

# TRICARE Users Consumer Watch

## West♦Quarter 3 FY 2019

DEFENSE HEALTH COST ASSESSMENT & PROGRAM EVALUATION

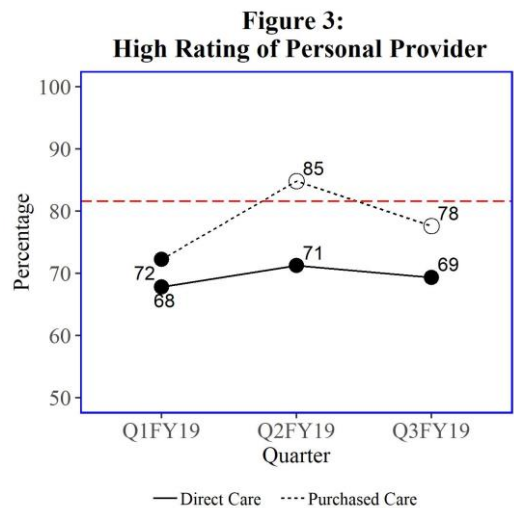
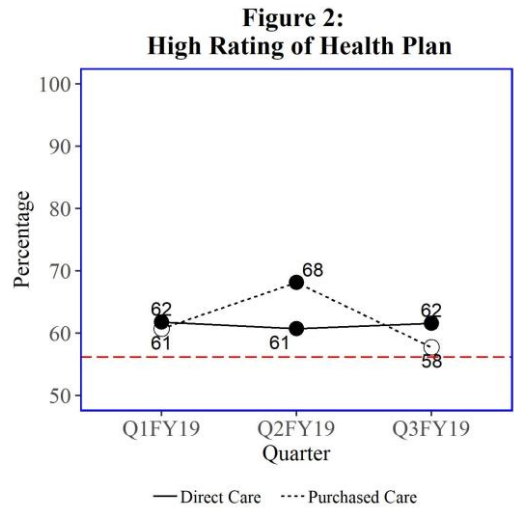
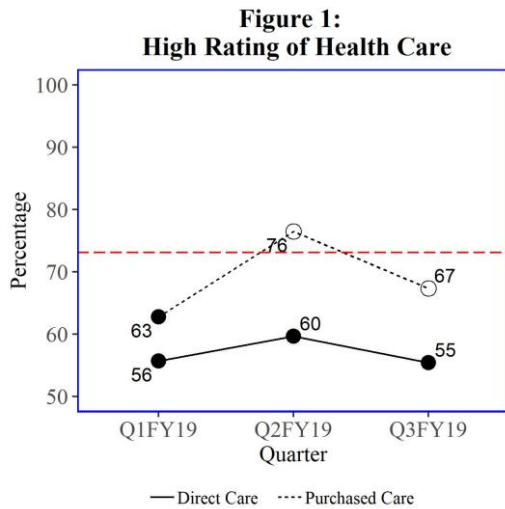
### Inside Consumer Watch

TRICARE Consumer Watch is a brief summary of what TRICARE users in the West 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. Benchmark data, from the National Committee for Quality Assurance (NCQA) for 2019, are used in calculating benchmarks.

## Results

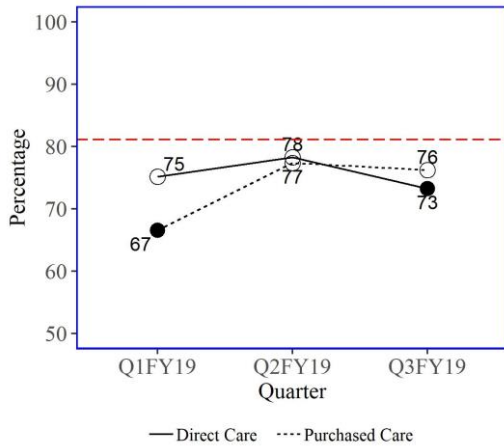
Source: Health Care Survey of DoD Beneficiaries

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.

