

# Prime Enrollees Consumer Watch

ARMY • Quarter 3 FY 2020

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



## 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 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. 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**

Response Rate: **9.1%**

Sample Size: **19,971**

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 1-7 is given in tabular form in the corresponding figures in the appendix.

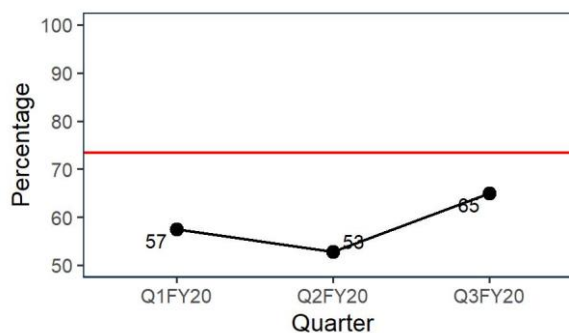
### How to read the charts:

●-61	▲-61	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 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.

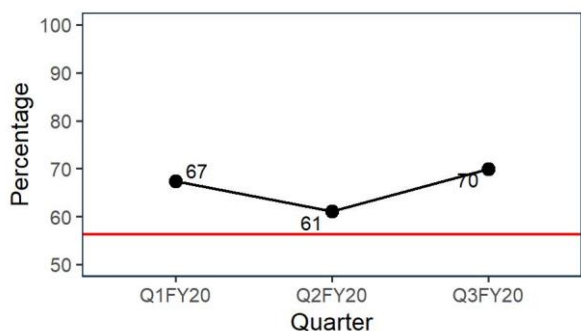
Figure 1: High Rating of Health Care



### 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 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

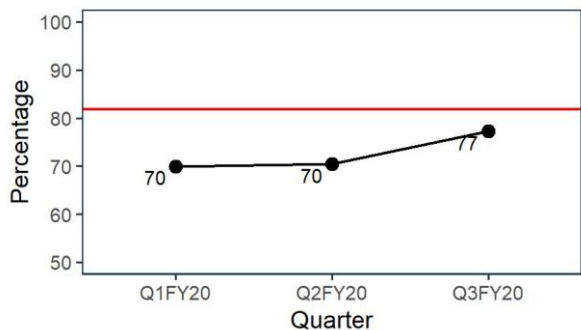


### Personal Provider

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

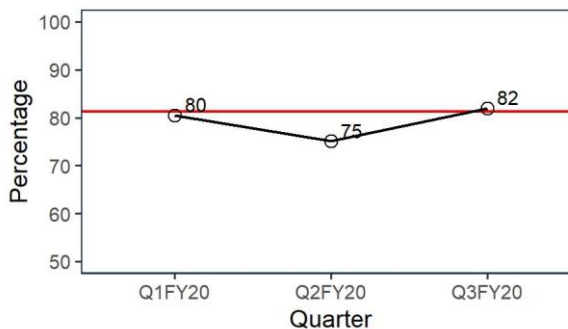


### Specialist

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 referrals 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

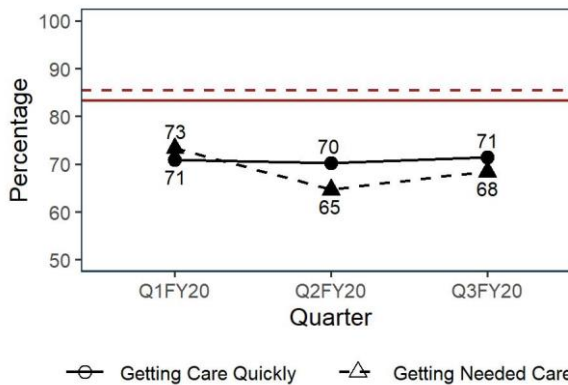


Figure 6 (Doctor’s Communication) includes the composite for “How well doctors communicate.” Scores in “How well doctors communicate” are based on whether the personal doctor spends enough time with patients, treats them respectfully and answers their questions.

