



TRICARE Users Consumer Watch

North ♦ Quarter 1 FY 2017

Defense Health Cost Assessment & Program Evaluation

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 FY2016 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 or green.

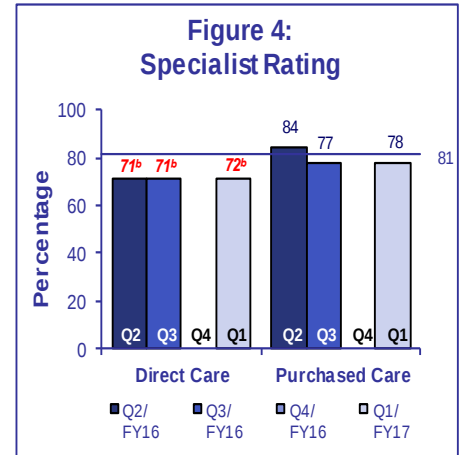
Legend:

- 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.

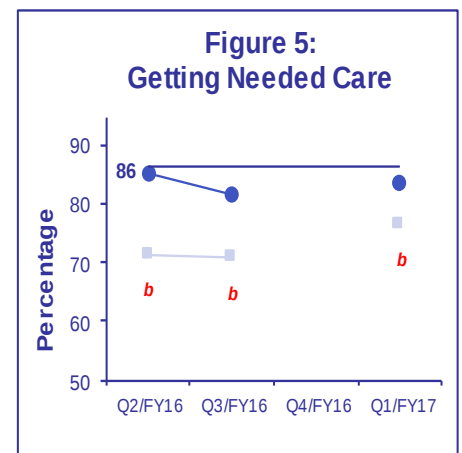
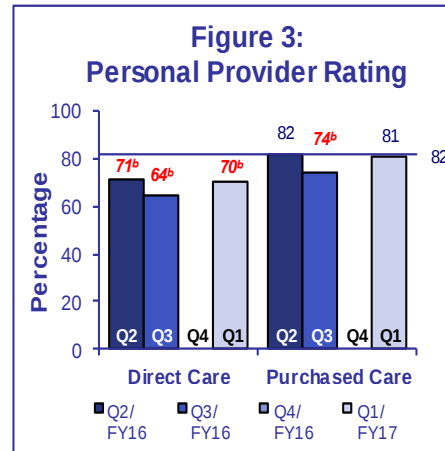
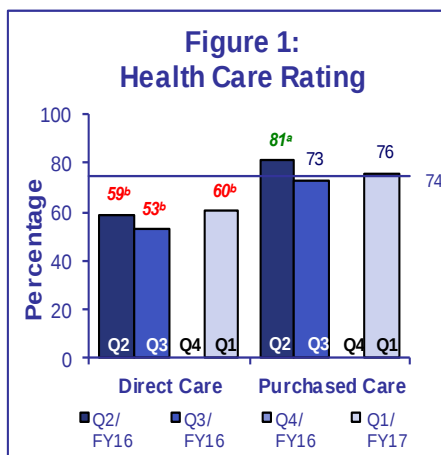


Health Care Topics

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.



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

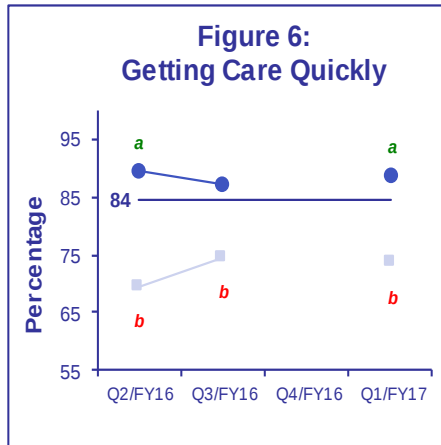
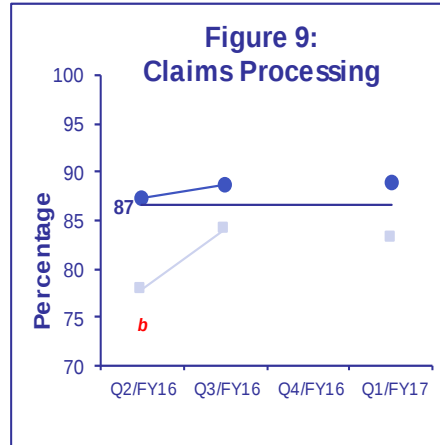
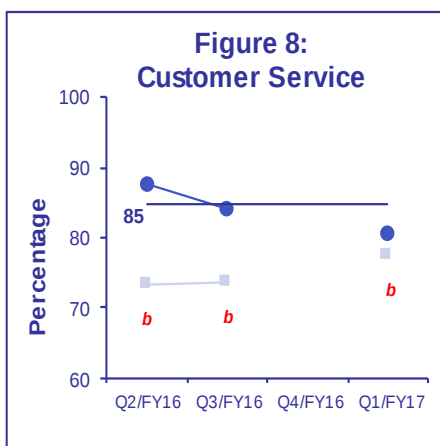
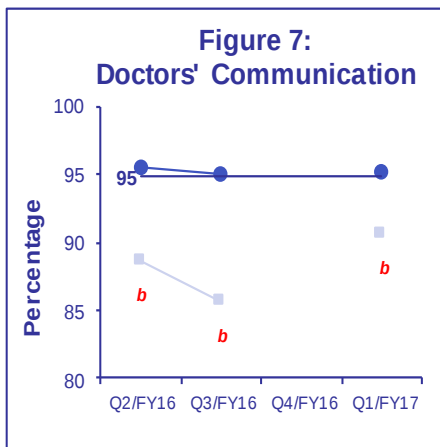


Figure 8 shows “Customer service” scores, which concern patients’ ability to get information about their health plan.