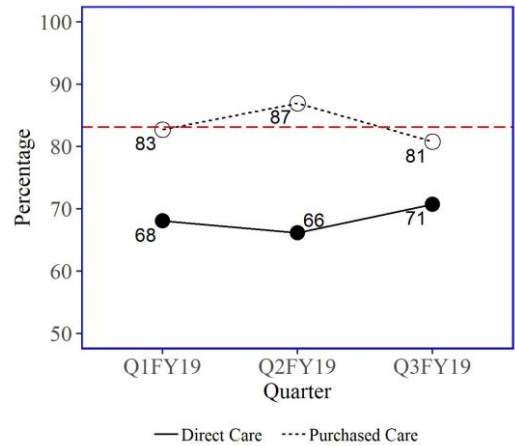


How to read the charts:	
● 61	Percentage of respondents who rated 8 out of 10 or higher
---	Benchmark
●	Value differs significantly from benchmark
○	Value does not significantly differ from benchmark

**Figure 4:  
High Rating of Specialty Care**



**Figure 6:  
High Rating of Getting Care Quickly**



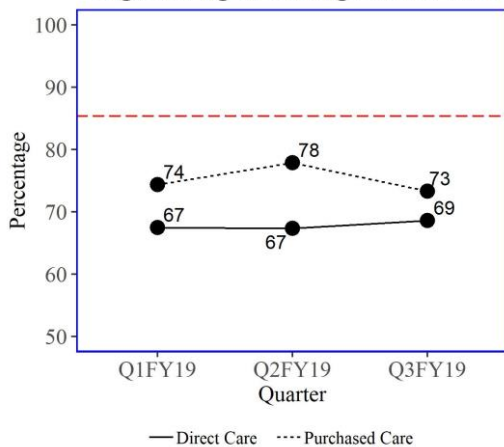
**Health Care Topics**

Health Care Topics scores average together results for related questions.

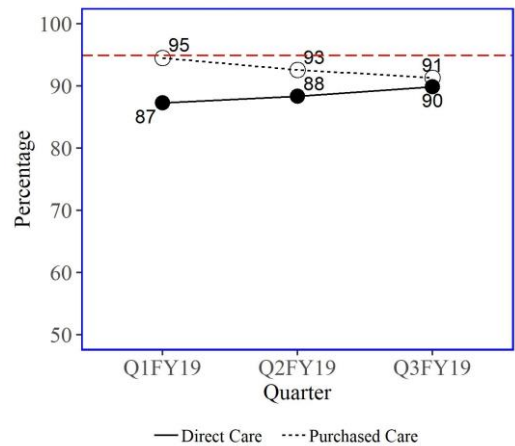
Each score is the percentage who “usually” or “always” got treatment they wanted. Asterisks show values significantly different from the benchmark ( $p < .05$ ).

Figure 5 presents the composite “Getting needed care”. Scores are based on patients’ problems getting referrals and approvals and getting needed treatment.

**Figure 5:  
High Rating of Getting Needed Care**



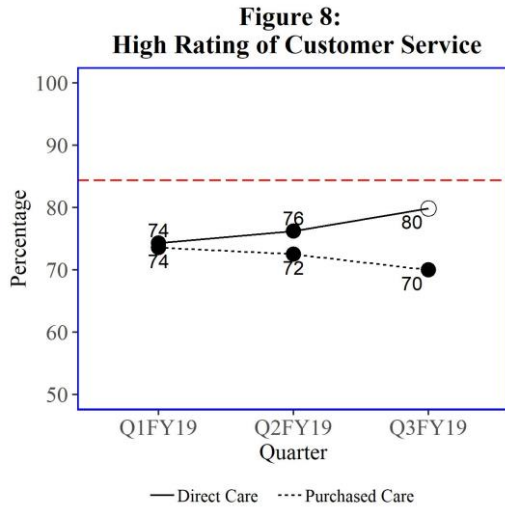
**Figure 7:  
High Rating of Doctor Communication**



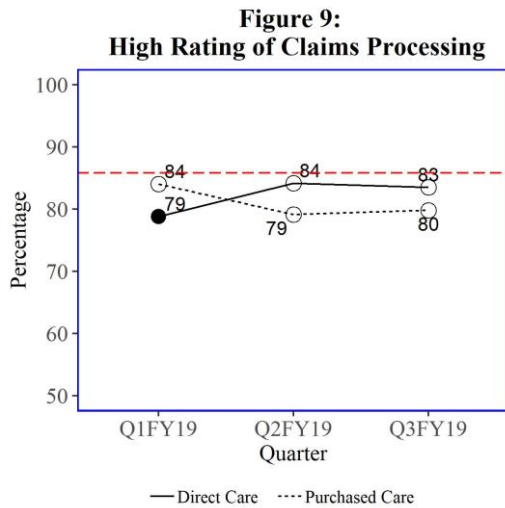
Scores in Figure 7, “Doctor communication” are based on whether the doctor spends enough time with patients, treats them respectfully and answers their questions.