**Figure 6: High Rating of Doctor Communication**

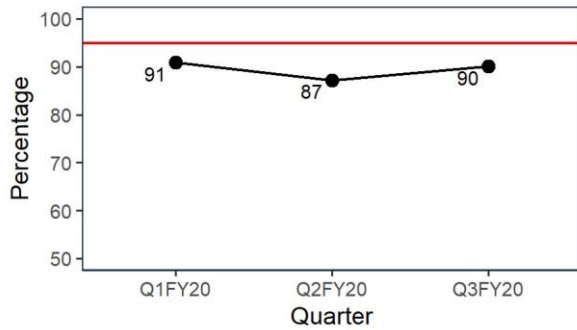
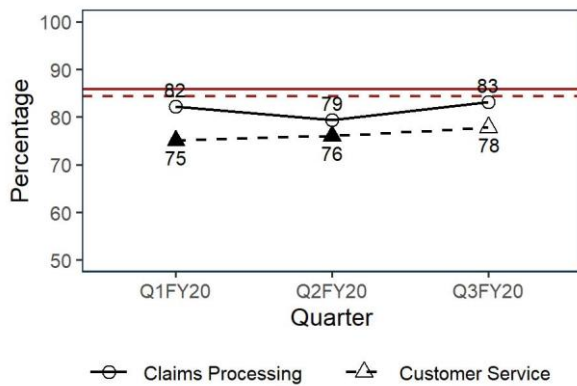


Figure 7 (Claims/Service Composites) includes composite scores for “Customer service” and “Claims processing.” Scores in the “Customer service” composite concern patients’ ability to get courteous service and information about their health plan. “Claims processing” scores are based on both the timeliness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

**Figure 7: High Rating of Claims and Services**



## Preventive Care

Table 1 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	Q1FY20	Q2FY20	Q3FY20	HP2020 Goal
Mammography	88 <sup>a</sup>	76	80	81
Pap Smear	81 <sup>b</sup>	73 <sup>b</sup>	82 <sup>b</sup>	93
Hypertension	91 <sup>b</sup>	92 <sup>b</sup>	88 <sup>b</sup>	95
Prenatal Care (in 1st trimester)	90	96 <sup>a</sup>	92 <sup>a</sup>	85
Percent Not Obese	73	77 <sup>a</sup>	77 <sup>a</sup>	69
Non-Smokers (adults)	94 <sup>a</sup>	90	90	88
Counseled To Quit (adults)	85 <sup>a</sup>	68	82	76

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

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

- Indicates suppressed due to small sample size.

## Appendix

The appendix displays the same information displayed in Figures 1-7 and Table 1, in tabular form.

**Table A.1: High Rating of Health Care**

Group	Percentage	Significance
Benchmark Q3FY20	73	NA
Prime Enrollees Q1FY20	57	Significantly lower than benchmark (p < .05)
Prime Enrollees Q2FY20	53	Significantly lower than benchmark (p < .05)
Prime Enrollees Q3FY20	65	Significantly lower than benchmark (p < .05)

**Table A.2: High Rating of Health Plan**

Group	Percentage	Significance
Benchmark Q3FY20	56	NA
Prime Enrollees Q1FY20	67	Significantly higher than benchmark (p < .05)
Prime Enrollees Q2FY20	61	Significantly higher than benchmark (p < .05)
Prime Enrollees Q3FY20	70	Significantly higher than benchmark (p < .05)

**Table A.3: High Rating of Personal Provider**

Group	Percentage	Significance
Benchmark Q3FY20	82	NA
Prime Enrollees Q1FY20	70	Significantly lower than benchmark (p < .05)
Prime Enrollees Q2FY20	70	Significantly lower than benchmark (p < .05)
Prime Enrollees Q3FY20	77	Significantly lower than benchmark (p < .05)

**Table A.4: High Rating of Specialty Care**

Group	Percentage	Significance
Benchmark Q3FY20	81	NA
Prime Enrollees Q1FY20	80	Value is not significantly different than benchmark
Prime Enrollees Q2FY20	75	Value is not significantly different than benchmark
Prime Enrollees Q3FY20	82	Value is not significantly different than benchmark

**Table A.5: High Rating of Access Composites**

Composite	Group	Percentage	Significance
Getting Needed Care	Benchmark Q3FY20	85	NA
Getting Needed Care	Prime Enrollees Q1FY20	73	Significantly lower than benchmark (p < .05)
Getting Needed Care	Prime Enrollees Q2FY20	65	Significantly lower than benchmark (p < .05)
Getting Needed Care	Prime Enrollees Q3FY20	68	Significantly lower than benchmark (p < .05)
Getting Care Quickly	Benchmark Q3FY20	83	NA
Getting Care Quickly	Prime Enrollees Q1FY20	71	Significantly lower than benchmark (p < .05)
Getting Care Quickly	Prime Enrollees Q2FY20	70	Significantly lower than benchmark (p < .05)
Getting Care Quickly	Prime Enrollees Q3FY20	71	Significantly lower than benchmark (p < .05)

