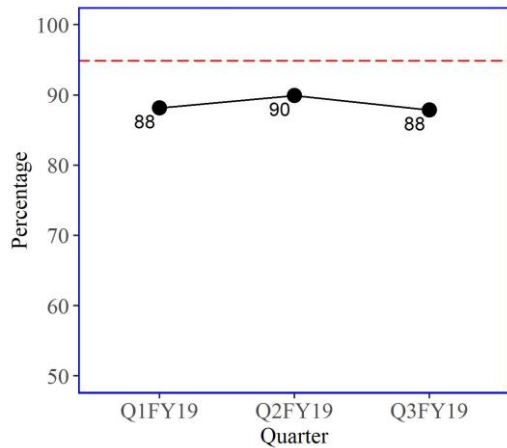
**Figure 6:**
**High Rating of Doctor Communication**



Figure 7 (Claims/Service Composites) includes composite scores for "Customer service" and "Claims processing." Scores in the "Customer service" composite concern patients' ability to get courteous service and information about their health plan. "Claims processing" scores are based on both the timeliness and correctness of plan's claims handling.

**Figure 7:**
**High Rating of Claims and Service Composites**
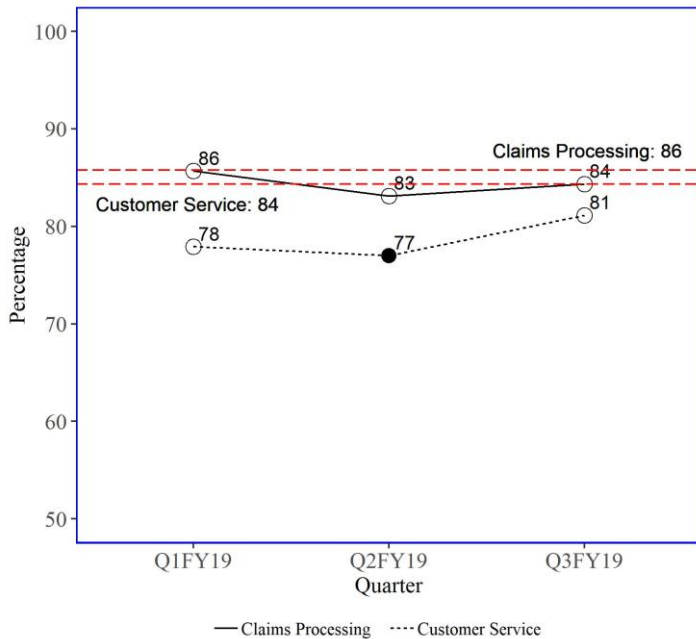


## Preventive Care

The preventive care table compares Prime enrollees' rates for diagnostic screening tests and smoking cessation with goals from Healthy People 2020, a government initiative to improve Americans' health by preventing illness.

The mammography rate shown is the proportion of women 40 or above with a mammogram in the past two years. Pap smear is the proportion of adult women screened for cervical cancer in the past three years.

Hypertension is the proportion of adults whose blood pressure was checked in the past two years and who know whether their pressure is too high. Prenatal care is the proportion of women pregnant now or in the past 12 months who received prenatal care in their first trimester. Percent not obese is the proportion with a body mass index below 30. The non-smoking rate is the proportion of adults who currently do not smoke. Counseled to quit is the number of smokers or tobacco users whose doctor told them to quit, over the number of smokers and tobacco users with an office visit in the past 12 months.

**Table 1: Preventive Care**

| Type of Care | Q1FY19 | Q2FY19 | Q3FY19 | Healthy People 2020 Goal |
|---|---|---|---|---|
| Mammography | 72 | 83 | 81 | 81 |
| Pap Smear | 80[b] | 77[b] | 68[b] | 93 |
| Hypertension | 93 | 89[b] | 85[b] | 95 |
| Prenatal Care (in 1st trimester) | 79 | 83 | 95[a] | 78 |
| Percent Not Obese | 76[a] | 76[a] | 77[a] | 69 |
| Non-Smokers (adults) | 93[a] | 91[a] | 93[a] | 88 |
| Counseled To Quit (adults) | 76 | 80 | 80 | 76 |

[a] significantly exceed the Healthy People 2020 goal (p < .05).

[b] significantly fall short of the Healthy People 2020 goal (p < .05).

## Figure 1: Health Care Rating

| Group | Score | Significance |
|---|---|---|
| Benchmark Q3FY19 | 73 | |
| Prime Enrollees Q3FY19 | 59 | Significantly lower than benchmark (p < .05) |
| Prime Enrollees Q2FY19 | 58 | Significantly lower than benchmark (p < .05) |
| Prime Enrollees Q1FY19 | 60 | Significantly lower than benchmark (p < .05) |

## Figure 2: Health Plan Rating

| Group | Score | Significance |
|---|---|---|
| Benchmark Q3FY19 | 56 | |
| Prime Enrollees Q3FY19 | 66 | Significantly higher than benchmark (p < .05) |
| Prime Enrollees Q2FY19 | 67 | Significantly higher than benchmark (p < .05) |
| Prime Enrollees Q1FY19 | 67 | Significantly higher than benchmark (p < .05) |

## Figure 3: Personal Provider Rating

| Group | Score | Significance |
|---|---|---|
| Benchmark Q3FY19 | 82 | |
| Prime Enrollees Q3FY19 | 74 | Significantly lower than benchmark (p < .05) |
| Prime Enrollees Q2FY19 | 72 | Significantly lower than benchmark (p < .05) |
| Prime Enrollees Q1FY19 | 73 | Significantly lower than benchmark (p < .05) |