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

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



“Claims processing” scores in Figure 9 are based on the timeliness and correctness of plan’s claims handling.



government initiative to improve Americans’ health by preventing illness.

**Table 1: Preventive Care**

Type of Care	Major Group	Q1FY19	Q2FY19	Q3FY19	Healthy People 2020 Goal
Mammography	Direct Care	75 (439)	88 <sup>a</sup> (488)	82 (426)	81
	Purchased Care	84 (131)	84 (140)	77 (143)	81
Pap Smear	Direct Care	78 <sup>b</sup> (819)	80 <sup>b</sup> (909)	75 <sup>b</sup> (805)	93
	Purchased Care	81 <sup>b</sup> (276)	76 <sup>b</sup> (247)	77 <sup>b</sup> (294)	93
Hypertension	Direct Care	88 <sup>b</sup> (1819)	87 <sup>b</sup> (2255)	87 <sup>b</sup> (1811)	95
	Purchased Care	95 (399)	94 (373)	96 (424)	95
Prenatal Care (in 1st trimester)	Direct Care	73 (75)	86 (83)	99 <sup>a</sup> (56)	78
	Purchased Care	--	97 <sup>a</sup> (30)	96 <sup>a</sup> (40)	78
Percent Not Obese	Direct Care	80 <sup>a</sup> (1700)	80 <sup>a</sup> (2114)	79 <sup>a</sup> (1681)	69
	Purchased Care	73 (368)	69 (348)	71 (397)	69
Non-Smokers (adults)	Direct Care	93 <sup>a</sup> (1754)	93 <sup>a</sup> (2171)	92 <sup>a</sup> (1747)	88
	Purchased Care	96 <sup>a</sup> (393)	97 <sup>a</sup> (361)	96 <sup>a</sup> (411)	88
Counseled To Quit (adults)	Direct Care	83 (193)	80 (273)	60 (185)	76
	Purchased Care	--	--	--	--

**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

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

<sup>b</sup> significantly fall short of the Healthy People 2020 goal (p < .05).

**Figure 1: Health Care Rating**

Group	Score	Significance
Benchmark Q3FY19	73	
Direct Care Q1FY19	56	Significantly lower than benchmark (p < .05)
Direct Care Q2FY19	60	Significantly lower than benchmark (p < .05)
Direct Care Q3FY19	55	Significantly lower than benchmark (p < .05)
Purchased Care Q1FY19	63	Significantly lower than benchmark (p < .05)
Purchased Care Q2FY19	76	Value is not significantly different than benchmark
Purchased Care Q3FY19	67	Value is not significantly different than benchmark

**Figure 2: Health Plan Rating**

Group	Score	Significance
Benchmark Q3FY19	56	
Direct Care Q1FY19	62	Significantly higher than benchmark (p < .05)
Direct Care Q2FY19	61	Significantly higher than benchmark (p < .05)
Direct Care Q3FY19	62	Significantly higher than benchmark (p < .05)
Purchased Care Q1FY19	61	Value is not significantly different than benchmark
Purchased Care Q2FY19	68	Significantly higher than benchmark (p < .05)
Purchased Care Q3FY19	58	Value is not significantly different than benchmark

**Figure 3: Personal Provider Rating**

Group	Score	Significance
Benchmark Q3FY19	82	
Direct Care Q1FY19	68	Significantly lower than benchmark (p < .05)
Direct Care Q2FY19	71	Significantly lower than benchmark (p < .05)
Direct Care Q3FY19	69	Significantly lower than benchmark (p < .05)
Purchased Care Q1FY19	72	Significantly lower than benchmark (p < .05)
Purchased Care Q2FY19	85	Value is not significantly different than benchmark
Purchased Care Q3FY19	78	Value is not significantly different than benchmark

