

# Prime Enrollees Consumer Watch

EAST • Quarter 2 FY 2021

DIRECTORATE OF STRATEGY, PLANNING AND FUNCTIONAL INTEGRATION (J-5)



## Inside Consumer Watch

TRICARE Consumer Watch shows what TRICARE Prime enrollees in your region say about their health care in the Health Care Survey of DoD Beneficiaries (HCSDB). Every quarter, a representative sample of adult TRICARE beneficiaries are asked about the care they received in the last 12 months, and the results are adjusted for age and health status. This publication reports results for beneficiaries younger than 65 and compares the responses of beneficiaries who have a military primary care manager (PCM; direct care) to responses of those with a TRICARE-authorized civilian provider (purchased care). These results are compared to civilian benchmarks that 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 between health plans. Benchmark data come from the National Committee for Quality Assurance (NCQA) for 2018 and from the U.S. Department of Health and Human Services Healthy People 2020 (HP2020) goals.

## Results

Source: **Health Care Survey of DoD Beneficiaries**

In this section, a series of charts shows the percentages of beneficiaries who rated a certain aspect of their care highly in the surveys fielded in the second quarter of fiscal year 2021, describing the period January 2020 to December 2020, and each of the two previous quarters. These ratings are compared to the civilian benchmark, which is 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 shown in Figures 1–8 is shown in tabular form in the corresponding tables in the appendix.

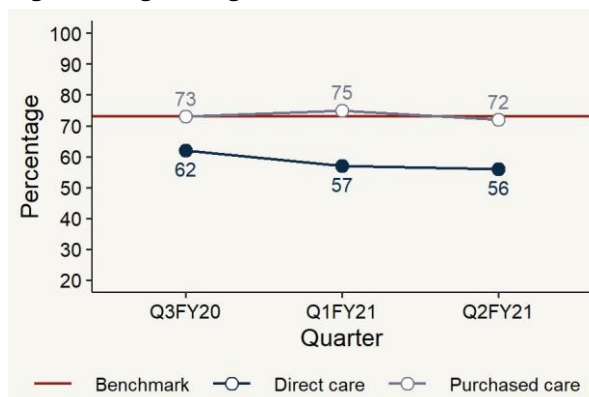
### How to read the charts:

● 61	Percentage of direct care users giving a high rating
○ 61	Percentage of purchased care users giving a high rating
●	Value differs significantly from benchmark
○	Value does not differ significantly from benchmark
—	Benchmark (horizontal red line without point)

## Health Care

Prime enrollees were asked to rate their health care on a scale from 0 to 10, where 0 is the worst rating, and 10 is the best. For each reporting period, Figure 1 shows the percentage of direct care and purchased care users who gave their health care a rating of 8 or higher. 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.

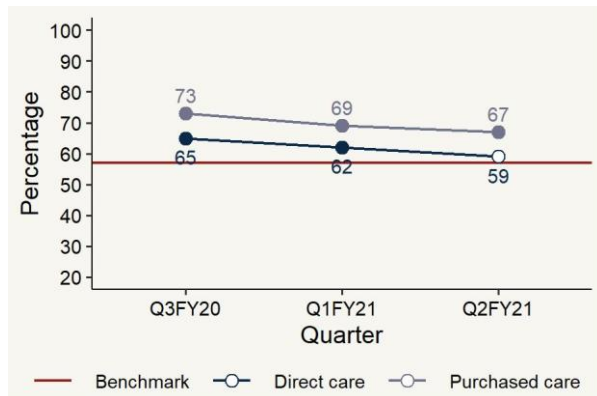
Figure 1. High rating of health care



## Health Plan

Prime enrollees were asked to rate their health plan on a scale from 0 to 10, where 0 is the worst rating, and 10 is the best. For each reporting period, Figure 2 shows the percentage of direct care and purchased care users who gave their plan a rating of 8 or higher. Health plan ratings depend on access to care and how the plan handles things like claims, referrals, and customer complaints.

