Prime Enrollees Consumer Watch

TRICARE Outpatient-Chula Vista◆Fiscal Year 2019

DEFENSE HEALTH COST ASSESSMENT & PROGRAM EVALUATION

Inside Consumer Watch

TRICARE Consumer Watch shows what TRICARE Prime enrollees in your MTF 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: 10% Sample Size: 3,166

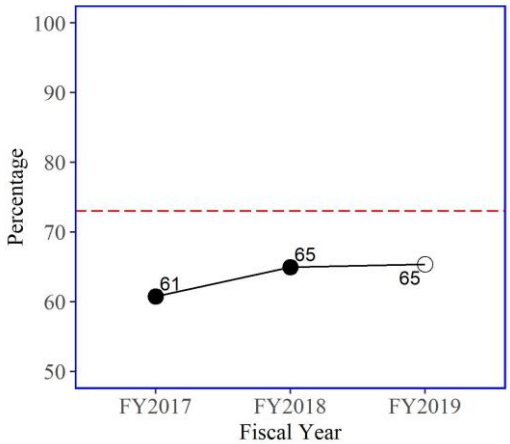
Health Care

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 surveys fielded in fiscal years 2017, 2018, and 2019. 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.

How to read the charts:

● 61	Percentage of respondents who rated 8 out of 10 or higher
--•--	Scores for Prime Enrollees (line with point)
-----	Benchmark (line without point)
●	Value differs significantly from benchmark
○	Value does not significantly differ from benchmark

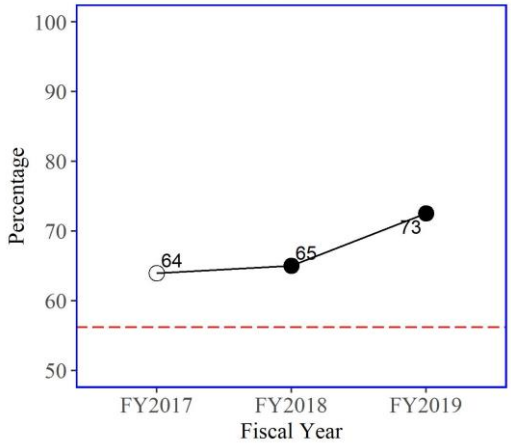
Figure 1:
High Rating of Health Care



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

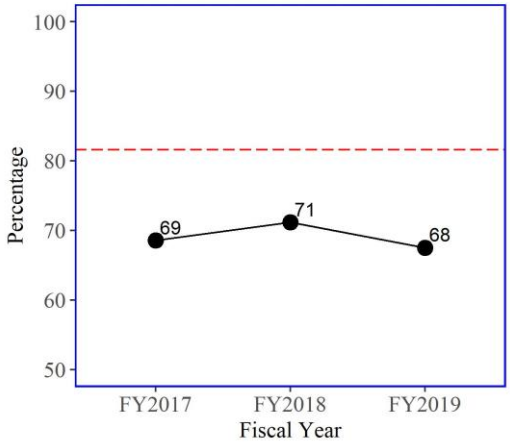


Personal Provider

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.

Figure 3:
High Rating of Personal Provider

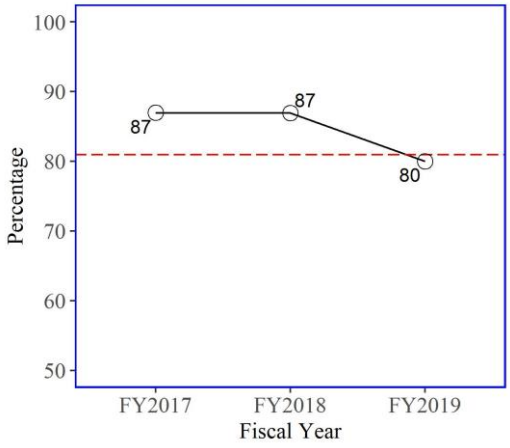


Specialist

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.

Figure 4:
High Rating of Specialty Care



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 5:
High Rating of Access Composites