Figure 4: Specialist Rating

Group	Score	Significance
Benchmark Q3FY19	81	
Direct Care Q1FY19	75	Value is not significantly different than benchmark
Direct Care Q2FY19	78	Value is not significantly different than benchmark
Direct Care Q3FY19	73	Significantly lower than benchmark (p < .05)
Purchased Care Q1FY19	67	Significantly lower than benchmark (p < .05)
Purchased Care Q2FY19	77	Value is not significantly different than benchmark
Purchased Care Q3FY19	76	Value is not significantly different than benchmark

Figure 5: Needed Care

Group	Score	Significance
Benchmark Q3FY19	85	
Direct Care Q1FY19	67	Significantly lower than benchmark (p < .05)
Direct Care Q2FY19	67	Significantly lower than benchmark (p < .05)
Direct Care Q3FY19	69	Significantly lower than benchmark (p < .05)
Purchased Care Q1FY19	74	Significantly lower than benchmark (p < .05)
Purchased Care Q2FY19	78	Significantly lower than benchmark (p < .05)
Purchased Care Q3FY19	73	Significantly lower than benchmark (p < .05)

Figure 6: Getting Care Quickly

Group	Score	Significance
Benchmark Q3FY19	83	
Direct Care Q1FY19	68	Significantly lower than benchmark (p < .05)
Direct Care Q2FY19	66	Significantly lower than benchmark (p < .05)
Direct Care Q3FY19	71	Significantly lower than benchmark (p < .05)
Purchased Care Q1FY19	83	Value is not significantly different than benchmark
Purchased Care Q2FY19	87	Value is not significantly different than benchmark
Purchased Care Q3FY19	81	Value is not significantly different than benchmark

Figure 7: Doctor's Communication

Group	Score	Significance
Benchmark Q3FY19	95	
Direct Care Q1FY19	87	Significantly lower than benchmark (p < .05)
Direct Care Q2FY19	88	Significantly lower than benchmark (p < .05)
Direct Care Q3FY19	90	Significantly lower than benchmark (p < .05)
Purchased Care Q1FY19	95	Value is not significantly different than benchmark
Purchased Care Q2FY19	93	Value is not significantly different than benchmark
Purchased Care Q3FY19	91	Value is not significantly different than benchmark

Figure 8: Customer Service

Group	Score	Significance
Benchmark Q3FY19	84	
Direct Care Q1FY19	74	Significantly lower than benchmark (p < .05)
Direct Care Q2FY19	76	Significantly lower than benchmark (p < .05)
Direct Care Q3FY19	80	Value is not significantly different than benchmark
Purchased Care Q1FY19	74	Significantly lower than benchmark (p < .05)
Purchased Care Q2FY19	72	Significantly lower than benchmark (p < .05)
Purchased Care Q3FY19	70	Significantly lower than benchmark (p < .05)

Figure 9: Claims Processing

Group	Score	Significance
Benchmark Q3FY19	86	
Direct Care Q1FY19	79	Significantly lower than benchmark (p < .05)
Direct Care Q2FY19	84	Value is not significantly different than benchmark
Direct Care Q3FY19	83	Value is not significantly different than benchmark
Purchased Care Q1FY19	84	Value is not significantly different than benchmark
Purchased Care Q2FY19	79	Value is not significantly different than benchmark
Purchased Care Q3FY19	80	Value is not significantly different than benchmark