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.



“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 2 FY 2016	Qtr 3 FY 2016	Qtr 4 FY 2016	Qtr 1 FY 2017	Healthy People 2020 Goal
Mammography (women >= 40)					
Direct Care	85	88 ^a	-	83 (310)	81
Purchased Care	82	88 ^a	-	83 (162)	
Pap Smear (women >= 18)					
Direct Care	86 ^b	86 ^b	-	83 ^b (632)	93
Purchased Care	88	87 ^b	-	82 ^b (259)	
Hypertension Screen (adults)					
Direct Care	91 ^b	93	-	93 (1,410)	95
Purchased Care	97 ^a	94	-	96 (399)	
Prenatal Care (in 1st trimester)					
Direct Care	84	85	-	93 ^a (76)	78
Purchased Care	97 ^a	74	-	90 ^a (38)	
Percent Not Obese (adults)					
Direct Care	80 ^a	78 ^a	-	77 ^a (1,322)	69
Purchased Care	69	74	-	73 (370)	
Non-Smokers (adults)					
Direct Care	93 ^a	90	-	91 (1,361)	88
Purchased Care	94 ^a	91	-	93 ^a (389)	
Counseled to Quit (adults)					
Direct Care	81	72	-	85 (164)	-
Purchased Care	-	91	-	82 (37)	

^aNumbers in green significantly exceed the Healthy People 2020 goal (p < .05).

^bNumbers 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.

Figure 1: Health Care Rating

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	74	74
Q2/FY16	59 ^b	81 ^a
Q3/FY16	53 ^b	73
Q4/FY16	-	-
Q1/FY17	60 ^b	76

Figure 2: Health Plan Rating

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	58	58
Q2/FY16	62	63
Q3/FY16	58	71 ^a
Q4/FY16	-	-
Q1/FY17	62	68 ^a

Figure 3: Personal Provider Rating

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	82	82
Q2/FY16	71 ^b	82
Q3/FY16	64 ^b	74 ^b
Q4/FY16	-	-
Q1/FY17	70 ^b	81

Figure 4: Specialist Rating

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	81	81
Q2/FY16	71 ^b	84
Q3/FY16	71 ^b	77
Q4/FY16	-	-
Q1/FY17	72 ^b	78

Figure 5: Getting Needed Care

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q2/FY16	86	72 ^b	85
Q3/FY16	86	71 ^b	82
Q4/FY16	86	-	-
Q1/FY17	86	77 ^b	84

Figure 6: Getting Care Quickly

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q2/FY16	84	70 ^b	89 ^a
Q3/FY16	84	74 ^b	87
Q4/FY16	84	-	-
Q1/FY17	84	73 ^b	89 ^a

Figure 7: Doctors Communication

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q2/FY16	95	89 ^b	96
Q3/FY16	95	86 ^b	95
Q4/FY16	95	-	-
Q1/FY17	95	91 ^b	95

Figure 8: Customer Service

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q2/FY16	85	73 ^b	88
Q3/FY16	85	74 ^b	84
Q4/FY16	85	-	-
Q1/FY17	85	77 ^b	81

Figure 9: Claims Processing

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q2/FY16	87	78 ^b	87
Q3/FY16	87	84	89
Q4/FY16	87	-	-
Q1/FY17	87	83	89

Preventive Care

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Mammography (women >= 40): Direct Care	85	88 ^a	-	83 (310)	81
Mammography (women >= 40): Purchased Care	82	88 ^a	-	83 (162)	81
Pap Smear (women >= 18): Direct Care	86 ^b	86 ^b	-	83 ^b (632)	93
Pap Smear (women >= 18): Purchased Care	88	87 ^b	-	82 ^b (259)	93
Hypertension Screen (adults): Direct Care	91 ^b	93	-	93 (1410)	95
Hypertension Screen (adults): Purchased Care	97 ^a	94	-	96 (399)	95
Prenatal Care (in 1st trimester): Direct Care	84	85	-	93 ^a (76)	78
Prenatal Care (in 1st trimester): Purchased Care	97 ^a	74	-	90 ^a (38)	78
Percent Not Obese (adults): Direct Care	80 ^a	78 ^a	-	77 ^a (1322)	69
Percent Not Obese (adults): Purchased Care	69	74	-	73 (370)	69
Non-Smokers (adults): Direct Care	93 ^a	90	-	91 (1361)	88
Non-Smokers (adults): Purchased Care	94 ^a	91	-	93 ^a (389)	88
Counseled to Quit (adults): Direct Care	81	72	-	85 (164)	-
Counseled to Quit (adults): Purchased Care	-	91	-	82 (37)	-

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