

Prime Enrollees Consumer Watch

WEST ♦ Quarter 1 FY 2020

DIRECTORATE OF STRATEGY, PLANNING AND FUNCTIONAL INTEGRATION (J-5)

Inside Consumer Watch

TRICARE Consumer Watch shows what TRICARE Prime enrollees in your region say about their healthcare in the Health Care Survey of DoD Beneficiaries (HCSDB). Every quarter, a representative sample of adult 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. This publication reports results for beneficiaries under age 65 and compares responses for beneficiaries with a military primary care manager (PCM) (direct care) to those with a TRICARE-authorized civilian provider (purchased care). These results are compared to civilian benchmarks which are adjusted for age and health status to match the population of TRICARE beneficiaries.

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 comes from the National Committee for Quality Assurance (NCQA) for 2018 as well as the U.S. Department of Health and Human Services Healthy People 2020 (HP2020) goals.

Results

Source: Health Care Survey of DoD Beneficiaries

This section displays a series of charts showing percentages of beneficiaries who rated a certain aspect of their care highly in the surveys fielded in the first quarter of fiscal year 2020, describing the period November 2018 to December 2019, and each of the 2 previous quarters. These ratings are compared to the civilian benchmark indicated with a horizontal line, Percentages that differ significantly from the benchmark are indicated with filled points and percentages that do not differ significantly from the benchmark are indicated with open points.

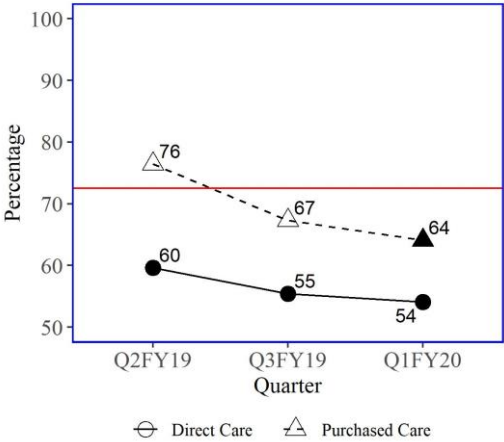
The same information displayed in figures 1-9 is given in tabular form in the corresponding figures in the appendix.

How to read the charts:	
● 61	Percentage of respondents who rated 8 out of 10 or higher
---●---	Scores for Prime Enrollees (line with point)
-----	Benchmark (line without point)
●	Value differs significantly from benchmark
○	Value does not significantly differ from benchmark

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 of direct care users and purchased care users who rated their healthcare 8 or above for each reporting period. 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.

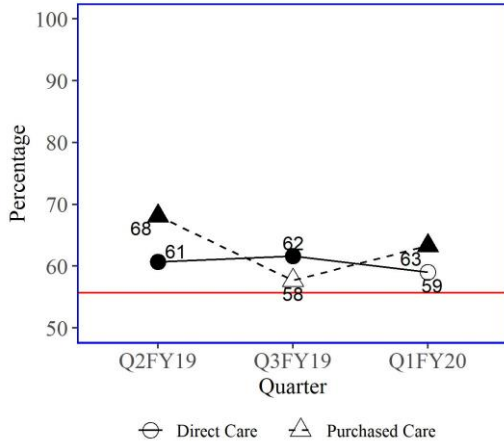
Figure 1: High Rating of Health Care



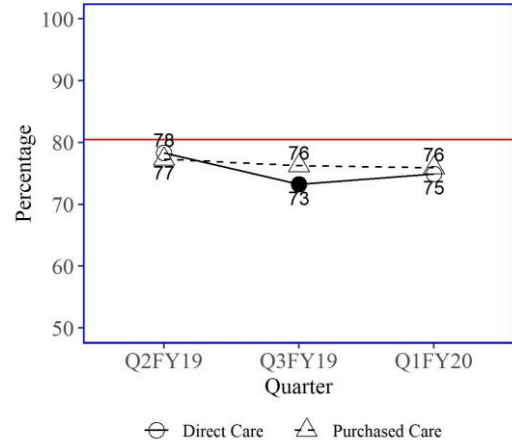
Health Plan

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 of direct care users and purchased care users 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 2:
High Rating of Health Plan**



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

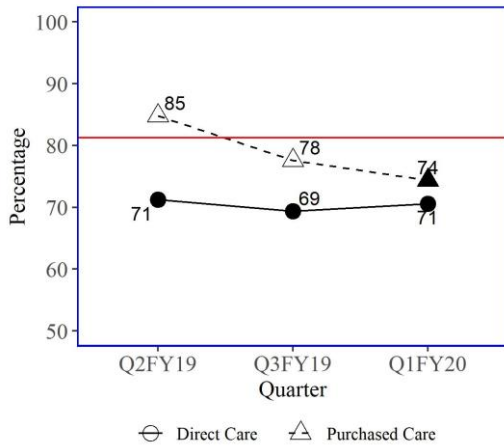


Personal Provider

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 of direct care users and purchased care users 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 direct care users and purchased care users 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.