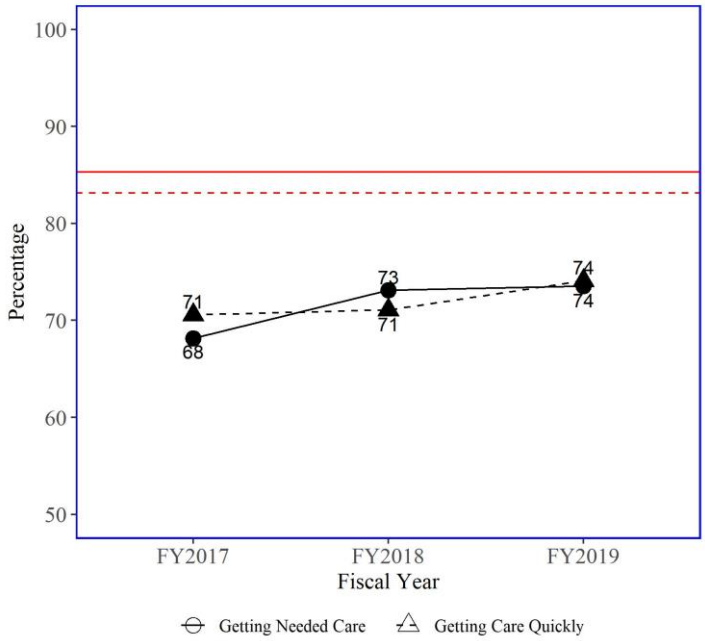


Figure 6 (Doctor's Communication) includes the composite for "How well doctors communicate." Scores in "How well doctors communicate" are based on whether the personal doctor spends enough time with patients, treats them respectfully and answers their questions.

Figure 6:
High Rating of Doctor Communication

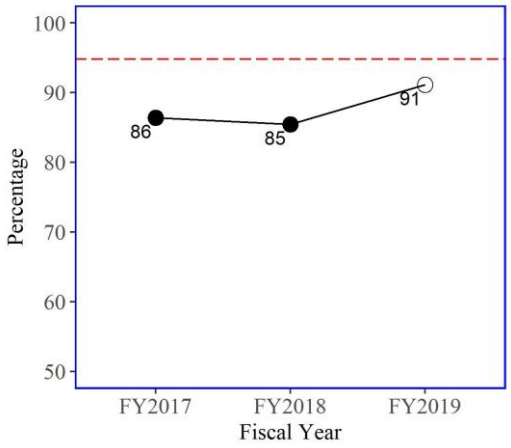
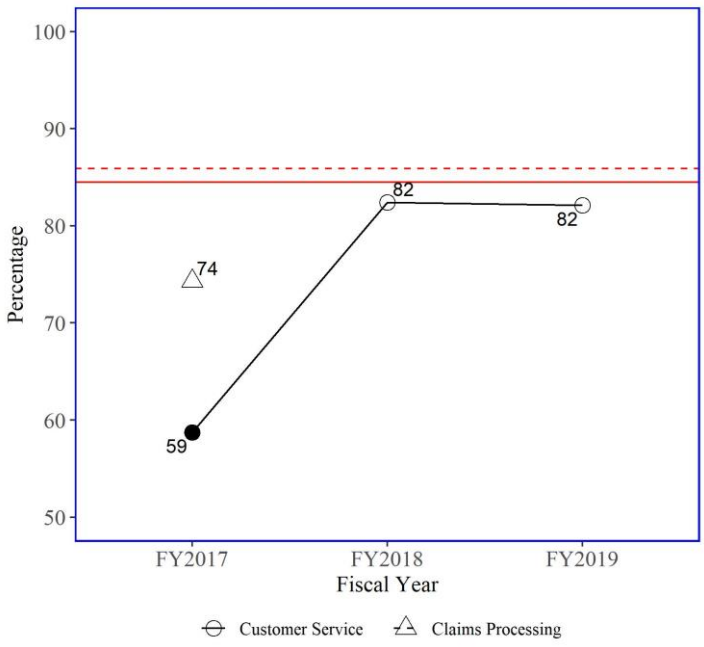


Figure 7 (Claims/Service Composites) includes composite scores for "Customer service" and "Claims processing." Scores in the "Customer service" composite concern patients' ability to get courteous service and information about their health plan. "Claims processing" scores are based on both the timeliness 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	FY2017	FY2018	FY2019	Healthy People 2020 Goal
Mammography	95[a]	93[a]	98[a]	81
Pap Smear	70[b]	72[b]	76[b]	93
Hypertension	90	92	96	95
Prenatal Care (in 1st trimester)	-	-	-	78
Percent Not Obese	84[a]	76	53[b]	69
Non-Smokers (adults)	97[a]	98[a]	99[a]	88
Counseled To Quit (adults)	-	-	-	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 FY2019	73	NA
Prime Enrollees FY2017	61	Significantly lower than benchmark (p < .05)
Prime Enrollees FY2018	65	Significantly lower than benchmark (p < .05)
Prime Enrollees FY2019	65	Value is not significantly different than benchmark

Figure 2: Health Plan Rating

Group	Score	Significance
Benchmark FY2019	56	NA
Prime Enrollees FY2017	64	Value is not significantly different than benchmark
Prime Enrollees FY2018	65	Significantly higher than benchmark (p < .05)
Prime Enrollees FY2019	73	Significantly higher than benchmark (p < .05)

Figure 3: Personal Provider Rating

Group	Score	Significance
Benchmark FY2019	82	NA
Prime Enrollees FY2017	69	Significantly lower than benchmark (p < .05)
Prime Enrollees FY2018	71	Significantly lower than benchmark (p < .05)
Prime Enrollees FY2019	68	Significantly lower than benchmark (p < .05)

