Inside Consumer Watch

TRICARE Consumer Watch shows what TRICARE Prime enrollees in your service say about their healthcare in the Health Care Survey of DoD Beneficiaries (HCSDB). Every quarter, a representative sample of adult 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. This publication reports results for beneficiaries under age 65. These results are compared to civilian benchmarks which are adjusted for age and health status to match the population of TRICARE beneficiaries.

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 comes from the National Committee for Quality Assurance (NCQA) for 2018 as well as the U.S. Department of Health and Human Services Healthy People 2020 (HP2020) goals.

Results

Source: Health Care Survey of DoD Beneficiaries   Response Rate: 8.8%   Sample Size: 7,430

This section displays a series of charts showing percentages of beneficiaries who rated a certain aspect of their care highly in the surveys fielded in the first quarter of fiscal year 2020, describing the period November 2018 to December 2019, and each of the 2 previous quarters. These ratings are compared to the civilian benchmark indicated with a horizontal line, Percentages that differ significantly from the benchmark are indicated with filled points and percentages that do not differ significantly from the benchmark are indicated with open points.
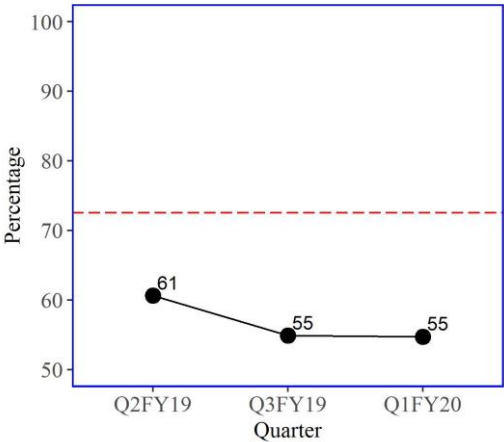
The same information displayed in figures 1-7 is given in tabular form in the corresponding figures in the appendix.

Figure 1:
High Rating of Health Care

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

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 for each reporting period. 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.
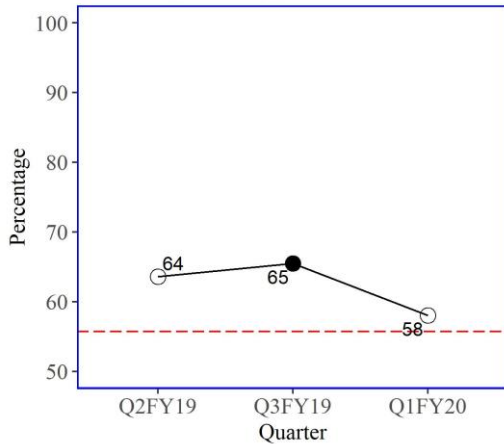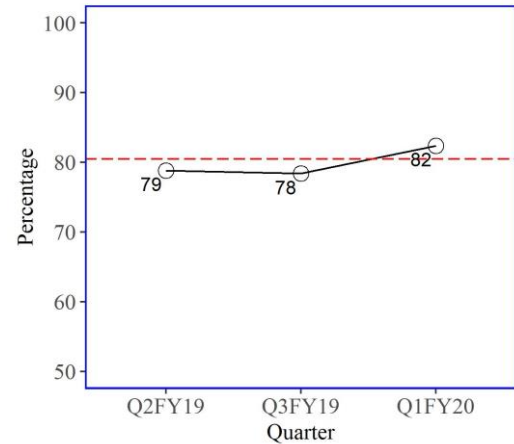
Health Plan

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
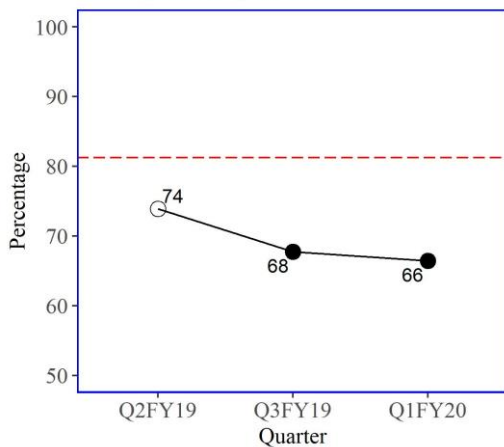

Figure 4:
High Rating of Specialty Care

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.

