

Prime Enrollees Consumer Watch

WEST • Quarter 2 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 second quarter of fiscal year 2020, describing the period January 2019 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.

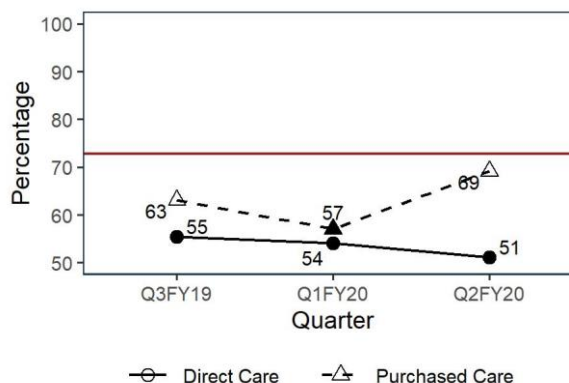
How to read the charts:

●	▲	Percentage of respondents giving a high rating
●	▲	Value differs significantly from benchmark
○	△	Value does not significantly differ from benchmark
—	Benchmark (horizontal red line without point)

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.

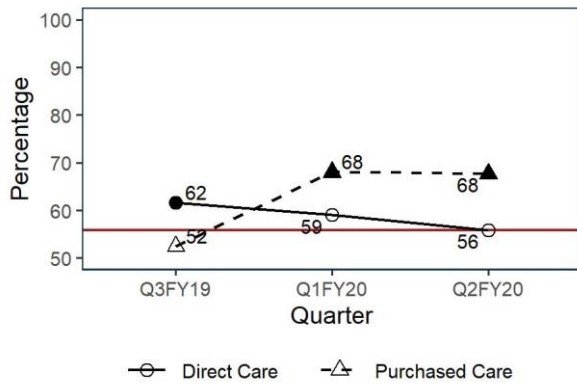
Figure 1: High Rating of Health Care



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

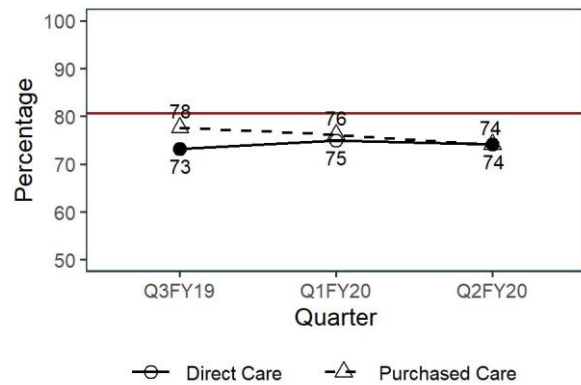


Specialist

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.

Figure 4: High Rating of Specialty Care

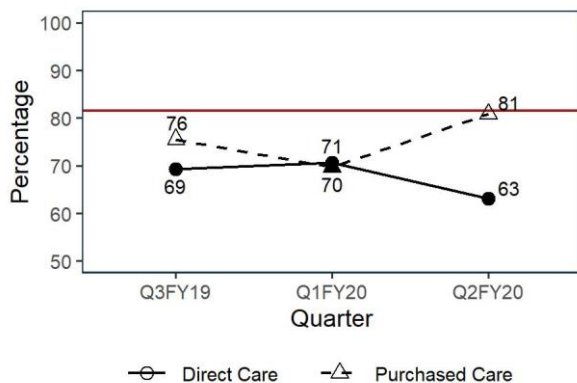


Personal Provider

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



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

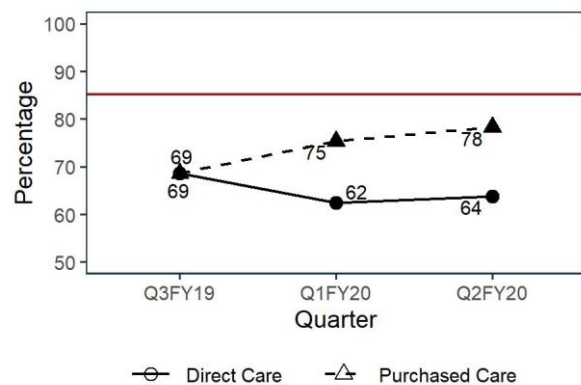


Figure 6 (Getting Care Quickly) concerns how long patients wait for an appointment or urgent care.