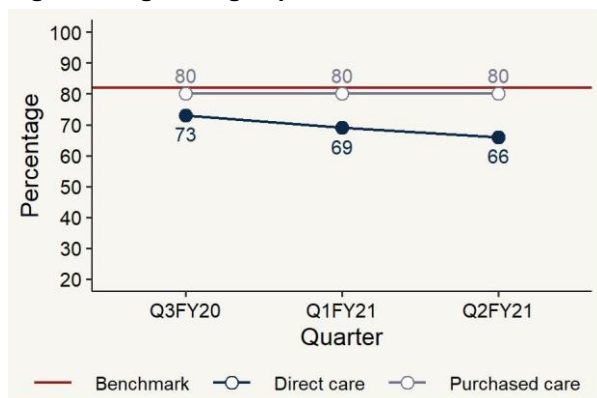
**Figure 2. High rating of health plan**



## Personal Doctor

Prime enrollees who have a personal doctor were asked to rate this doctor on a scale from 0 to 10, where 0 is the worst rating, and 10 is the best. For each reporting period, Figure 3 shows the percentage of direct care and purchased care users who gave their doctor a rating of 8 or higher. Personal doctor ratings depend on how patients get along with the doctor responsible for their basic care.

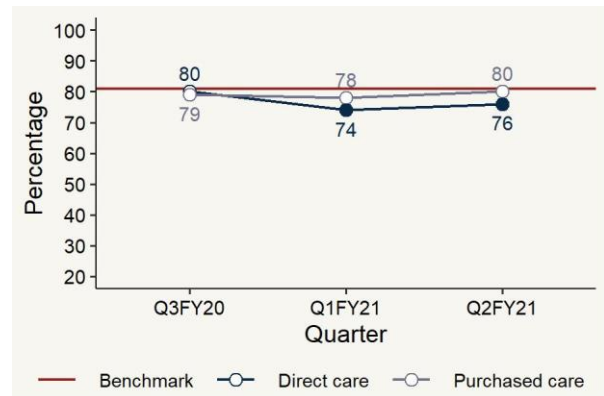
**Figure 3. High rating of personal doctor**



## Specialist

Prime enrollees who have consulted specialist physicians were asked to rate the specialist they had seen most in the previous 12 months on a scale from 0 to 10, where 0 is the worst rating, and 10 is the best. For each reporting period, Figure 4 shows the percentage of direct care users and purchased care users who gave their specialist a rating of 8 or higher. Specialist ratings depend on beneficiaries' access to doctors with the special skills they need.

**Figure 4. High rating of specialty care**

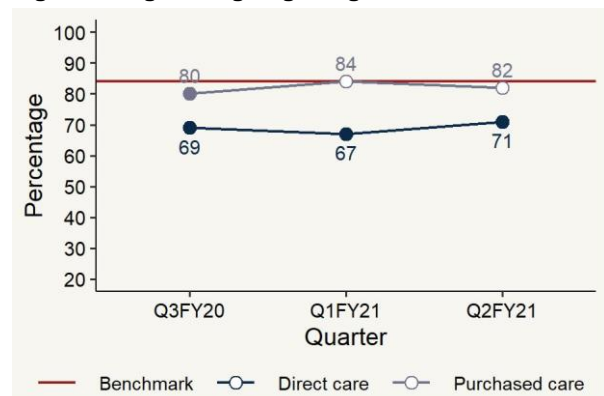


## Health Care Topics

Health care topics scores are averages of the scores for sets of related questions. Each score is the percentage of Prime enrollees who “usually” or “always” got the treatment they wanted, or had “no problem” getting a desired service.

