

Prime Enrollees Consumer Watch

West ♦ Quarter 3 FY 2019

DEFENSE HEALTH COST ASSESSMENT & PROGRAM EVALUATION

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 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.

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 2018, are used in calculating benchmarks.

Results

Source: Health Care Survey of DoD Beneficiaries

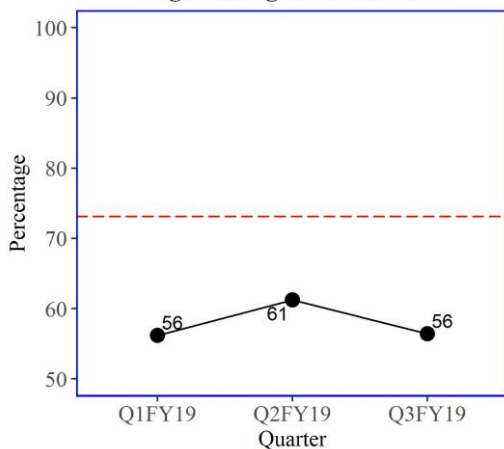
Response Rate: 8.4%

Sample Size: 38,585

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 in the survey fielded in the third quarter of fiscal year 2019, describing the period April 2018 to March 2019, and each of the 2 previous quarters. 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**



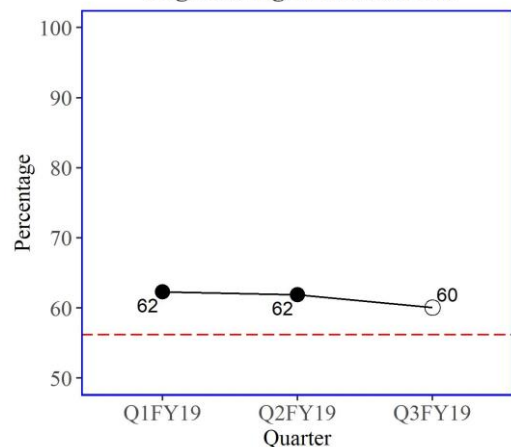
How to read the charts:

- 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

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.

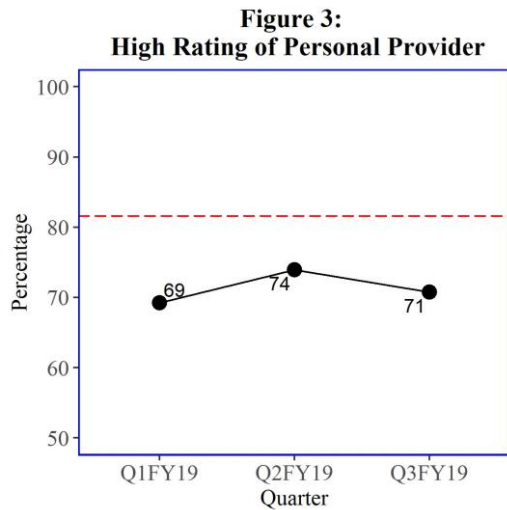
**Figure 2:
High Rating of Health Plan**



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.

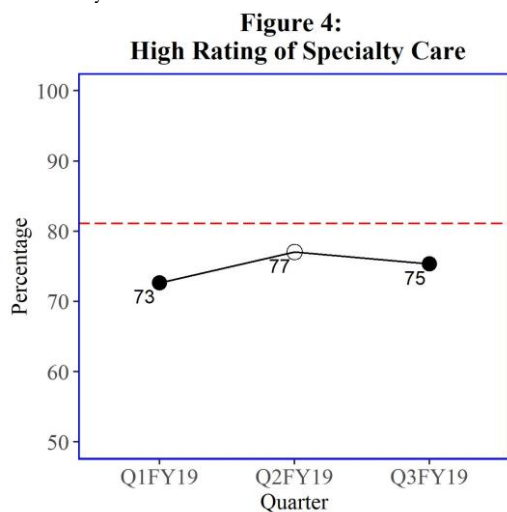
Figure 3 shows the percentage who rated their doctor 8 or above for each reporting period. Personal doctor ratings depend on how the patient gets along with the one doctor responsible for their basic care.