Figure 6: High Rating of Getting Care Quickly

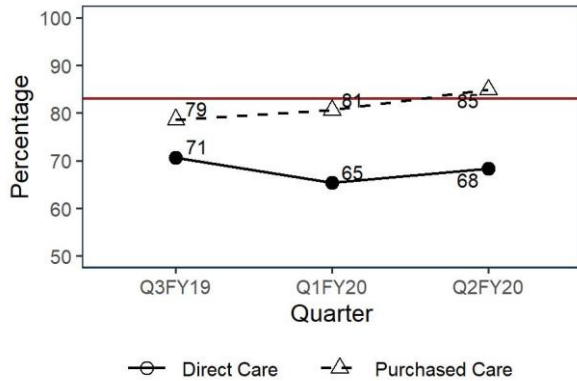


Figure 9 (Claims processing includes both the timeliness and correctness of plan’s claims handling.

Figure 9: High Rating of Claims Processing

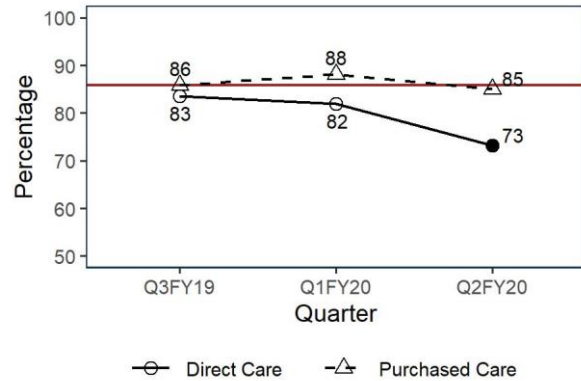
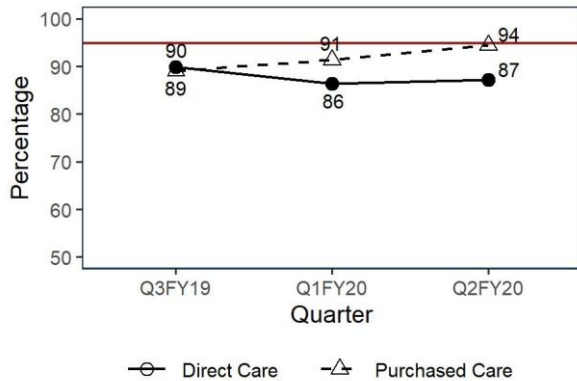


Figure 7 (Doctor’s Communication) includes the composite for “How well doctors communicate.” Scores in “How well doctors communicate” are based on whether the personal doctor spends enough time with patients, treats them respectfully and answers their questions.

Figure 7: High Rating of Doctor Communication



Preventive Care

Table 1 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.

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

Figure 8: High Rating of Customer Service

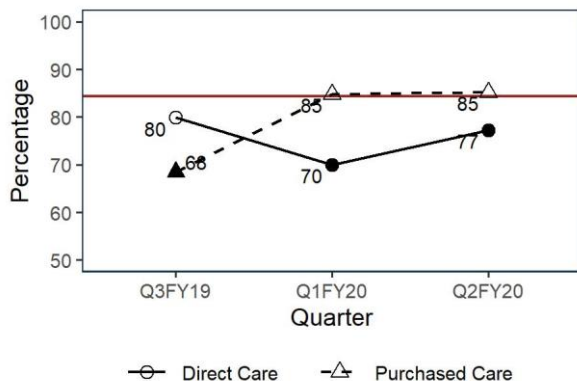


Table 1: Preventive Care

Type of Care	Group	Q3FY19	Q1FY20	Q2FY20	HP2020 Goal
Mammography	Direct Care	82 (426)	87 ^a (350)	75 (386)	81
Mammography	Purchased Care	79 (44)	84 (70)	80 (165)	81
Pap Smear	Direct Care	75 ^b (805)	76 ^b (793)	79 ^b (794)	93
Pap Smear	Purchased Care	87 (75)	82 ^b (109)	77 ^b (304)	93
Hypertension	Direct Care	87 ^b (1811)	88 ^b (1838)	85 ^b (1798)	95
Hypertension	Purchased Care	97 (122)	94 (174)	94 (425)	95
Prenatal Care (in 1st trimester)	Direct Care	99 ^a (56)	93 ^a (83)	93 ^a (82)	85
Prenatal Care (in 1st trimester)	Purchased Care	-	-	93 (39)	85
Percent Not Obese	Direct Care	79 ^a (1681)	78 ^a (1710)	80 ^a (1650)	69
Percent Not Obese	Purchased Care	76 (114)	70 (159)	74 (386)	69
Non-Smokers (adults)	Direct Care	92 ^a (1747)	94 ^a (1773)	95 ^a (1733)	88
Non-Smokers (adults)	Purchased Care	96 ^a (116)	98 ^a (169)	97 ^a (411)	88
Counseled To Quit (adults)	Direct Care	60 (185)	77 (191)	79 (168)	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).