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 referrals 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

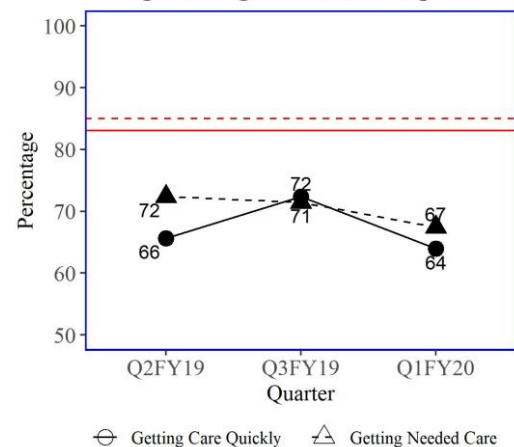⊖ Getting Care Quickly   △ Getting Needed Care

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.

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Figure 6:
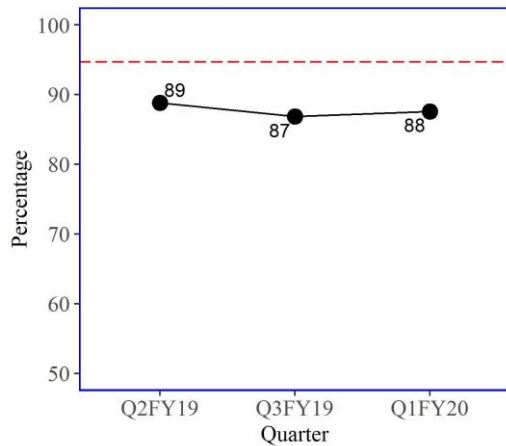**High Rating of Doctor Communication**

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 Services

⊖ Claims Processing   △ Customer Service
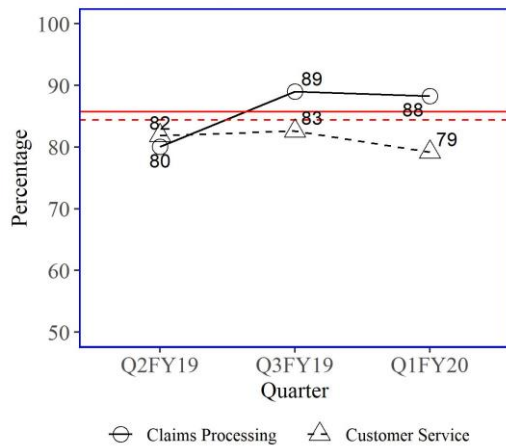
Preventive Care

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	Q2FY19	Q3FY19	Q1FY20	HP2020 Goal
Mammography	86	83	84	81
Pap Smear	70[b]	80[b]	72[b]	93
Hypertension	92	92	89	95
Prenatal Care (in 1st trimester)	-	-	-	85
Percent Not Obese	76[a]	78[a]	74	69
Non-Smokers (adults)	93[a]	91	90	88
Counseled To Quit (adults)	90[a]	72	93[a]	76

a significantly exceed the Healthy People 2020 goal (p < .05).
b significantly fell short of the Healthy People 2020 goal (p < .05).

Appendix

Figure 1: Health Care Rating

Group	Score	Significance
Benchmark Q1FY20	73	NA
Prime Enrollees Q2FY19	61	Significantly lower than benchmark ($p < .05$)
Prime Enrollees Q3FY19	55	Significantly lower than benchmark ($p < .05$)
Prime Enrollees Q1FY20	55	Significantly lower than benchmark ($p < .05$)

Figure 2: Health Plan Rating

Group	Score	Significance
Benchmark Q1FY20	56	NA
Prime Enrollees Q2FY19	64	Value is not significantly different than benchmark
Prime Enrollees Q3FY19	65	Significantly higher than benchmark ($p < .05$)
Prime Enrollees Q1FY20	58	Value is not significantly different than benchmark

Figure 3: Personal Provider Rating

Group	Score	Significance
Benchmark Q1FY20	81	NA
Prime Enrollees Q2FY19	74	Value is not significantly different than benchmark
Prime Enrollees Q3FY19	68	Significantly lower than benchmark ($p < .05$)
Prime Enrollees Q1FY20	66	Significantly lower than benchmark ($p < .05$)

Figure 4: Specialist Rating

Group	Score	Significance
Benchmark Q1FY20	80	NA
Prime Enrollees Q2FY19	79	Value is not significantly different than benchmark
Prime Enrollees Q3FY19	78	Value is not significantly different than benchmark
Prime Enrollees Q1FY20	82	Value is not significantly different than benchmark