**Table A.6: High Rating of Doctor Communication**

Group	Percentage	Significance
Benchmark Q3FY20	95	NA
Prime Enrollees Q1FY20	91	Significantly lower than benchmark (p < .05)
Prime Enrollees Q2FY20	87	Significantly lower than benchmark (p < .05)
Prime Enrollees Q3FY20	90	Significantly lower than benchmark (p < .05)

**Table A.7: High Rating of Claims and Services**

Composite	Group	Percentage	Significance
Customer Service	Benchmark Q3FY20	84	NA
Customer Service	Prime Enrollees Q1FY20	75	Significantly lower than benchmark (p < .05)
Customer Service	Prime Enrollees Q2FY20	76	Significantly lower than benchmark (p < .05)
Customer Service	Prime Enrollees Q3FY20	78	Value is not significantly different than benchmark
Claims Processing	Benchmark Q3FY20	86	NA
Claims Processing	Prime Enrollees Q1FY20	82	Value is not significantly different than benchmark
Claims Processing	Prime Enrollees Q2FY20	79	Value is not significantly different than benchmark
Claims Processing	Prime Enrollees Q3FY20	83	Value is not significantly different than benchmark

**Table A.8: Preventive Care**

Type of Care	Group	Percentage	Significance
Mammography	Benchmark Q3FY20	81	NA
Mammography	Prime Enrollees Q1FY20	88	Significantly higher than benchmark (p < .05)
Mammography	Prime Enrollees Q2FY20	76	Value is not significantly different than benchmark
Mammography	Prime Enrollees Q3FY20	80	Value is not significantly different than benchmark
Pap Smear	Benchmark Q3FY20	93	NA
Pap Smear	Prime Enrollees Q1FY20	81	Significantly lower than benchmark (p < .05)
Pap Smear	Prime Enrollees Q2FY20	73	Significantly lower than benchmark (p < .05)
Pap Smear	Prime Enrollees Q3FY20	82	Significantly lower than benchmark (p < .05)
Hypertension	Benchmark Q3FY20	95	NA
Hypertension	Prime Enrollees Q1FY20	91	Significantly lower than benchmark (p < .05)
Hypertension	Prime Enrollees Q2FY20	92	Significantly lower than benchmark (p < .05)
Hypertension	Prime Enrollees Q3FY20	88	Significantly lower than benchmark (p < .05)
Prenatal Care (in 1st trimester)	Benchmark Q3FY20	85	NA
Prenatal Care (in 1st trimester)	Prime Enrollees Q1FY20	90	Value is not significantly different than benchmark
Prenatal Care (in 1st trimester)	Prime Enrollees Q2FY20	96	Significantly higher than benchmark (p < .05)
Prenatal Care (in 1st trimester)	Prime Enrollees Q3FY20	92	Significantly higher than benchmark (p < .05)
Percent Not Obese	Benchmark Q3FY20	69	NA
Percent Not Obese	Prime Enrollees Q1FY20	73	Value is not significantly different than benchmark
Percent Not Obese	Prime Enrollees Q2FY20	77	Significantly higher than benchmark (p < .05)
Percent Not Obese	Prime Enrollees Q3FY20	77	Significantly higher than benchmark (p < .05)
Non-Smokers (adults)	Benchmark Q3FY20	88	NA
Non-Smokers (adults)	Prime Enrollees Q1FY20	94	Significantly higher than benchmark (p < .05)
Non-Smokers (adults)	Prime Enrollees Q2FY20	90	Value is not significantly different than benchmark
Non-Smokers (adults)	Prime Enrollees Q3FY20	90	Value is not significantly different than benchmark
Counseled To Quit (adults)	Benchmark Q3FY20	76	NA
Counseled To Quit (adults)	Prime Enrollees Q1FY20	85	Significantly higher than benchmark (p < .05)
Counseled To Quit (adults)	Prime Enrollees Q2FY20	68	Value is not significantly different than benchmark
Counseled To Quit (adults)	Prime Enrollees Q3FY20	82	Value is not significantly different than benchmark