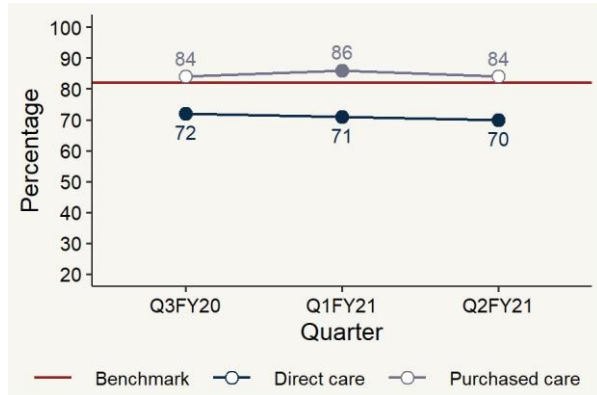
For each reporting period, Figure 5 shows the percentage of direct care and purchased care users who were able to get needed care. Scores for getting needed care are based on getting to see a specialist and getting needed treatments.

**Figure 5. High rating of getting needed care**



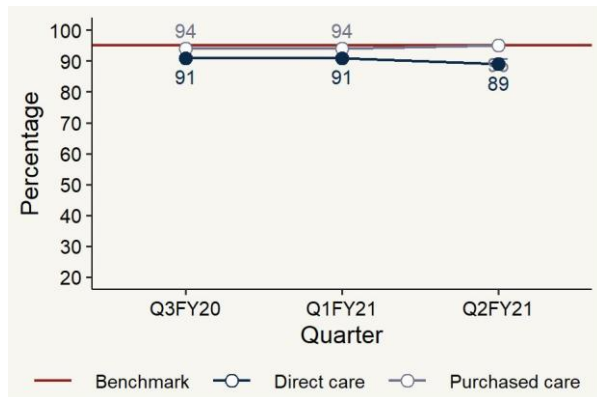
For each reporting period, Figure 6 shows the percentage of direct care and purchased care users who were able to get care quickly. Scores for getting care quickly reflect how long patients wait for an appointment or urgent care.

**Figure 6. High rating of getting care quickly**



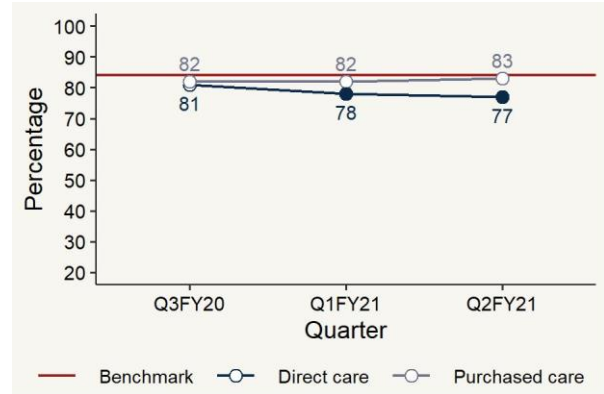
For each reporting period, Figure 7 shows the percentage of direct care and purchased care users who gave a high rating for doctor communication. Scores in this composite are based on whether the personal doctor spends enough time with patients, treats them respectfully, listens to them, and explains things in an understandable way.

**Figure 7. High rating of doctor communication**



For each reporting period, Figure 8 shows the percentage of direct care and purchased care users who gave a high rating for customer service. Scores in this composite reflect patients' ability to get courteous service and to get information about their health plan.

**Figure 8. High rating of customer service**



**Preventive Care**

Table 1 compares direct and purchased care users' rates for diagnostic screening tests, smoking cessation, and obesity to goals from Healthy People 2020, a government initiative to improve Americans' health by preventing illness.

The mammography rate shown is the proportion of women age 40 or older who had a mammogram in the past two years. The pap smear rate refers to the proportion of adult women screened for cervical cancer in the past three years. The hypertension rate is the proportion of adults whose blood pressure was checked in the past two years, and who know whether their pressure is too high. The prenatal care rate is the proportion of women who are pregnant now or have been in the past 12 months who received prenatal care in their first trimester.