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.



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 referral to a specialist and getting needed treatments. “Getting care quickly” scores concern how long patients wait for an appointment or urgent care.

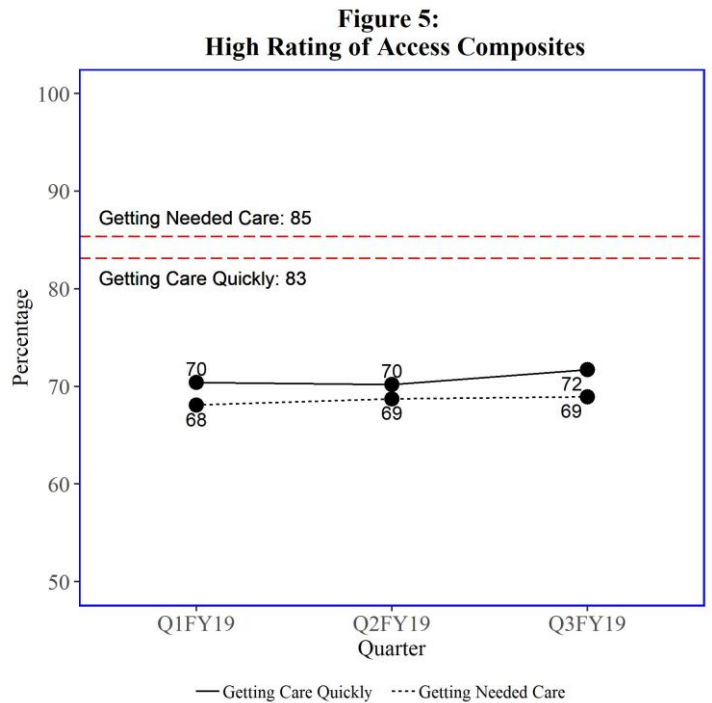


Figure 6 (Doctor’s Communication) includes the composite for “How well doctors communicate.” Scores in “How well doctors communicate” are based on whether the personal doctor spends enough time with patients, treats them respectfully and answers their questions.

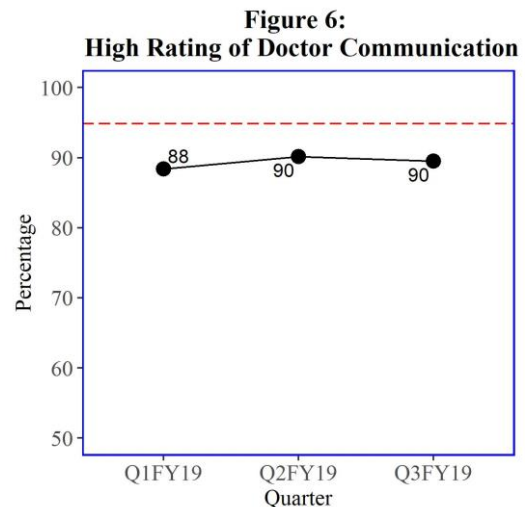
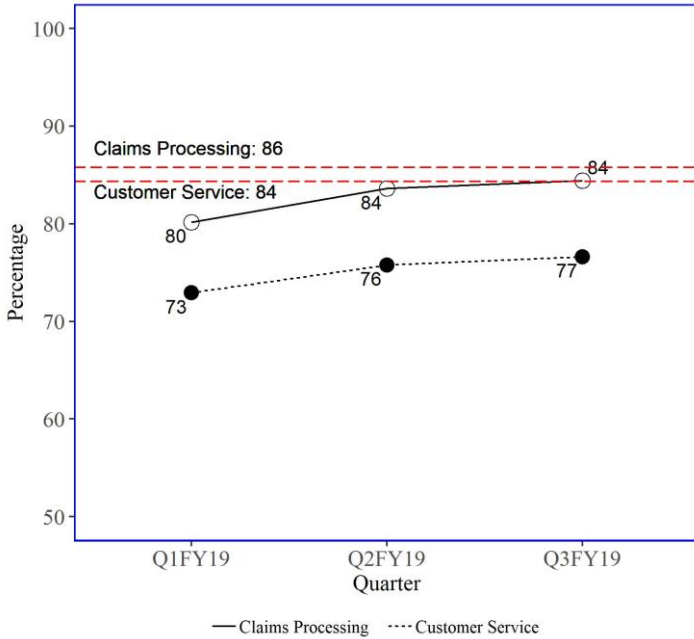


