

# Prime Enrollees Consumer Watch

WEST • 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 region say about their health care in the Health Care Survey of DoD Beneficiaries (HCSDB). Every quarter, a representative sample of adult TRICARE beneficiaries are asked about the care they received in the last 12 months, and the results are adjusted for age and health status. This publication reports results for beneficiaries younger than 65 and compares the responses of beneficiaries who have a military primary care manager (PCM; direct care) to responses of those with a TRICARE-authorized civilian provider (purchased care). These results are compared to civilian benchmarks that 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 between health plans. Benchmark data come from the National Committee for Quality Assurance (NCQA) for 2018 and from the U.S. Department of Health and Human Services Healthy People 2020 (HP2020) goals.

## Results

Source: **Health Care Survey of DoD Beneficiaries**

In this section, a series of charts shows the percentages of beneficiaries who rated a certain aspect of their care highly in the surveys fielded in the third quarter of fiscal year 2020, describing the period April 2019 to March 2020, and each of the 2 previous quarters. These ratings are compared to the civilian benchmark, which is 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 shown in Figures 1–8 is shown in tabular form in the corresponding tables in the appendix.

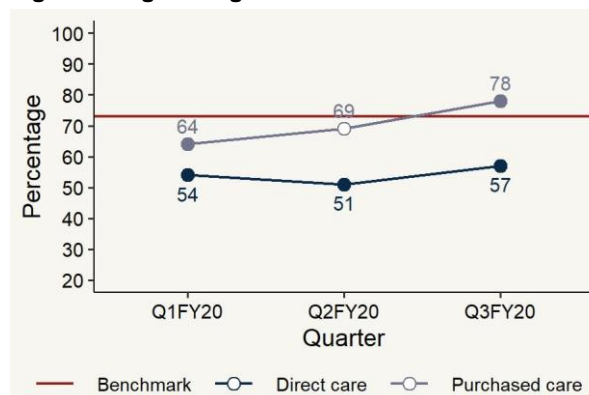
### How to read the charts:

● 61	Percentage of direct care users giving a high rating
○ 61	Percentage of purchased care users giving a high rating
●	Value differs significantly from benchmark
○	Value does not differ significantly from benchmark
—	Benchmark (horizontal red line without point)

## Health Care

Prime enrollees were asked to rate their health care on a scale from 0 to 10, where 0 is the worst rating, and 10 is the best. For each reporting period, Figure 1 shows the percentage of direct care and purchased care users who gave their health care a rating of 8 or higher. 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.

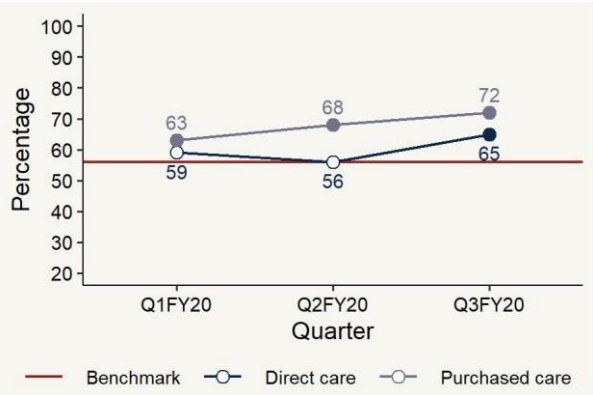
Figure 1. High rating of health care



Health Plan

Prime enrollees were asked to rate their health plan on a scale from 0 to 10, where 0 is the worst rating, and 10 is the best. For each reporting period, Figure 2 shows the percentage of direct care and purchased care users who gave their plan a rating of 8 or higher. Health plan ratings depend on access to care and how the plan handles things like claims, referrals, and customer complaints.