The percentage not obese is the proportion of adults with a body mass index below 30. The nonsmoking rate is the proportion of adults who currently do not smoke. The percentage counseled to quit is the proportion of smokers or tobacco users, with an office visit in the past 12 months, whose doctor told them to quit smoking.

**Table 1: Preventive care**

Type of Care	Group	Q3FY20	Q1FY21	Q2FY21	HP2020 Goal
Mammography	Direct care	82 (804)	79 (457)	79 (526)	81
Mammography	Purchased care	83 (203)	82 (375)	82 (395)	81
Pap smear	Direct care	75 <sup>b</sup> (1524)	73 <sup>b</sup> (919)	76 <sup>b</sup> (950)	93
Pap smear	Purchased care	77 <sup>b</sup> (374)	75 <sup>b</sup> (699)	74 <sup>b</sup> (703)	93
Hypertension	Direct care	90 <sup>b</sup> (3522)	88 <sup>b</sup> (2112)	87 <sup>b</sup> (2263)	95
Hypertension	Purchased care	92 (597)	93 (1015)	91 <sup>b</sup> (1082)	95
Prenatal care (in 1st trimester)	Direct care	92 <sup>a</sup> (132)	91 (86)	87 (82)	85
Prenatal care (in 1st trimester)	Purchased care	82 (44)	95 <sup>a</sup> (90)	95 <sup>a</sup> (86)	85
Percent not obese	Direct care	80 <sup>a</sup> (3281)	80 <sup>a</sup> (1935)	76 <sup>a</sup> (2095)	69
Percent not obese	Purchased care	69 (547)	68 (940)	69 (983)	69
Non-smokers (adults)	Direct care	94 <sup>a</sup> (3385)	95 <sup>a</sup> (2016)	94 <sup>a</sup> (2167)	88
Non-smokers (adults)	Purchased care	93 <sup>a</sup> (579)	96 <sup>a</sup> (981)	95 <sup>a</sup> (1046)	88
Counseled to quit (adults)	Direct care	76 (334)	68 (206)	78 (228)	76
Counseled to quit (adults)	Purchased care	85 (51)	91 <sup>a</sup> (56)	76 (65)	76

<sup>a</sup> Significantly exceeded the Healthy People 2020 goal ( $p < .05$ ).

<sup>b</sup> Significantly fell short of the Healthy People 2020 goal ( $p < .05$ ).

- Suppressed because of small sample size.

The numbers in parentheses indicate number of respondents.

## Appendix

Tables in the Appendix show the same information shown in Figures 1–8 and in Table 1.

**Table A.1. High rating of health care**

Group	Percentage	Significance
Benchmark Q2FY21	73	NA
Direct care Q3FY20	62	Significantly lower than benchmark (p < .05)
Direct care Q1FY21	57	Significantly lower than benchmark (p < .05)
Direct care Q2FY21	56	Significantly lower than benchmark (p < .05)
Purchased care Q3FY20	73	Value is not significantly different than benchmark
Purchased care Q1FY21	75	Value is not significantly different than benchmark
Purchased care Q2FY21	72	Value is not significantly different than benchmark

**Table A.2. High rating of health plan**

Group	Percentage	Significance
Benchmark Q2FY21	57	NA
Direct care Q3FY20	65	Significantly higher than benchmark (p < .05)
Direct care Q1FY21	62	Significantly higher than benchmark (p < .05)
Direct care Q2FY21	59	Value is not significantly different than benchmark
Purchased care Q3FY20	73	Significantly higher than benchmark (p < .05)
Purchased care Q1FY21	69	Significantly higher than benchmark (p < .05)
Purchased care Q2FY21	67	Significantly higher than benchmark (p < .05)

**Table A.3. High rating of personal doctor**

Group	Percentage	Significance
Benchmark Q2FY21	82	NA
Direct care Q3FY20	73	Significantly lower than benchmark (p < .05)
Direct care Q1FY21	69	Significantly lower than benchmark (p < .05)
Direct care Q2FY21	66	Significantly lower than benchmark (p < .05)
Purchased care Q3FY20	80	Value is not significantly different than benchmark
Purchased care Q1FY21	80	Value is not significantly different than benchmark
Purchased care Q2FY21	80	Value is not significantly different than benchmark