## Figure 4: Specialist Rating

| Group | Score | Significance |
|---|---|---|
| Benchmark Q3FY19 | 81 | |
| Prime Enrollees Q3FY19 | 75 | Value is not significantly different than benchmark |
| Prime Enrollees Q2FY19 | 78 | Value is not significantly different than benchmark |
| Prime Enrollees Q1FY19 | 72 | Significantly lower than benchmark (p < .05) |

### Figure 5: Access Composites

| Composite | Group | Score | Significance |
|---|---|---|---|
| Getting Needed Care | Benchmark Q3FY19 | 85 | |
| Getting Needed Care | Prime Enrollees Q3FY19 | 71 | Significantly lower than benchmark (p < .05) |
| Getting Needed Care | Prime Enrollees Q2FY19 | 66 | Significantly lower than benchmark (p < .05) |
| Getting Needed Care | Prime Enrollees Q1FY19 | 69 | Significantly lower than benchmark (p < .05) |
| Getting Care Quickly | Benchmark Q3FY19 | 83 | |
| Getting Care Quickly | Prime Enrollees Q3FY19 | 70 | Significantly lower than benchmark (p < .05) |
| Getting Care Quickly | Prime Enrollees Q2FY19 | 66 | Significantly lower than benchmark (p < .05) |
| Getting Care Quickly | Prime Enrollees Q1FY19 | 73 | Significantly lower than benchmark (p < .05) |

### Figure 6: Doctor Communication

| Group | Score | Significance |
|---|---|---|
| Benchmark Q3FY19 | 95 | |
| Prime Enrollees Q3FY19 | 88 | Significantly lower than benchmark (p < .05) |
| Prime Enrollees Q2FY19 | 90 | Significantly lower than benchmark (p < .05) |
| Prime Enrollees Q1FY19 | 88 | Significantly lower than benchmark (p < .05) |

### Figure 7: Claims/Service Composites

| Composite | Group | Score | Significance |
|---|---|---|---|
| Customer Service | Benchmark Q3FY19 | 84 | |
| Customer Service | Prime Enrollees Q3FY19 | 81 | Value is not significantly different than benchmark |
| Customer Service | Prime Enrollees Q2FY19 | 77 | Significantly lower than benchmark (p < .05) |
| Customer Service | Prime Enrollees Q1FY19 | 78 | Value is not significantly different than benchmark |
| Claims Processing | Benchmark Q3FY19 | 86 | |
| Claims Processing | Prime Enrollees Q3FY19 | 84 | Value is not significantly different than benchmark |
| Claims Processing | Prime Enrollees Q2FY19 | 83 | Value is not significantly different than benchmark |
| Claims Processing | Prime Enrollees Q1FY19 | 86 | Value is not significantly different than benchmark |

## Figure 8: Preventive Care

| Benefit | Group | Score | Significance |
|---|---|---|---|
| Mammography | Benchmark Q3FY19 | 81 | |
| Mammography | Prime Enrollees Q3FY19 | 81 | Value is not significantly different than benchmark |
| Mammography | Prime Enrollees Q2FY19 | 83 | Value is not significantly different than benchmark |
| Mammography | Prime Enrollees Q1FY19 | 72 | Value is not significantly different than benchmark |
| Pap Smear | Benchmark Q3FY19 | 93 | |
| Pap Smear | Prime Enrollees Q3FY19 | 68 | Significantly lower than benchmark (p < .05) |
| Pap Smear | Prime Enrollees Q2FY19 | 77 | Significantly lower than benchmark (p < .05) |
| Pap Smear | Prime Enrollees Q1FY19 | 80 | Significantly lower than benchmark (p < .05) |
| Hypertension | Benchmark Q3FY19 | 95 | |
| Hypertension | Prime Enrollees Q3FY19 | 85 | Significantly lower than benchmark (p < .05) |
| Hypertension | Prime Enrollees Q2FY19 | 89 | Significantly lower than benchmark (p < .05) |
| Hypertension | Prime Enrollees Q1FY19 | 93 | Value is not significantly different than benchmark |
| Prenatal Care (in 1st trimester) | Benchmark Q3FY19 | 78 | |
| Prenatal Care (in 1st trimester) | Prime Enrollees Q3FY19 | 95 | Significantly higher than benchmark (p < .05) |
| Prenatal Care (in 1st trimester) | Prime Enrollees Q2FY19 | 83 | Value is not significantly different than benchmark |
| Prenatal Care (in 1st trimester) | Prime Enrollees Q1FY19 | 79 | Value is not significantly different than benchmark |
| Percent Not Obese | Benchmark Q3FY19 | 69 | |
| Percent Not Obese | Prime Enrollees Q3FY19 | 77 | Significantly higher than benchmark (p < .05) |
| Percent Not Obese | Prime Enrollees Q2FY19 | 76 | Significantly higher than benchmark (p < .05) |
| Percent Not Obese | Prime Enrollees Q1FY19 | 76 | Significantly higher than benchmark (p < .05) |
| Non-Smokers (adults) | Benchmark Q3FY19 | 88 | |
| Non-Smokers (adults) | Prime Enrollees Q3FY19 | 93 | Significantly higher than benchmark (p < .05) |
| Non-Smokers (adults) | Prime Enrollees Q2FY19 | 91 | Significantly higher than benchmark (p < .05) |
| Non-Smokers (adults) | Prime Enrollees Q1FY19 | 93 | Significantly higher than benchmark (p < .05) |
| Counseled To Quit (adults) | Benchmark Q3FY19 | 76 | |
| Counseled To Quit (adults) | Prime Enrollees Q3FY19 | 80 | Value is not significantly different than benchmark |
| Counseled To Quit (adults) | Prime Enrollees Q2FY19 | 80 | Value is not significantly different than benchmark |
| Counseled To Quit (adults) | Prime Enrollees Q1FY19 | 76 | Value is not significantly different than benchmark |