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 (Getting Needed Care) includes getting referrals to a specialist and getting needed treatments.

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

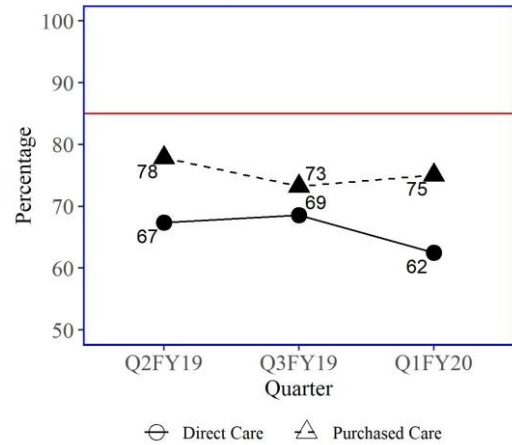


Figure 6 (Getting Care Quickly) concerns how long patients wait for an appointment or urgent care.

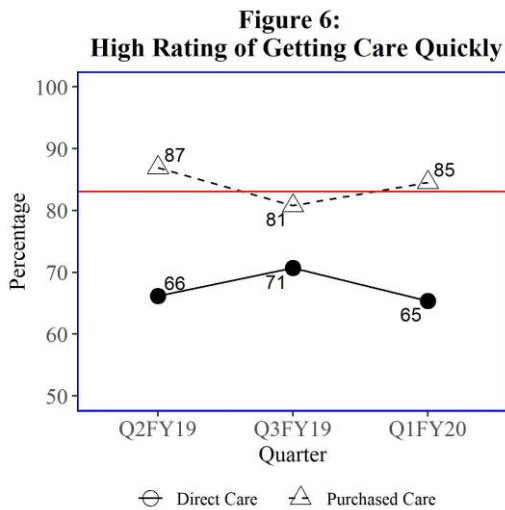


Figure 7 (Doctor’s Communication) includes the composite for “How well doctors communicate.” Scores in “How well doctors communicate” are based on whether the personal doctor spends enough time with patients, treats them respectfully and answers their questions.

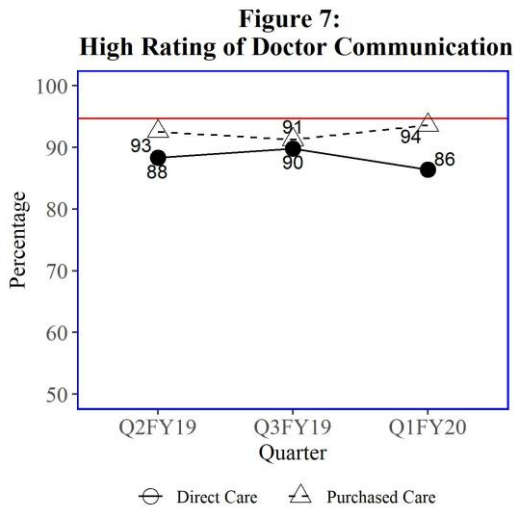


Figure 8 (Customer service) includes patients’ ability to get courteous service and information about their health plan.

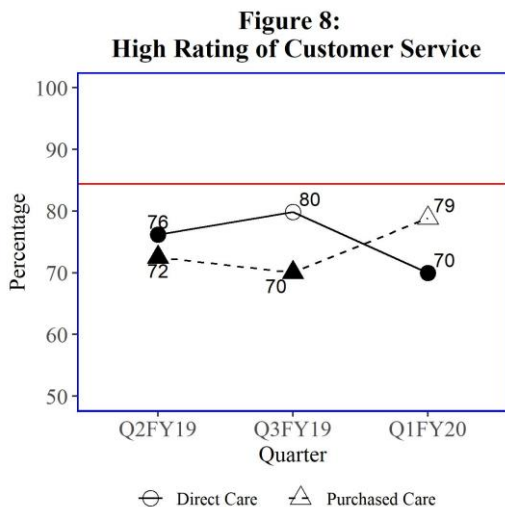
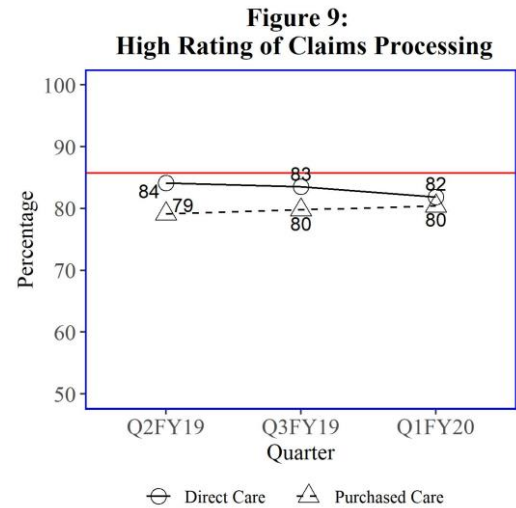