Figure 10: Preventive Care

Benefit	Group	Score	Obs	Significance
Mammography	Benchmark Q3FY19	81		
Mammography	Direct Care Q1FY19	75	439	Value is not significantly different than benchmark
Mammography	Direct Care Q2FY19	88	488	Significantly higher than benchmark ( $p < .05$ )
Mammography	Direct Care Q3FY19	82	426	Value is not significantly different than benchmark
Mammography	Purchased Care Q1FY19	84	131	Value is not significantly different than benchmark
Mammography	Purchased Care Q2FY19	84	140	Value is not significantly different than benchmark
Mammography	Purchased Care Q3FY19	77	143	Value is not significantly different than benchmark
Pap Smear	Benchmark Q3FY19	93		
Pap Smear	Direct Care Q1FY19	78	819	Significantly lower than benchmark ( $p < .05$ )
Pap Smear	Direct Care Q2FY19	80	909	Significantly lower than benchmark ( $p < .05$ )
Pap Smear	Direct Care Q3FY19	75	805	Significantly lower than benchmark ( $p < .05$ )
Pap Smear	Purchased Care Q1FY19	81	276	Significantly lower than benchmark ( $p < .05$ )
Pap Smear	Purchased Care Q2FY19	76	247	Significantly lower than benchmark ( $p < .05$ )
Pap Smear	Purchased Care Q3FY19	77	294	Significantly lower than benchmark ( $p < .05$ )
Hypertension	Benchmark Q3FY19	95		
Hypertension	Direct Care Q1FY19	88	1819	Significantly lower than benchmark ( $p < .05$ )
Hypertension	Direct Care Q2FY19	87	2255	Significantly lower than benchmark ( $p < .05$ )
Hypertension	Direct Care Q3FY19	87	1811	Significantly lower than benchmark ( $p < .05$ )
Hypertension	Purchased Care Q1FY19	95	399	Value is not significantly different than benchmark
Hypertension	Purchased Care Q2FY19	94	373	Value is not significantly different than benchmark
Hypertension	Purchased Care Q3FY19	96	424	Value is not significantly different than benchmark
Prenatal Care (in 1st trimester)	Benchmark Q3FY19	78		
Prenatal Care (in 1st trimester)	Direct Care Q1FY19	73	75	Value is not significantly different than benchmark
Prenatal Care (in 1st trimester)	Direct Care Q2FY19	86	83	Value is not significantly different than benchmark
Prenatal Care (in 1st trimester)	Direct Care Q3FY19	99	56	Significantly higher than benchmark ( $p < .05$ )
Prenatal Care (in 1st trimester)	Purchased Care Q1FY19			
Prenatal Care (in 1st trimester)	Purchased Care Q2FY19	97	30	Significantly higher than benchmark ( $p < .05$ )
Prenatal Care (in 1st trimester)	Purchased Care Q3FY19	96	40	Significantly higher than benchmark ( $p < .05$ )
Percent Not Obese	Benchmark Q3FY19	69		

Benefit	Group	Score	Obs	Significance
Percent Not Obese	Direct Care Q1FY19	80	1700	Significantly higher than benchmark (p < .05)
Percent Not Obese	Direct Care Q2FY19	80	2114	Significantly higher than benchmark (p < .05)
Percent Not Obese	Direct Care Q3FY19	79	1681	Significantly higher than benchmark (p < .05)
Percent Not Obese	Purchased Care Q1FY19	73	368	Value is not significantly different than benchmark
Percent Not Obese	Purchased Care Q2FY19	69	348	Value is not significantly different than benchmark
Percent Not Obese	Purchased Care Q3FY19	71	397	Value is not significantly different than benchmark
Non-Smokers (adults)	Benchmark Q3FY19	88		
Non-Smokers (adults)	Direct Care Q1FY19	93	1754	Significantly higher than benchmark (p < .05)
Non-Smokers (adults)	Direct Care Q2FY19	93	2171	Significantly higher than benchmark (p < .05)
Non-Smokers (adults)	Direct Care Q3FY19	92	1747	Significantly higher than benchmark (p < .05)
Non-Smokers (adults)	Purchased Care Q1FY19	96	393	Significantly higher than benchmark (p < .05)
Non-Smokers (adults)	Purchased Care Q2FY19	97	361	Significantly higher than benchmark (p < .05)
Non-Smokers (adults)	Purchased Care Q3FY19	96	411	Significantly higher than benchmark (p < .05)
Counseled To Quit (adults)	Benchmark Q3FY19	76		
Counseled To Quit (adults)	Direct Care Q1FY19	83	193	Value is not significantly different than benchmark
Counseled To Quit (adults)	Direct Care Q2FY19	80	273	Value is not significantly different than benchmark
Counseled To Quit (adults)	Direct Care Q3FY19	60	185	Value is not significantly different than benchmark
Counseled To Quit (adults)	Purchased Care Q1FY19			
Counseled To Quit (adults)	Purchased Care Q2FY19			
Counseled To Quit (adults)	Purchased Care Q3FY19			