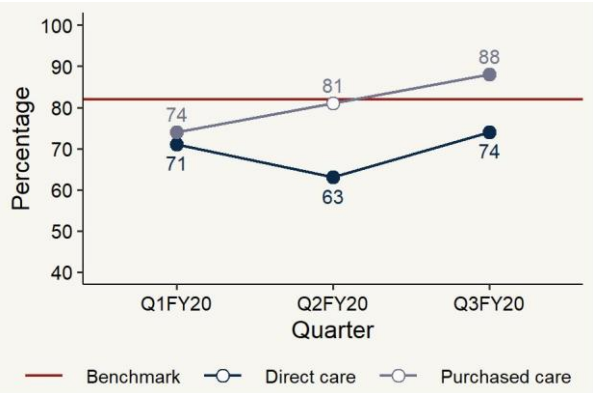
Figure 2. High rating of health plan



Personal Doctor

Prime enrollees who have a personal doctor were asked to rate this doctor on a scale from 0 to 10, where 0 is the worst rating, and 10 is the best. For each reporting period, Figure 3 shows the percentage of direct care and purchased care users who gave their doctor a rating of 8 or higher. Personal doctor ratings depend on how patients get along with the doctor responsible for their basic care.

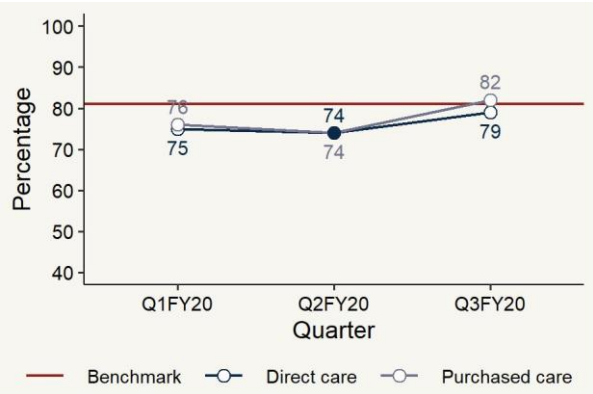
Figure 3. High rating of personal doctor



Specialist

Prime enrollees who have consulted specialist physicians were asked to rate the specialist they had seen most in the previous 12 months on a scale from 0 to 10, where 0 is the worst rating, and 10 is the best. For each reporting period, Figure 4 shows the percentage of direct care users and purchased care users who gave their specialist a rating of 8 or higher. Specialist ratings depend on beneficiaries' access to doctors with the special skills they need.

Figure 4. High rating of specialty care

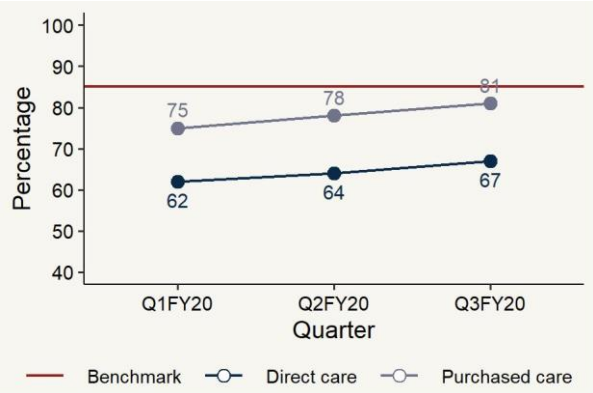


Health Care Topics

Health care topics scores are averages of the scores for sets of related questions. Each score is the percentage of Prime enrollees who “usually” or “always” got the treatment they wanted, or had “no problem” getting a desired service.

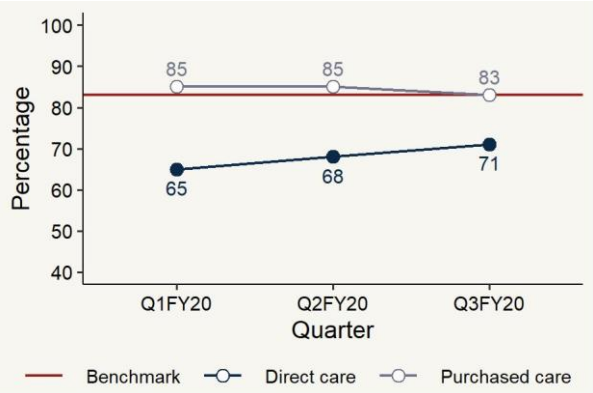
For each reporting period, Figure 5 shows the percentage of direct care and purchased care users who were able to get needed care. Scores for getting needed care are based on getting to see a specialist and getting needed treatments.