Figure 9 (Claims processing includes both the timeliness and correctness of plan’s claims handling.



Preventive Care

The preventive care table compares direct care users and purchased care users’ 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	Group	Q2FY19	Q3FY19	Q1FY20	HP2020 Goal
Mammography	Direct Care	88 ^a (488)	82 (426)	87 ^a (350)	81
Mammography	Purchased Care	84 (140)	77 (143)	83 (152)	81
Pap Smear	Direct Care	80 ^b (909)	75 ^b (805)	76 ^b (793)	93
Pap Smear	Purchased Care	76 ^b (247)	77 ^b (294)	83 ^b (290)	93
Hypertension	Direct Care	87 ^b (2255)	87 ^b (1811)	88 ^b (1838)	95
Hypertension	Purchased Care	94 (373)	96 (424)	91 ^b (422)	95
Prenatal Care (in 1st trimester)	Direct Care	86 (83)	99 ^a (56)	93 ^a (83)	85
Prenatal Care (in 1st trimester)	Purchased Care	97 ^a (30)	96 ^a (40)	88 (36)	85
Percent Not Obese	Direct Care	80 ^a (2114)	79 ^a (1681)	78 ^a (1710)	69
Percent Not Obese	Purchased Care	69 (348)	71 (397)	73 (376)	69
Non-Smokers (adults)	Direct Care	93 ^a (2171)	92 ^a (1747)	94 ^a (1773)	88
Non-Smokers (adults)	Purchased Care	97 ^a (361)	96 ^a (411)	97 ^a (408)	88
Counseled To Quit (adults)	Direct Care	80 (273)	60 (185)	77 (191)	76
Counseled To Quit (adults)	Purchased Care	-	-	-	76

^a significantly exceed the Healthy People 2020 goal ($p < .05$).

^b significantly fell short of the Healthy People 2020 goal ($p < .05$).

The numbers in parentheses indicate number of respondents.

Appendix

Figure 1: Health Care Rating

Group	Score	Significance
Benchmark Q1FY20	73	NA
Direct Care Q2FY19	60	Significantly lower than benchmark ($p < .05$)
Direct Care Q3FY19	55	Significantly lower than benchmark ($p < .05$)
Direct Care Q1FY20	54	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
Purchased Care Q1FY20	64	Significantly lower than benchmark ($p < .05$)

Figure 2: Health Plan Rating

Group	Score	Significance
Benchmark Q1FY20	56	NA
Direct Care Q2FY19	61	Significantly higher than benchmark ($p < .05$)
Direct Care Q3FY19	62	Significantly higher than benchmark ($p < .05$)
Direct Care Q1FY20	59	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
Purchased Care Q1FY20	63	Significantly higher than benchmark ($p < .05$)

Figure 3: Personal Provider Rating

Group	Score	Significance
Benchmark Q1FY20	81	NA
Direct Care Q2FY19	71	Significantly lower than benchmark ($p < .05$)
Direct Care Q3FY19	69	Significantly lower than benchmark ($p < .05$)
Direct Care Q1FY20	71	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
Purchased Care Q1FY20	74	Significantly lower than benchmark ($p < .05$)

Figure 4: Specialist Rating

Group	Score	Significance
Benchmark Q1FY20	80	NA
Direct Care Q2FY19	78	Value is not significantly different than benchmark
Direct Care Q3FY19	73	Significantly lower than benchmark ($p < .05$)
Direct Care Q1FY20	75	Value is not significantly different than benchmark
Purchased Care Q2FY19	77	Value is not significantly different than benchmark
Purchased Care Q3FY19	76	Value is not significantly different than benchmark
Purchased Care Q1FY20	76	Value is not significantly different than benchmark

