TRICARE Users Consumer Watch

West◆Quarter 3 FY 2016

Defense Health Cost Assessment & Program

Source: Health Care Survey of DoD Beneficiaries

Inside Consumer Watch

TRICARE Consumer Watch is a brief summary of what TRICARE users in your region say about their healthcare. Data are taken from the Health Care Survey of DoD Beneficiaries (HCSDB). The HCSDB includes questions from the Consumer Assessment of Healthcare Providers and Systems (CAHPS), a survey designed to help consumers choose among health plans. The survey for quarter four of FY2015 was canceled.

Benchmark data, from the National Committee for Quality Assurance (NCQA) for 2015, are used in calculating benchmarks. Rates differing significantly from the benchmark are in italics and shown in red.

Legend:
Direct Care
Purchased Care
Benchmark
a Significantly exceeds benchmark (p< .05)
b Significantly falls short of benchmark (p< .05)

Figures 1 through 4 show the proportion of Prime enrollees with a military PCM (direct care), or enrolled to a civilian PCM, or using Standard/Extra for most of their care in the past year (purchased care) who respond 8 or above when asked to give a rating on a 0 to 10 scale (0 is bad, and 10 is good), for Health Care, Health Plan, Personal Doctor, or the Specialist they see most often. Rates are adjusted for age and health status.

Figure 1: Health Care Rating

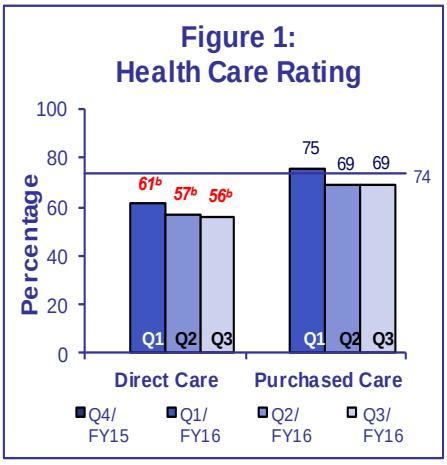


Figure 2: Health Plan Rating

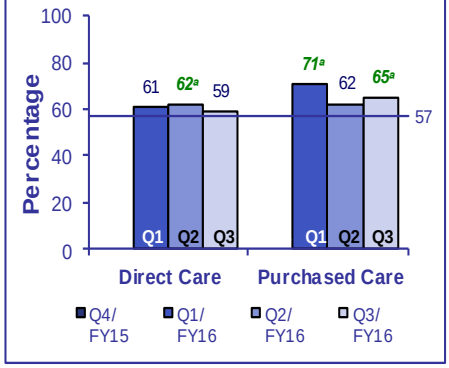


Figure 3: Personal Provider Rating

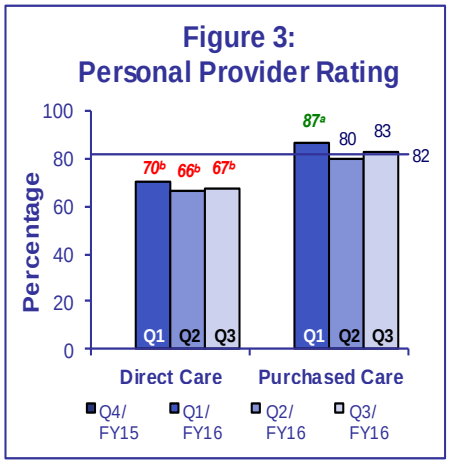
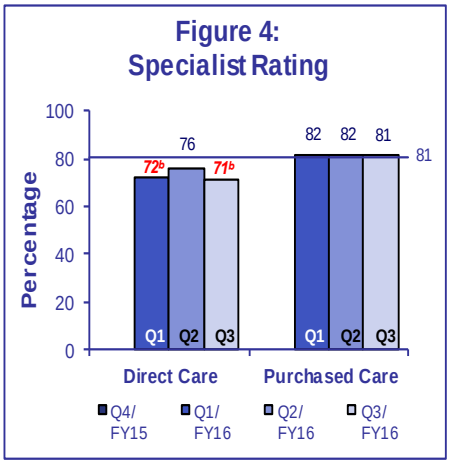


Figure 4: Specialist Rating



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. Asterisks show values significantly different from the benchmark ($p < .05$).

Figure 5 presents the composites "Getting needed care". Scores are based on patients' problems getting referrals and approvals and getting needed treatment.