Figure 5. High rating of getting needed care



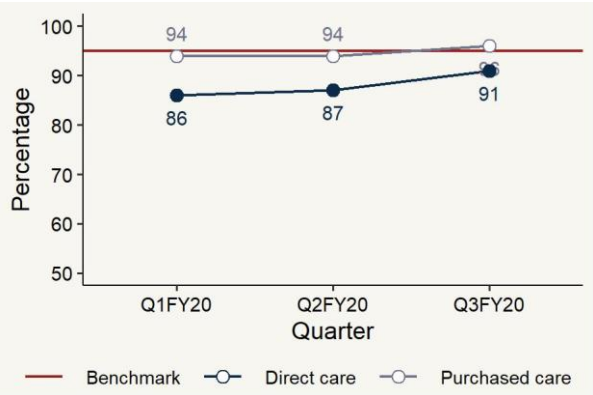
For each reporting period, Figure 6 shows the percentage of direct care and purchased care users who were able to get care quickly. Scores for getting care quickly reflect how long patients wait for an appointment or urgent care.

Figure 6. High rating of getting care quickly



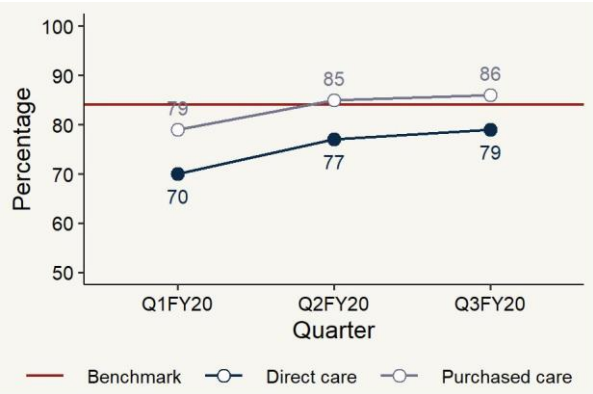
For each reporting period, Figure 7 shows the percentage of direct care and purchased care users who gave a high rating for doctor communication. Scores in this composite are based on whether the personal doctor spends enough time with patients, treats them respectfully, listens to them, and explains things in an understandable way.

Figure 7. High rating of doctor communication



For each reporting period, Figure 8 shows the percentage of direct care and purchased care users who gave a high rating for customer service. Scores in this composite reflect patients' ability to get courteous service and to get information about their health plan.

Figure 8. High rating of customer service



Preventive Care

Table 1 compares direct and purchased care users' rates for diagnostic screening tests, smoking cessation, and obesity to goals from Healthy People 2020, a government initiative to improve Americans' health by preventing illness.

The mammography rate shown is the proportion of women age 40 or older who had a mammogram in the past two years. The pap smear rate refers to the proportion of adult women screened for cervical cancer in the past three years. The hypertension rate is the proportion of adults whose blood pressure was checked in the past two years, and who know whether their pressure is too high. The prenatal care rate is the proportion of women who are pregnant now or have been in the past 12 months who received prenatal care in their first trimester.

The percentage not obese is the proportion of adults with a body mass index below 30. The nonsmoking rate is the proportion of adults who currently do not smoke. The percentage counseled to quit is the proportion of smokers or tobacco users, with an office visit in the past 12 months, whose doctor told them to quit smoking.

**Table 1: Preventive care**

Type of Care	Group	Q1FY20	Q2FY20	Q3FY20	HP2020 Goal
Mammography	Direct care	87 <sup>a</sup> (350)	75 (386)	83 (464)	81
Mammography	Purchased care	83 (152)	80 (165)	82 (200)	81
Pap smear	Direct care	76 <sup>b</sup> (793)	79 <sup>b</sup> (794)	79 <sup>b</sup> (970)	93
Pap smear	Purchased care	83 <sup>b</sup> (290)	77 <sup>b</sup> (304)	77 <sup>b</sup> (431)	93
Hypertension	Direct care	88 <sup>b</sup> (1838)	85 <sup>b</sup> (1798)	87 <sup>b</sup> (2151)	95
Hypertension	Purchased care	91 <sup>b</sup> (422)	94 (425)	94 (615)	95
Prenatal care (in 1st trimester)	Direct care	93 <sup>a</sup> (83)	93 <sup>a</sup> (82)	91 (88)	85
Prenatal care (in 1st trimester)	Purchased care	88 (36)	93 (39)	93 <sup>a</sup> (70)	85
Percent not obese	Direct care	78 <sup>a</sup> (1710)	80 <sup>a</sup> (1650)	81 <sup>a</sup> (2001)	69
Percent not obese	Purchased care	73 (376)	74 (386)	75 <sup>a</sup> (570)	69
Non-smokers (adults)	Direct care	94 <sup>a</sup> (1773)	95 <sup>a</sup> (1733)	93 <sup>a</sup> (2074)	88
Non-smokers (adults)	Purchased care	97 <sup>a</sup> (408)	97 <sup>a</sup> (411)	95 <sup>a</sup> (598)	88
Counseled to quit (adults)	Direct care	77 (191)	79 (168)	81 (214)	76
Counseled to quit (adults)	Purchased care	-	-	94 <sup>a</sup> (38)	76