Figure 5: Needed Care

Group	Score	Significance
Benchmark Q1FY20	85	NA
Direct Care Q2FY19	67	Significantly lower than benchmark ($p < .05$)
Direct Care Q3FY19	69	Significantly lower than benchmark ($p < .05$)
Direct Care Q1FY20	62	Significantly lower than benchmark ($p < .05$)
Purchased Care Q2FY19	78	Significantly lower than benchmark ($p < .05$)
Purchased Care Q3FY19	73	Significantly lower than benchmark ($p < .05$)
Purchased Care Q1FY20	75	Significantly lower than benchmark ($p < .05$)

Figure 6: Getting Care Quickly

Group	Score	Significance
Benchmark Q1FY20	83	NA
Direct Care Q2FY19	66	Significantly lower than benchmark ($p < .05$)
Direct Care Q3FY19	71	Significantly lower than benchmark ($p < .05$)
Direct Care Q1FY20	65	Significantly lower than benchmark ($p < .05$)
Purchased Care Q2FY19	87	Value is not significantly different than benchmark
Purchased Care Q3FY19	81	Value is not significantly different than benchmark
Purchased Care Q1FY20	85	Value is not significantly different than benchmark

Figure 7: Doctor Communication

Group	Score	Significance
Benchmark Q1FY20	95	NA
Direct Care Q2FY19	88	Significantly lower than benchmark ($p < .05$)
Direct Care Q3FY19	90	Significantly lower than benchmark ($p < .05$)
Direct Care Q1FY20	86	Significantly lower than benchmark ($p < .05$)
Purchased Care Q2FY19	93	Value is not significantly different than benchmark
Purchased Care Q3FY19	91	Value is not significantly different than benchmark
Purchased Care Q1FY20	94	Value is not significantly different than benchmark

Figure 8: Customer Service

Group	Score	Significance
Benchmark Q1FY20	84	NA
Direct Care Q2FY19	76	Significantly lower than benchmark ($p < .05$)
Direct Care Q3FY19	80	Value is not significantly different than benchmark
Direct Care Q1FY20	70	Significantly lower than benchmark ($p < .05$)
Purchased Care Q2FY19	72	Significantly lower than benchmark ($p < .05$)
Purchased Care Q3FY19	70	Significantly lower than benchmark ($p < .05$)
Purchased Care Q1FY20	79	Value is not significantly different than benchmark

Figure 9: Claims Processing

Group	Score	Significance
Benchmark Q1FY20	86	NA
Direct Care Q2FY19	84	Value is not significantly different than benchmark
Direct Care Q3FY19	83	Value is not significantly different than benchmark
Direct Care Q1FY20	82	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
Purchased Care Q1FY20	80	Value is not significantly different than benchmark

Figure 1: Preventive Care

Type of Care	Group	Score	Obs	Significance
Mammography	Benchmark Q1FY20	81	NA	NA
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	Direct Care Q1FY20	87	350	Significantly higher than benchmark (p < .05)
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
Mammography	Purchased Care Q1FY20	83	152	Value is not significantly different than benchmark
Pap Smear	Benchmark Q1FY20	93	NA	NA
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	Direct Care Q1FY20	76	793	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)
Pap Smear	Purchased Care Q1FY20	83	290	Significantly lower than benchmark (p < .05)
Hypertension	Benchmark Q1FY20	95	NA	NA
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	Direct Care Q1FY20	88	1838	Significantly lower than benchmark (p < .05)
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
Hypertension	Purchased Care Q1FY20	91	422	Significantly lower than benchmark (p < .05)
Prenatal Care (in 1st trimester)	Benchmark Q1FY20	85	NA	NA
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)	Direct Care Q1FY20	93	83	Significantly higher than benchmark (p < .05)
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)
Prenatal Care (in 1st trimester)	Purchased Care Q1FY20	88	36	Value is not significantly different than benchmark
Percent Not Obese	Benchmark Q1FY20	69	NA	NA
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	Direct Care Q1FY20	78	1710	Significantly higher than benchmark (p < .05)
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
Percent Not Obese	Purchased Care Q1FY20	73	376	Value is not significantly different than benchmark
Non-Smokers (adults)	Benchmark Q1FY20	88	NA	NA
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)	Direct Care Q1FY20	94	1773	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)

Type of Care	Group	Score	Obs	Significance
Non-Smokers (adults)	Purchased Care Q1FY20	97	408	Significantly higher than benchmark ($p < .05$)
Counseled To Quit (adults)	Benchmark Q1FY20	76	NA	NA
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)	Direct Care Q1FY20	77	191	Value is not significantly different than benchmark
Counseled To Quit (adults)	Purchased Care Q2FY19	-	NA	NA
Counseled To Quit (adults)	Purchased Care Q3FY19	-	NA	NA
Counseled To Quit (adults)	Purchased Care Q1FY20	-	NA	NA