Figure 5: Access Composites

Composite	Group	Score	Significance
Getting Needed Care	Benchmark Q1FY20	85	NA
Getting Needed Care	Prime Enrollees Q2FY19	72	Significantly lower than benchmark (p < .05)
Getting Needed Care	Prime Enrollees Q3FY19	71	Significantly lower than benchmark (p < .05)
Getting Needed Care	Prime Enrollees Q1FY20	67	Significantly lower than benchmark (p < .05)
Getting Care Quickly	Benchmark Q1FY20	83	NA
Getting Care Quickly	Prime Enrollees Q2FY19	66	Significantly lower than benchmark (p < .05)
Getting Care Quickly	Prime Enrollees Q3FY19	72	Significantly lower than benchmark (p < .05)
Getting Care Quickly	Prime Enrollees Q1FY20	64	Significantly lower than benchmark (p < .05)

Figure 6: Doctor Communication

Group	Score	Significance
Benchmark Q1FY20	95	NA
Prime Enrollees Q2FY19	89	Significantly lower than benchmark (p < .05)
Prime Enrollees Q3FY19	87	Significantly lower than benchmark (p < .05)
Prime Enrollees Q1FY20	88	Significantly lower than benchmark (p < .05)

Figure 7: Claims/Service Composites

Composite	Group	Score	Significance
Customer Service	Benchmark Q1FY20	84	NA
Customer Service	Prime Enrollees Q2FY19	82	Value is not significantly different than benchmark
Customer Service	Prime Enrollees Q3FY19	83	Value is not significantly different than benchmark
Customer Service	Prime Enrollees Q1FY20	79	Value is not significantly different than benchmark
Claims Processing	Benchmark Q1FY20	86	NA
Claims Processing	Prime Enrollees Q2FY19	80	Value is not significantly different than benchmark
Claims Processing	Prime Enrollees Q3FY19	89	Value is not significantly different than benchmark
Claims Processing	Prime Enrollees Q1FY20	88	Value is not significantly different than benchmark

Table 1: Preventive Care

Type of Care	Group	Score	Significance
Mammography	Benchmark Q1FY20	81	NA
Mammography	Prime Enrollees Q2FY19	86	Value is not significantly different than benchmark
Mammography	Prime Enrollees Q3FY19	83	Value is not significantly different than benchmark
Mammography	Prime Enrollees Q1FY20	84	Value is not significantly different than benchmark
Pap Smear	Benchmark Q1FY20	93	NA
Pap Smear	Prime Enrollees Q2FY19	70	Significantly lower than benchmark (p < .05)
Pap Smear	Prime Enrollees Q3FY19	80	Significantly lower than benchmark (p < .05)
Pap Smear	Prime Enrollees Q1FY20	72	Significantly lower than benchmark (p < .05)
Hypertension	Benchmark Q1FY20	95	NA
Hypertension	Prime Enrollees Q2FY19	92	Value is not significantly different than benchmark
Hypertension	Prime Enrollees Q3FY19	92	Value is not significantly different than benchmark
Hypertension	Prime Enrollees Q1FY20	89	Value is not significantly different than benchmark
Prenatal Care (in 1st trimester)	Benchmark Q1FY20	85	NA
Prenatal Care (in 1st trimester)	Prime Enrollees Q2FY19	-	NA
Prenatal Care (in 1st trimester)	Prime Enrollees Q3FY19	-	NA
Prenatal Care (in 1st trimester)	Prime Enrollees Q1FY20	-	NA
Percent Not Obese	Benchmark Q1FY20	69	NA
Percent Not Obese	Prime Enrollees Q2FY19	76	Significantly higher than benchmark (p < .05)
Percent Not Obese	Prime Enrollees Q3FY19	78	Significantly higher than benchmark (p < .05)
Percent Not Obese	Prime Enrollees Q1FY20	74	Value is not significantly different than benchmark
Non-Smokers (adults)	Benchmark Q1FY20	88	NA
Non-Smokers (adults)	Prime Enrollees Q2FY19	93	Significantly higher than benchmark (p < .05)
Non-Smokers (adults)	Prime Enrollees Q3FY19	91	Value is not significantly different than benchmark
Non-Smokers (adults)	Prime Enrollees Q1FY20	90	Value is not significantly different than benchmark
Counseled To Quit (adults)	Benchmark Q1FY20	76	NA
Counseled To Quit (adults)	Prime Enrollees Q2FY19	90	Significantly higher than benchmark (p < .05)
Counseled To Quit (adults)	Prime Enrollees Q3FY19	72	Value is not significantly different than benchmark
Counseled To Quit (adults)	Prime Enrollees Q1FY20	93	Significantly higher than benchmark (p < .05)