Figure 7 (Claims/Service Composites) includes composite scores for “Customer service” and “Claims processing.” Scores in the “Customer service” composite concern patients’ ability to get courteous service and information about their health plan. “Claims processing” scores are based on both the timeliness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

Figure 7:

High Rating of Claims and Service Composites



Preventive Care

The preventive care table 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	Q1FY19	Q2FY19	Q3FY19	Healthy People 2020 Goal
Mammography	77	85	81	81
Pap Smear	79 ^b	76 ^b	78 ^b	93
Hypertension	89 ^b	89 ^b	89 ^b	95
Prenatal Care (in 1st trimester)	72	86	96 ^a	78
Percent Not Obese	79 ^a	78 ^a	78 ^a	69
Non-Smokers (adults)	93 ^a	94 ^a	93 ^a	88
Counseled To Quit (adults)	85 ^a	82	67	76

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

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

Figure 1: Health Care Rating

Group	Score	Significance
Benchmark Q3FY19	73	
Prime Enrollees Q3FY19	56	Significantly lower than benchmark (p < .05)
Prime Enrollees Q2FY19	61	Significantly lower than benchmark (p < .05)
Prime Enrollees Q1FY19	56	Significantly lower than benchmark (p < .05)

Figure 2: Health Plan Rating

Group	Score	Significance
Benchmark Q3FY19	56	
Prime Enrollees Q3FY19	60	Value is not significantly different than benchmark
Prime Enrollees Q2FY19	62	Significantly higher than benchmark (p < .05)
Prime Enrollees Q1FY19	62	Significantly higher than benchmark (p < .05)

Figure 3: Personal Provider Rating

Group	Score	Significance
Benchmark Q3FY19	82	
Prime Enrollees Q3FY19	71	Significantly lower than benchmark (p < .05)
Prime Enrollees Q2FY19	74	Significantly lower than benchmark (p < .05)
Prime Enrollees Q1FY19	69	Significantly lower than benchmark (p < .05)

Figure 4: Specialist Rating

Group	Score	Significance
Benchmark Q3FY19	81	
Prime Enrollees Q3FY19	75	Significantly lower than benchmark (p < .05)
Prime Enrollees Q2FY19	77	Value is not significantly different than benchmark
Prime Enrollees Q1FY19	73	Significantly lower than benchmark (p < .05)

Figure 5: Access Composites

Composite	Group	Score	Significance
Getting Needed Care	Benchmark Q3FY19	85	
Getting Needed Care	Prime Enrollees Q3FY19	69	Significantly lower than benchmark (p < .05)
Getting Needed Care	Prime Enrollees Q2FY19	69	Significantly lower than benchmark (p < .05)
Getting Needed Care	Prime Enrollees Q1FY19	68	Significantly lower than benchmark (p < .05)
Getting Care Quickly	Benchmark Q3FY19	83	
Getting Care Quickly	Prime Enrollees Q3FY19	72	Significantly lower than benchmark (p < .05)
Getting Care Quickly	Prime Enrollees Q2FY19	70	Significantly lower than benchmark (p < .05)
Getting Care Quickly	Prime Enrollees Q1FY19	70	Significantly lower than benchmark (p < .05)