<sup>a</sup> Significantly exceeded the Healthy People 2020 goal (p < .05).

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

- Suppressed because of small sample size.

The numbers in parentheses indicate number of respondents.

## Appendix

Tables in the Appendix show the same information shown in Figures 1–8 and in Table 1.

**Table A.1. High rating of health care**

Group	Percentage	Significance
Benchmark Q3FY20	73	NA
Direct care Q1FY20	54	Significantly lower than benchmark (p < .05)
Direct care Q2FY20	51	Significantly lower than benchmark (p < .05)
Direct care Q3FY20	57	Significantly lower than benchmark (p < .05)
Purchased care Q1FY20	64	Significantly lower than benchmark (p < .05)
Purchased care Q2FY20	69	Value is not significantly different than benchmark
Purchased care Q3FY20	78	Significantly higher than benchmark (p < .05)

**Table A.2. High rating of health plan**

Group	Percentage	Significance
Benchmark Q3FY20	56	NA
Direct care Q1FY20	59	Value is not significantly different than benchmark
Direct care Q2FY20	56	Value is not significantly different than benchmark
Direct care Q3FY20	65	Significantly higher than benchmark (p < .05)
Purchased care Q1FY20	63	Significantly higher than benchmark (p < .05)
Purchased care Q2FY20	68	Significantly higher than benchmark (p < .05)
Purchased care Q3FY20	72	Significantly higher than benchmark (p < .05)

**Table A.3. High rating of personal doctor**

Group	Percentage	Significance
Benchmark Q3FY20	82	NA
Direct care Q1FY20	71	Significantly lower than benchmark (p < .05)
Direct care Q2FY20	63	Significantly lower than benchmark (p < .05)
Direct care Q3FY20	74	Significantly lower than benchmark (p < .05)
Purchased care Q1FY20	74	Significantly lower than benchmark (p < .05)
Purchased care Q2FY20	81	Value is not significantly different than benchmark
Purchased care Q3FY20	88	Significantly higher than benchmark (p < .05)

**Table A.4. High rating of specialty care**

Group	Percentage	Significance
Benchmark Q3FY20	81	NA
Direct care Q1FY20	75	Value is not significantly different than benchmark
Direct care Q2FY20	74	Significantly lower than benchmark (p < .05)
Direct care Q3FY20	79	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
Purchased care Q3FY20	82	Value is not significantly different than benchmark

**Table A.5. High rating of getting needed care**

Group	Percentage	Significance
Benchmark Q3FY20	85	NA
Direct care Q1FY20	62	Significantly lower than benchmark (p < .05)
Direct care Q2FY20	64	Significantly lower than benchmark (p < .05)
Direct care Q3FY20	67	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)
Purchased care Q3FY20	81	Significantly lower than benchmark (p < .05)

**Table A.6. High rating of getting care quickly**

Group	Percentage	Significance
Benchmark Q3FY20	83	NA
Direct care Q1FY20	65	Significantly lower than benchmark (p < .05)
Direct care Q2FY20	68	Significantly lower than benchmark (p < .05)
Direct care Q3FY20	71	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
Purchased care Q3FY20	83	Value is not significantly different than benchmark