- Indicates suppressed due to small sample size.

The numbers in parentheses indicate number of respondents.

Appendix

The appendix displays the same information displayed in Figures 1-9 and Table 1, in tabular form.

Table A.1: High Rating of Health Care

Group	Percentage	Significance
Benchmark Q2FY20	73	NA
Direct Care Q3FY19	55	Significantly lower than benchmark ($p < .05$)
Direct Care Q1FY20	54	Significantly lower than benchmark ($p < .05$)
Direct Care Q2FY20	51	Significantly lower than benchmark ($p < .05$)
Purchased Care Q3FY19	63	Value is not significantly different than benchmark
Purchased Care Q1FY20	57	Significantly lower than benchmark ($p < .05$)
Purchased Care Q2FY20	69	Value is not significantly different than benchmark

Table A.2: High Rating of Health Plan

Group	Percentage	Significance
Benchmark Q2FY20	56	NA
Direct Care Q3FY19	62	Significantly higher than benchmark ($p < .05$)
Direct Care Q1FY20	59	Value is not significantly different than benchmark
Direct Care Q2FY20	56	Value is not significantly different than benchmark
Purchased Care Q3FY19	52	Value is not significantly different than benchmark
Purchased Care Q1FY20	68	Significantly higher than benchmark ($p < .05$)
Purchased Care Q2FY20	68	Significantly higher than benchmark ($p < .05$)

Table A.3: High Rating of Personal Provider

Group	Percentage	Significance
Benchmark Q2FY20	81	NA
Direct Care Q3FY19	69	Significantly lower than benchmark ($p < .05$)
Direct Care Q1FY20	71	Significantly lower than benchmark ($p < .05$)
Direct Care Q2FY20	63	Significantly lower than benchmark ($p < .05$)
Purchased Care Q3FY19	76	Value is not significantly different than benchmark
Purchased Care Q1FY20	70	Significantly lower than benchmark ($p < .05$)
Purchased Care Q2FY20	81	Value is not significantly different than benchmark

Table A.4: High Rating of Specialty Care

Group	Percentage	Significance
Benchmark Q2FY20	81	NA
Direct Care Q3FY19	73	Significantly lower than benchmark ($p < .05$)
Direct Care Q1FY20	75	Value is not significantly different than benchmark
Direct Care Q2FY20	74	Significantly lower than benchmark ($p < .05$)
Purchased Care Q3FY19	78	Value is not significantly different than benchmark
Purchased Care Q1FY20	76	Value is not significantly different than benchmark
Purchased Care Q2FY20	74	Value is not significantly different than benchmark

Table A.5: High Rating of Getting Needed Care

Group	Percentage	Significance
Benchmark Q2FY20	85	NA
Direct Care Q3FY19	69	Significantly lower than benchmark (p < .05)
Direct Care Q1FY20	62	Significantly lower than benchmark (p < .05)
Direct Care Q2FY20	64	Significantly lower than benchmark (p < .05)
Purchased Care Q3FY19	69	Significantly lower than benchmark (p < .05)
Purchased Care Q1FY20	75	Significantly lower than benchmark (p < .05)
Purchased Care Q2FY20	78	Significantly lower than benchmark (p < .05)

Table A.6: High Rating of Getting Care Quickly

Group	Percentage	Significance
Benchmark Q2FY20	83	NA
Direct Care Q3FY19	71	Significantly lower than benchmark (p < .05)
Direct Care Q1FY20	65	Significantly lower than benchmark (p < .05)
Direct Care Q2FY20	68	Significantly lower than benchmark (p < .05)
Purchased Care Q3FY19	79	Value is not significantly different than benchmark
Purchased Care Q1FY20	81	Value is not significantly different than benchmark
Purchased Care Q2FY20	85	Value is not significantly different than benchmark

Table A.7: High Rating of Doctor Communication

Group	Percentage	Significance
Benchmark Q2FY20	95	NA
Direct Care Q3FY19	90	Significantly lower than benchmark (p < .05)
Direct Care Q1FY20	86	Significantly lower than benchmark (p < .05)
Direct Care Q2FY20	87	Significantly lower than benchmark (p < .05)
Purchased Care Q3FY19	89	Value is not significantly different than benchmark
Purchased Care Q1FY20	91	Value is not significantly different than benchmark
Purchased Care Q2FY20	94	Value is not significantly different than benchmark