Figure 5: Getting Needed Care

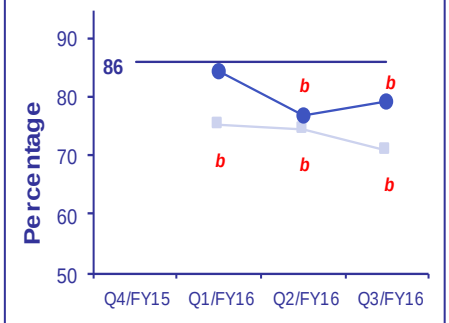


Figure 1: Health Care Rating

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	74	74
Q4/ FY15	-	-
Q1/ FY16	*61* [b]	75
Q2/ FY16	*57* [b]	69
Q3/ FY16	*56* [b]	69

Figure 2: Health Plan Rating

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	57	57
Q4/ FY15	-	-
Q1/ FY16	61	*71* [a]
Q2/ FY16	*62* [a]	62
Q3/ FY16	59	*65* [a]

Figure 3: Personal Provider Rating

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	82	82
Q4/ FY15	-	-
Q1/ FY16	*70* [b]	*87* [a]
Q2/ FY16	*66* [b]	80
Q3/ FY16	*67* [b]	83

Figure 4: Specialist Rating

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	81	81
Q4/ FY15	-	-
Q1/ FY16	*72* [b]	82
Q2/ FY16	76	82
Q3/ FY16	*71* [b]	81

Figure 5: Getting Needed Care

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q4/FY15	86	-	-
Q1/FY16	86	*75* [b]	85
Q2/FY16	86	*74* [b]	*77* [b]
Q3/FY16	86	*71* [b]	*79* [b]

Figure 6: Getting Care Quickly

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q4/FY15	84	-	-
Q1/FY16	84	*73* [b]	85
Q2/FY16	84	*74* [b]	84
Q3/FY16	84	*70* [b]	*75* [b]

Figure 7: Doctors Communication

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q4/FY15	95	-	-
Q1/FY16	95	*90* [b]	97
Q2/FY16	95	*88* [b]	*91* [b]
Q3/FY16	95	*85* [b]	95

Figure 8: Customer Service

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q4/FY15	84	-	-
Q1/FY16	84	*78* [b]	*74* [b]
Q2/FY16	84	*74* [b]	82
Q3/FY16	84	*78* [b]	*76* [b]

Figure 9: Claims Processing

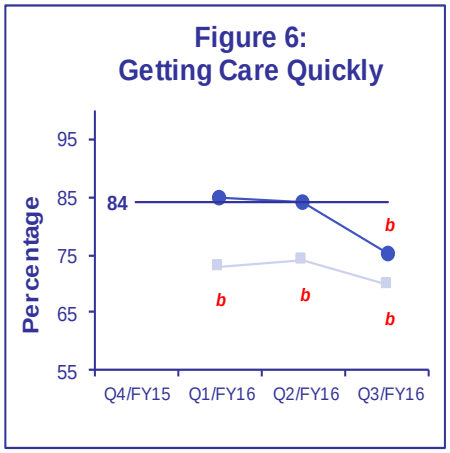
Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q4/FY15	86	-	-
Q1/FY16	86	82	86
Q2/FY16	86	83	84
Q3/FY16	86	82	86

Preventive Care

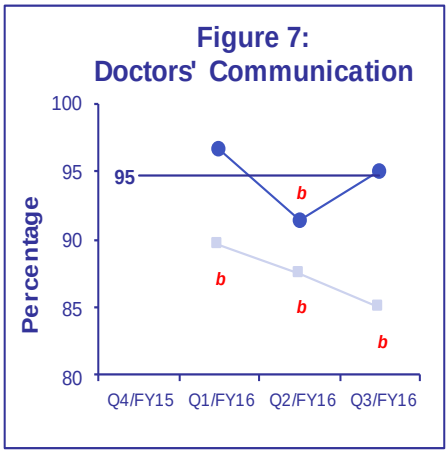
Type of Care	Qtr 4 FY 2015	Qtr 1 FY 2016	Qtr 2 FY 2016	Qtr 3 FY 2016	Healthy People 2020 Goal
Mammography (women >= 40): Direct Care	-	87 [a]	80	91 [a] (555)	81
Mammography (women >= 40): Purchased Care	-	90 [a]	78	83 (203)	81
Pap Smear (women >= 18): Direct Care	-	81 [b]	84 [b]	83 [b] (1109)	93
Pap Smear (women >= 18): Purchased Care	-	82 [b]	85 [b]	83 [b] (357)	93
Hypertension Screen (adults): Direct Care	-	90 [b]	90 [b]	89 [b] (2400)	95
Hypertension Screen (adults): Purchased Care	-	98 [a]	94	91 (533)	95
Prenatal Care (in 1st trimester): Direct Care	-	90 [a]	80	85 (125)	78
Prenatal Care (in 1st trimester): Purchased Care	-	94 [a]	69	100 [a] (41)	78
Percent Not Obese (adults): Direct Care	-	78 [a]	81 [a]	80 [a] (2229)	69
Percent Not Obese (adults): Purchased Care	-	71	72	75 [a] (493)	69
Non-Smokers (adults): Direct Care	-	91 [a]	93 [a]	90 (2320)	88
Non-Smokers (adults): Purchased Care	-	94 [a]	93 [a]	93 [a] (518)	88
Counseled to Quit (adults): Direct Care	-	86	69	81 (284)	-
Counseled to Quit (adults): Purchased Care	-	97	73	92 (42)	-

