



TRICARE Users Consumer Watch

North ♦ Quarter 2 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.

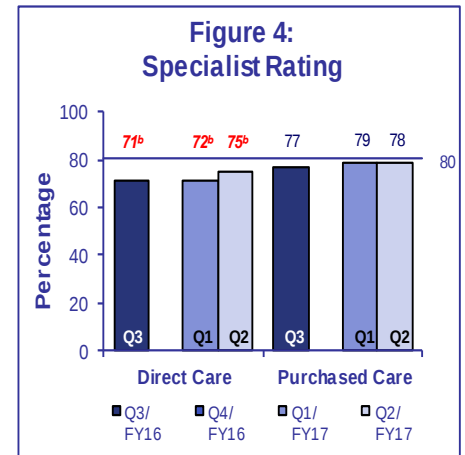
Legend:

- 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.

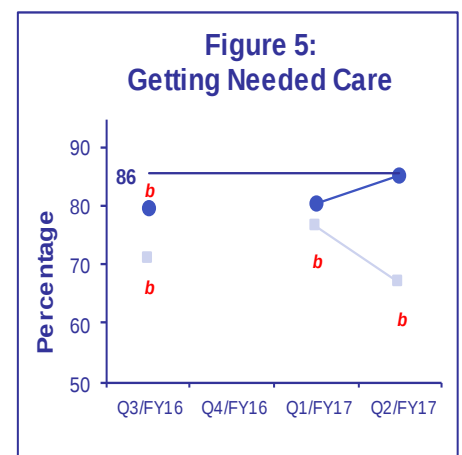
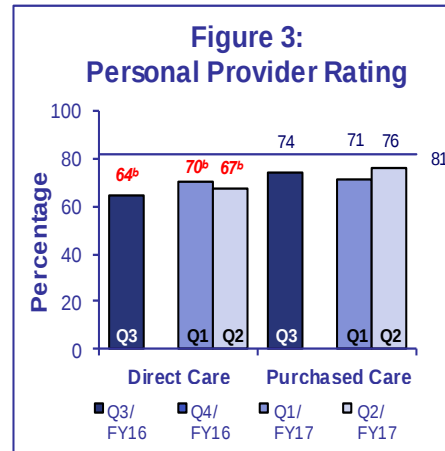
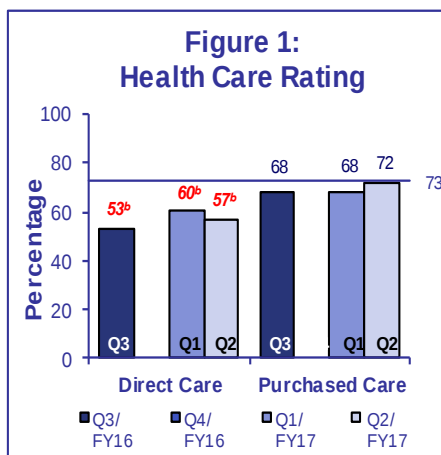


Health Care Topics

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.

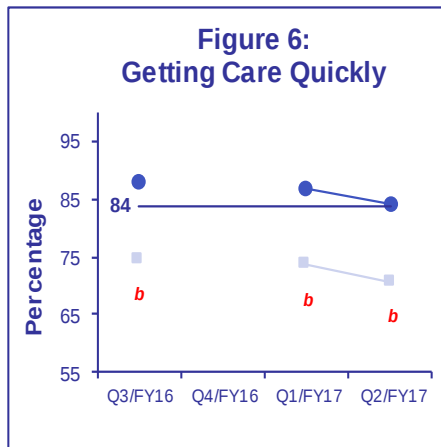
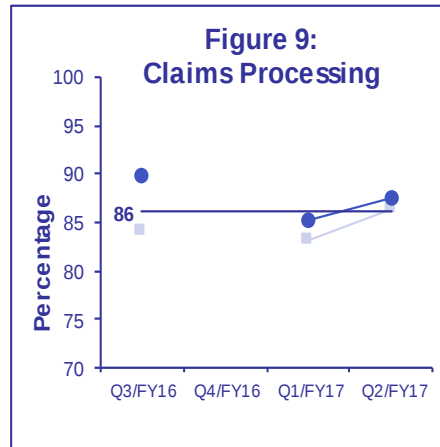


Figure 8 shows “Customer service” scores, which concern patients’ ability to get information about their health plan.

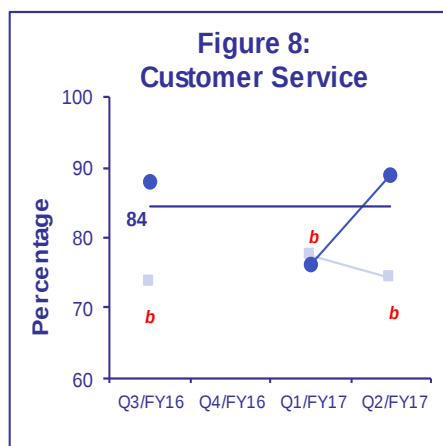
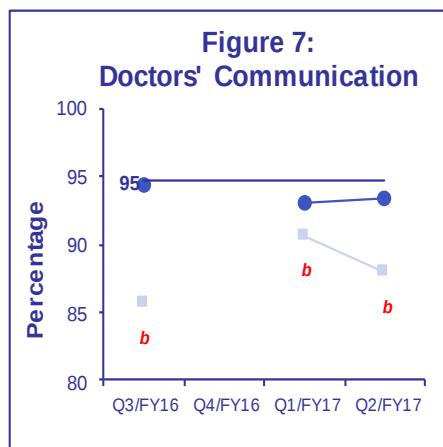


“Claims processing” scores in Figure 9 are based on the timeliness and correctness of plan’s claims handling.