**Table A.7. High rating of doctor communication**

Group	Percentage	Significance
Benchmark Q3FY20	95	NA
Direct care Q1FY20	86	Significantly lower than benchmark (p < .05)
Direct care Q2FY20	87	Significantly lower than benchmark (p < .05)
Direct care Q3FY20	91	Significantly lower than benchmark (p < .05)
Purchased care Q1FY20	94	Value is not significantly different than benchmark
Purchased care Q2FY20	94	Value is not significantly different than benchmark
Purchased care Q3FY20	96	Value is not significantly different than benchmark

**Table A.8. High rating of customer service**

Group	Percentage	Significance
Benchmark Q3FY20	84	NA
Direct care Q1FY20	70	Significantly lower than benchmark (p < .05)
Direct care Q2FY20	77	Significantly lower than benchmark (p < .05)
Direct care Q3FY20	79	Significantly lower than benchmark (p < .05)
Purchased care Q1FY20	79	Value is not significantly different than benchmark
Purchased care Q2FY20	85	Value is not significantly different than benchmark
Purchased care Q3FY20	86	Value is not significantly different than benchmark

**Table A.9. Preventive care**

Type of Care	Group	Percentage	Obs	Significance
Mammography	Benchmark Q3FY20	81	NA	NA
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	Direct care Q3FY20	83	464	Value is not significantly different than benchmark
Mammography	Purchased care Q1FY20	83	152	Value is not significantly different than benchmark
Mammography	Purchased care Q2FY20	80	165	Value is not significantly different than benchmark
Mammography	Purchased care Q3FY20	82	200	Value is not significantly different than benchmark
Pap smear	Benchmark Q3FY20	93	NA	NA
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	Direct care Q3FY20	79	970	Significantly lower than benchmark (p < .05)
Pap smear	Purchased care Q1FY20	83	290	Significantly lower than benchmark (p < .05)
Pap smear	Purchased care Q2FY20	77	304	Significantly lower than benchmark (p < .05)
Pap smear	Purchased care Q3FY20	77	431	Significantly lower than benchmark (p < .05)
Hypertension	Benchmark Q3FY20	95	NA	NA
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	Direct care Q3FY20	87	2151	Significantly lower than benchmark (p < .05)
Hypertension	Purchased care Q1FY20	91	422	Significantly lower than benchmark (p < .05)
Hypertension	Purchased care Q2FY20	94	425	Value is not significantly different than benchmark
Hypertension	Purchased care Q3FY20	94	615	Value is not significantly different than benchmark
Prenatal care (in 1st trimester)	Benchmark Q3FY20	85	NA	NA
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)	Direct care Q3FY20	91	88	Value is not significantly different than benchmark
Prenatal care (in 1st trimester)	Purchased care Q1FY20	88	36	Value is not significantly different than benchmark
Prenatal care (in 1st trimester)	Purchased care Q2FY20	93	39	Value is not significantly different than benchmark
Prenatal care (in 1st trimester)	Purchased care Q3FY20	93	70	Significantly higher than benchmark (p < .05)
Percent not obese	Benchmark Q3FY20	69	NA	NA
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	Direct care Q3FY20	81	2001	Significantly higher than benchmark (p < .05)
Percent not obese	Purchased care Q1FY20	73	376	Value is not significantly different than benchmark
Percent not obese	Purchased care Q2FY20	74	386	Value is not significantly different than benchmark
Percent not obese	Purchased care Q3FY20	75	570	Significantly higher than benchmark (p < .05)
Non-smokers (adults)	Benchmark Q3FY20	88	NA	NA
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)
Non-smokers (adults)	Direct care Q3FY20	93	2074	Significantly higher than benchmark (p < .05)
Non-smokers (adults)	Purchased care Q1FY20	97	408	Significantly higher than benchmark (p < .05)
Non-smokers (adults)	Purchased care Q2FY20	97	411	Significantly higher than benchmark (p < .05)
Non-smokers (adults)	Purchased care Q3FY20	95	598	Significantly higher than benchmark (p < .05)
Counseled to quit (adults)	Benchmark Q3FY20	76	NA	NA
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)	Direct care Q3FY20	81	214	Value is not significantly different than benchmark
Counseled to quit (adults)	Purchased care Q1FY20	-	NA	NA
Counseled to quit (adults)	Purchased care Q2FY20	-	NA	NA
Counseled to quit (adults)	Purchased care Q3FY20	94	38	Significantly higher than benchmark (p < .05)