a.Numbers in green significantly exceed the Healthy People 2020 goal (p< .05).
b.Numbers in red significantly fall short of the Healthy People 2020 goal (p< .05).
The number of responding beneficiaries for each type of care is in parentheses.

"Getting care quickly" shown in Figure 6 scores concern how long patients wait for an appointment or wait in the doctor's office.



Scores in Figure 7, "Doctor's communication" are based on whether the doctor spends enough time with patients, treats them respectfully and answers their questions.



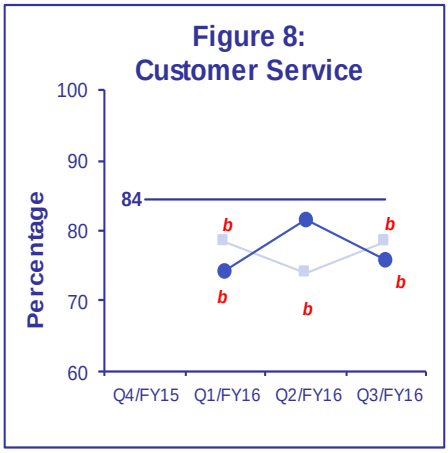
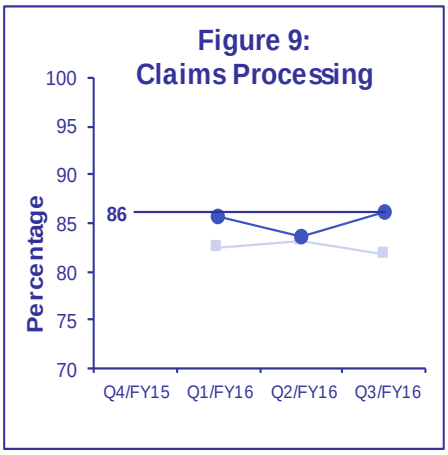


Figure 8 shows "Customer service" scores, which concern patients' ability to get information about their health plan.



"Claims processing" scores in Figure 9 are based on the timeliness and correctness of plan's claims handling.

Preventive Care

The preventive care table compares TRICARE users' rates for diagnostic screening tests and smoking and tobacco use cessation with goals from Healthy People 2020, a government initiative to improve Americans' health by preventing illness.

Preventive Care

Type of Care	Qtr 4 FY 2015	Qtr 1 FY 2016	Qtr 2 FY 2016	Qtr 3 FY 2016	Healthy People 2020 Goal
Mammography (women >= 40)					
Direct Care	-	*87*[a]	80	*91*[a] (555)	81
Purchased Care	-	*90*[a]	78	83 (203)	
Pap Smear (women >= 18)					
Direct Care	-	*81*[b]	*84*[b]	*83*[b] (1,109)	93
Purchased Care	-	*82*[b]	*85*[b]	*83*[b] (357)	
Hypertension Screen (adults)					
Direct Care	-	*90*[b]	*90*[b]	*89*[b] (2,400)	95
Purchased Care	-	*98*[a]	94	91 (533)	
Prenatal Care (in 1st trimester)					
Direct Care	-	*90*[a]	80	85 (125)	78
Purchased Care	-	*94*[a]	69	*100*[a] (41)	
Percent Not Obese (adults)					
Direct Care	-	*78*[a]	*81*[a]	*80*[a] (2,229)	69
Purchased Care	-	71	72	*75*[a] (493)	
Non-Smokers (adults)					
Direct Care	-	*91*[a]	*93*[a]	90 (2,320)	88
Purchased Care	-	*94*[a]	*93*[a]	*93*[a] (518)	
Counseled to Quit (adults)					
Direct Care	-	86	69	81 (284)	-
Purchased Care	-	97	73	92 (42)	

[a]Numbers in green significantly exceed the Healthy People 2020 goal ($p < .05$).

[b]Numbers in red significantly fall short of the Healthy People 2020 goal ($p < .05$).

The number of responding beneficiaries for each type of care is in parentheses.