Table A.8: High Rating of Customer Service

Group	Percentage	Significance
Benchmark Q2FY20	84	NA
Direct Care Q3FY19	80	Value is not significantly different than benchmark
Direct Care Q1FY20	70	Significantly lower than benchmark (p < .05)
Direct Care Q2FY20	77	Significantly lower than benchmark (p < .05)
Purchased Care Q3FY19	68	Significantly lower than benchmark (p < .05)
Purchased Care Q1FY20	85	Value is not significantly different than benchmark
Purchased Care Q2FY20	85	Value is not significantly different than benchmark

Table A.9: High Rating of Claims Processing

Group	Percentage	Significance
Benchmark Q2FY20	86	NA
Direct Care Q3FY19	83	Value is not significantly different than benchmark
Direct Care Q1FY20	82	Value is not significantly different than benchmark
Direct Care Q2FY20	73	Significantly lower than benchmark (p < .05)
Purchased Care Q3FY19	86	Value is not significantly different than benchmark
Purchased Care Q1FY20	88	Value is not significantly different than benchmark
Purchased Care Q2FY20	85	Value is not significantly different than benchmark

Table A.10: Preventive Care

Type of Care	Group	Percentage	Obs	Significance
Mammography	Benchmark Q2FY20	81	NA	NA
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	Direct Care Q2FY20	75	386	Value is not significantly different than benchmark
Mammography	Purchased Care Q3FY19	79	44	Value is not significantly different than benchmark
Mammography	Purchased Care Q1FY20	84	70	Value is not significantly different than benchmark
Mammography	Purchased Care Q2FY20	80	165	Value is not significantly different than benchmark
Pap Smear	Benchmark Q2FY20	93	NA	NA
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	Direct Care Q2FY20	79	794	Significantly lower than benchmark (p < .05)
Pap Smear	Purchased Care Q3FY19	87	75	Value is not significantly different than benchmark
Pap Smear	Purchased Care Q1FY20	82	109	Significantly lower than benchmark (p < .05)
Pap Smear	Purchased Care Q2FY20	77	304	Significantly lower than benchmark (p < .05)
Hypertension	Benchmark Q2FY20	95	NA	NA
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	Direct Care Q2FY20	85	1798	Significantly lower than benchmark (p < .05)
Hypertension	Purchased Care Q3FY19	97	122	Value is not significantly different than benchmark
Hypertension	Purchased Care Q1FY20	94	174	Value is not significantly different than benchmark
Hypertension	Purchased Care Q2FY20	94	425	Value is not significantly different than benchmark
Prenatal Care (in 1st trimester)	Benchmark Q2FY20	85	NA	NA
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)	Direct Care Q2FY20	93	82	Significantly higher than benchmark (p < .05)
Prenatal Care (in 1st trimester)	Purchased Care Q3FY19	-	NA	NA
Prenatal Care (in 1st trimester)	Purchased Care Q1FY20	-	NA	NA
Prenatal Care (in 1st trimester)	Purchased Care Q2FY20	93	39	Value is not significantly different than benchmark
Percent Not Obese	Benchmark Q2FY20	69	NA	NA
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	Direct Care Q2FY20	80	1650	Significantly higher than benchmark (p < .05)
Percent Not Obese	Purchased Care Q3FY19	76	114	Value is not significantly different than benchmark
Percent Not Obese	Purchased Care Q1FY20	70	159	Value is not significantly different than benchmark
Percent Not Obese	Purchased Care Q2FY20	74	386	Value is not significantly different than benchmark
Non-Smokers (adults)	Benchmark Q2FY20	88	NA	NA
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)	Direct Care Q2FY20	95	1733	Significantly higher than benchmark (p < .05)

Type of Care	Group	Percentage	Obs	Significance
Non-Smokers (adults)	Purchased Care Q3FY19	96	116	Significantly higher than benchmark (p < .05)
Non-Smokers (adults)	Purchased Care Q1FY20	98	169	Significantly higher than benchmark (p < .05)
Non-Smokers (adults)	Purchased Care Q2FY20	97	411	Significantly higher than benchmark (p < .05)
Counseled To Quit (adults)	Benchmark Q2FY20	76	NA	NA
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)	Direct Care Q2FY20	79	168	Value is not significantly different than benchmark
Counseled To Quit (adults)	Purchased Care Q3FY19	-	NA	NA
Counseled To Quit (adults)	Purchased Care Q1FY20	-	NA	NA
Counseled To Quit (adults)	Purchased Care Q2FY20	-	NA	NA