Figure 4: Specialist Rating

Group	Score	Significance
Benchmark FY2019	81	NA
Prime Enrollees FY2017	87	Value is not significantly different than benchmark
Prime Enrollees FY2018	87	Value is not significantly different than benchmark
Prime Enrollees FY2019	80	Value is not significantly different than benchmark

Figure 5: Access Composites

Composite	Group	Score	Significance
Getting Needed Care	Benchmark FY2019	85	NA
Getting Needed Care	Prime Enrollees FY2017	68	Significantly lower than benchmark (p < .05)
Getting Needed Care	Prime Enrollees FY2018	73	Significantly lower than benchmark (p < .05)
Getting Needed Care	Prime Enrollees FY2019	74	Significantly lower than benchmark (p < .05)
Getting Care Quickly	Benchmark FY2019	83	NA
Getting Care Quickly	Prime Enrollees FY2017	71	Significantly lower than benchmark (p < .05)
Getting Care Quickly	Prime Enrollees FY2018	71	Significantly lower than benchmark (p < .05)
Getting Care Quickly	Prime Enrollees FY2019	74	Significantly lower than benchmark (p < .05)

Figure 6: Doctor Communication

Group	Score	Significance
Benchmark FY2019	95	NA
Prime Enrollees FY2017	86	Significantly lower than benchmark (p < .05)
Prime Enrollees FY2018	85	Significantly lower than benchmark (p < .05)
Prime Enrollees FY2019	91	Value is not significantly different than benchmark

Figure 7: Claims/Service Composites

Composite	Group	Score	Significance
Customer Service	Benchmark FY2019	84	NA
Customer Service	Prime Enrollees FY2017	59	Significantly lower than benchmark (p < .05)
Customer Service	Prime Enrollees FY2018	82	Value is not significantly different than benchmark
Customer Service	Prime Enrollees FY2019	82	Value is not significantly different than benchmark
Claims Processing	Benchmark FY2019	86	NA
Claims Processing	Prime Enrollees FY2017	74	Value is not significantly different than benchmark
Claims Processing	Prime Enrollees FY2018	-	NA
Claims Processing	Prime Enrollees FY2019	-	NA

Figure 8: Preventive Care

Benefit	Group	Score	Significance
Mammography	Benchmark FY2019	81	NA
Mammography	Prime Enrollees FY2017	95	Significantly higher than benchmark (p < .05)
Mammography	Prime Enrollees FY2018	93	Significantly higher than benchmark (p < .05)
Mammography	Prime Enrollees FY2019	98	Significantly higher than benchmark (p < .05)
Pap Smear	Benchmark FY2019	93	NA
Pap Smear	Prime Enrollees FY2017	70	Significantly lower than benchmark (p < .05)
Pap Smear	Prime Enrollees FY2018	72	Significantly lower than benchmark (p < .05)
Pap Smear	Prime Enrollees FY2019	76	Significantly lower than benchmark (p < .05)
Hypertension	Benchmark FY2019	95	NA
Hypertension	Prime Enrollees FY2017	90	Value is not significantly different than benchmark
Hypertension	Prime Enrollees FY2018	92	Value is not significantly different than benchmark
Hypertension	Prime Enrollees FY2019	96	Value is not significantly different than benchmark
Prenatal Care (in 1st trimester)	Benchmark FY2019	78	NA
Prenatal Care (in 1st trimester)	Prime Enrollees FY2017	-	NA
Prenatal Care (in 1st trimester)	Prime Enrollees FY2018	-	NA
Prenatal Care (in 1st trimester)	Prime Enrollees FY2019	-	NA
Percent Not Obese	Benchmark FY2019	69	NA
Percent Not Obese	Prime Enrollees FY2017	84	Significantly higher than benchmark (p < .05)
Percent Not Obese	Prime Enrollees FY2018	76	Value is not significantly different than benchmark
Percent Not Obese	Prime Enrollees FY2019	53	Significantly lower than benchmark (p < .05)
Non-Smokers (adults)	Benchmark FY2019	88	NA
Non-Smokers (adults)	Prime Enrollees FY2017	97	Significantly higher than benchmark (p < .05)
Non-Smokers (adults)	Prime Enrollees FY2018	98	Significantly higher than benchmark (p < .05)
Non-Smokers (adults)	Prime Enrollees FY2019	99	Significantly higher than benchmark (p < .05)
Counseled To Quit (adults)	Benchmark FY2019	76	NA
Counseled To Quit (adults)	Prime Enrollees FY2017	-	NA
Counseled To Quit (adults)	Prime Enrollees FY2018	-	NA
Counseled To Quit (adults)	Prime Enrollees FY2019	-	NA