Figure 6: Doctor Communication

Group	Score	Significance
Benchmark Q3FY19	95	
Prime Enrollees Q3FY19	90	Significantly lower than benchmark (p < .05)
Prime Enrollees Q2FY19	90	Significantly lower than benchmark (p < .05)
Prime Enrollees Q1FY19	88	Significantly lower than benchmark (p < .05)

Figure 7: Claims/Service Composites

Composite	Group	Score	Significance
Customer Service	Benchmark Q3FY19	84	
Customer Service	Prime Enrollees Q3FY19	77	Significantly lower than benchmark (p < .05)
Customer Service	Prime Enrollees Q2FY19	76	Significantly lower than benchmark (p < .05)
Customer Service	Prime Enrollees Q1FY19	73	Significantly lower than benchmark (p < .05)
Claims Processing	Benchmark Q3FY19	86	
Claims Processing	Prime Enrollees Q3FY19	84	Value is not significantly different than benchmark
Claims Processing	Prime Enrollees Q2FY19	84	Value is not significantly different than benchmark
Claims Processing	Prime Enrollees Q1FY19	80	Value is not significantly different than benchmark

Figure 8: Preventive Care

Benefit	Group	Score	Significance
Mammography	Benchmark Q3FY19	81	
Mammography	Prime Enrollees Q3FY19	81	Value is not significantly different than benchmark
Mammography	Prime Enrollees Q2FY19	85	Value is not significantly different than benchmark
Mammography	Prime Enrollees Q1FY19	77	Value is not significantly different than benchmark
Pap Smear	Benchmark Q3FY19	93	
Pap Smear	Prime Enrollees Q3FY19	78	Significantly lower than benchmark ($p < .05$)
Pap Smear	Prime Enrollees Q2FY19	76	Significantly lower than benchmark ($p < .05$)
Pap Smear	Prime Enrollees Q1FY19	79	Significantly lower than benchmark ($p < .05$)
Hypertension	Benchmark Q3FY19	95	
Hypertension	Prime Enrollees Q3FY19	89	Significantly lower than benchmark ($p < .05$)
Hypertension	Prime Enrollees Q2FY19	89	Significantly lower than benchmark ($p < .05$)
Hypertension	Prime Enrollees Q1FY19	89	Significantly lower than benchmark ($p < .05$)
Prenatal Care (in 1st trimester)	Benchmark Q3FY19	78	
Prenatal Care (in 1st trimester)	Prime Enrollees Q3FY19	96	Significantly higher than benchmark ($p < .05$)
Prenatal Care (in 1st trimester)	Prime Enrollees Q2FY19	86	Value is not significantly different than benchmark
Prenatal Care (in 1st trimester)	Prime Enrollees Q1FY19	72	Value is not significantly different than benchmark
Percent Not Obese	Benchmark Q3FY19	69	
Percent Not Obese	Prime Enrollees Q3FY19	78	Significantly higher than benchmark ($p < .05$)
Percent Not Obese	Prime Enrollees Q2FY19	78	Significantly higher than benchmark ($p < .05$)
Percent Not Obese	Prime Enrollees Q1FY19	79	Significantly higher than benchmark ($p < .05$)
Non-Smokers (adults)	Benchmark Q3FY19	88	
Non-Smokers (adults)	Prime Enrollees Q3FY19	93	Significantly higher than benchmark ($p < .05$)
Non-Smokers (adults)	Prime Enrollees Q2FY19	94	Significantly higher than benchmark ($p < .05$)
Non-Smokers (adults)	Prime Enrollees Q1FY19	93	Significantly higher than benchmark ($p < .05$)
Counseled To Quit (adults)	Benchmark Q3FY19	76	
Counseled To Quit (adults)	Prime Enrollees Q3FY19	67	Value is not significantly different than benchmark
Counseled To Quit (adults)	Prime Enrollees Q2FY19	82	Value is not significantly different than benchmark
Counseled To Quit (adults)	Prime Enrollees Q1FY19	85	Significantly higher than benchmark ($p < .05$)