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.

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.



Preventive Care

Type of Care	Qtr 3 FY 2016	Qtr 4 FY 2016	Qtr 1 FY 2017	Qtr 2 FY 2017	Healthy People 2020 Goal
Mammography (women >= 40)					
Direct Care	88 ^a	-	83	88 ^a	81
Purchased Care	94 ^a	-	81	(389) 84 (250)	
Pap Smear (women >= 18)					
Direct Care	86 ^b	-	83 ^b	88 ^b	93
Purchased Care	92	-	88	(777) 85 ^b (419)	
Hypertension Screen (adults)					
Direct Care	93	-	93	93	95
Purchased Care	94	-	98 ^a	(1,758) 95 (625)	
Prenatal Care (in 1st trimester)					
Direct Care	85	-	93 ^a	88 ^a	78
Purchased Care	-	-	-	(80) 98 ^a (52)	
Percent Not Obese (adults)					
Direct Care	78 ^a	-	77 ^a	78 ^a	69
Purchased Care	68	-	74	(1,633) 69 (570)	
Non-Smokers (adults)					
Direct Care	90	-	91	91	88
Purchased Care	90	-	93 ^a	(1,700) 94 ^a (608)	
Counseled to Quit (adults)					
Direct Care	72	-	85	75	-
Purchased Care	-	-	-	(189) 85 (53)	

^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	73	73
Q3/FY16	53 ^b	68
Q4/FY16	-	-
Q1/FY17	60 ^b	68
Q2/FY17	57 ^b	72

Figure 2: Health Plan Rating

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	57	57
Q3/FY16	58	74 ^a
Q4/FY16	-	-
Q1/FY17	62	65
Q2/FY17	64 ^a	67 ^a

Figure 3: Personal Provider Rating

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	81	81
Q3/FY16	64 ^b	74
Q4/FY16	-	-
Q1/FY17	70 ^b	71
Q2/FY17	67 ^b	76

Figure 4: Specialist Rating

Qtr/Yr/Benchmark	Direct Care	Purchased Care
Benchmark	80	80
Q3/FY16	71 ^b	77
Q4/FY16	-	-
Q1/FY17	72 ^b	79
Q2/FY17	75 ^b	78

Figure 5: Getting Needed Care

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q3/FY16	86	71 ^b	80 ^b
Q4/FY16	86	-	-
Q1/FY17	86	77 ^b	80
Q2/FY17	86	67 ^b	85

Figure 6: Getting Care Quickly

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q3/FY16	84	74 ^b	88
Q4/FY16	84	-	-
Q1/FY17	84	73 ^b	87
Q2/FY17	84	71 ^b	84

Figure 7: Doctors Communication

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q3/FY16	95	86 ^b	94
Q4/FY16	95	-	-
Q1/FY17	95	91 ^b	93
Q2/FY17	95	88 ^b	93

Figure 8: Customer Service

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q3/FY16	84	74 ^b	88
Q4/FY16	84	-	-
Q1/FY17	84	77 ^b	76
Q2/FY17	84	74 ^b	89

Figure 9: Claims Processing

Qtr/Yr	Benchmark	Direct Care	Purchased Care
Q3/FY16	86	84	90
Q4/FY16	86	-	-
Q1/FY17	86	83	85
Q2/FY17	86	86	87

Preventive Care

Type of Care	Qtr 3 FY 2016	Qtr 4 FY 2016	Qtr 1 FY 2017	Qtr 2 FY 2017	Healthy People 2020 Goal
Mammography (women >= 40): Direct Care	88 ^a	-	83	88 ^a (389)	81
Mammography (women >= 40): Purchased Care	94 ^a	-	81	84 (250)	81
Pap Smear (women >= 18): Direct Care	86 ^b	-	83 ^b	88 ^b (777)	93
Pap Smear (women >= 18): Purchased Care	92	-	88	85 ^b (419)	93
Hypertension Screen (adults): Direct Care	93	-	93	93 (1758)	95
Hypertension Screen (adults): Purchased Care	94	-	98 ^a	95 (625)	95
Prenatal Care (in 1st trimester): Direct Care	85	-	93 ^a	88 ^a (80)	78
Prenatal Care (in 1st trimester): Purchased Care	-	-	-	98 ^a (52)	78
Percent Not Obese (adults): Direct Care	78 ^a	-	77 ^a	78 ^a (1633)	69
Percent Not Obese (adults): Purchased Care	68	-	74	69 (570)	69
Non-Smokers (adults): Direct Care	90	-	91	91 (1700)	88
Non-Smokers (adults): Purchased Care	90	-	93 ^a	94 ^a (608)	88
Counseled to Quit (adults): Direct Care	72	-	85	75 (189)	-
Counseled to Quit (adults): Purchased Care	-	-	-	85 (53)	-

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.