**Table A.4. High rating of specialty care**

Group	Percentage	Significance
Benchmark Q2FY21	81	NA
Direct care Q3FY20	80	Value is not significantly different than benchmark
Direct care Q1FY21	74	Significantly lower than benchmark (p < .05)
Direct care Q2FY21	76	Significantly lower than benchmark (p < .05)
Purchased care Q3FY20	79	Value is not significantly different than benchmark
Purchased care Q1FY21	78	Value is not significantly different than benchmark
Purchased care Q2FY21	80	Value is not significantly different than benchmark

**Table A.5. High rating of getting needed care**

Group	Percentage	Significance
Benchmark Q2FY21	84	NA
Direct care Q3FY20	69	Significantly lower than benchmark (p < .05)
Direct care Q1FY21	67	Significantly lower than benchmark (p < .05)
Direct care Q2FY21	71	Significantly lower than benchmark (p < .05)
Purchased care Q3FY20	80	Significantly lower than benchmark (p < .05)
Purchased care Q1FY21	84	Value is not significantly different than benchmark
Purchased care Q2FY21	82	Value is not significantly different than benchmark

**Table A.6. High rating of getting care quickly**

Group	Percentage	Significance
Benchmark Q2FY21	82	NA
Direct care Q3FY20	72	Significantly lower than benchmark (p < .05)
Direct care Q1FY21	71	Significantly lower than benchmark (p < .05)
Direct care Q2FY21	70	Significantly lower than benchmark (p < .05)
Purchased care Q3FY20	84	Value is not significantly different than benchmark
Purchased care Q1FY21	86	Significantly higher than benchmark (p < .05)
Purchased care Q2FY21	84	Value is not significantly different than benchmark

**Table A.7. High rating of doctor communication**

Group	Percentage	Significance
Benchmark Q2FY21	95	NA
Direct care Q3FY20	91	Significantly lower than benchmark (p < .05)
Direct care Q1FY21	91	Significantly lower than benchmark (p < .05)
Direct care Q2FY21	89	Significantly lower than benchmark (p < .05)
Purchased care Q3FY20	94	Value is not significantly different than benchmark
Purchased care Q1FY21	94	Value is not significantly different than benchmark
Purchased care Q2FY21	95	Value is not significantly different than benchmark

**Table A.8. High rating of customer service**

Group	Percentage	Significance
Benchmark Q2FY21	84	NA
Direct care Q3FY20	81	Value is not significantly different than benchmark
Direct care Q1FY21	78	Significantly lower than benchmark (p < .05)
Direct care Q2FY21	77	Significantly lower than benchmark (p < .05)
Purchased care Q3FY20	82	Value is not significantly different than benchmark
Purchased care Q1FY21	82	Value is not significantly different than benchmark
Purchased care Q2FY21	83	Value is not significantly different than benchmark

**Table A.9. Preventive care**

Type of Care	Group	Percentage	Obs	Significance
Mammography	Benchmark Q2FY21	81	NA	NA
Mammography	Direct care Q3FY20	82	804	Value is not significantly different than benchmark
Mammography	Direct care Q1FY21	79	457	Value is not significantly different than benchmark
Mammography	Direct care Q2FY21	79	526	Value is not significantly different than benchmark
Mammography	Purchased care Q3FY20	83	203	Value is not significantly different than benchmark
Mammography	Purchased care Q1FY21	82	375	Value is not significantly different than benchmark
Mammography	Purchased care Q2FY21	82	395	Value is not significantly different than benchmark
Pap smear	Benchmark Q2FY21	93	NA	NA
Pap smear	Direct care Q3FY20	75	1524	Significantly lower than benchmark (p < .05)
Pap smear	Direct care Q1FY21	73	919	Significantly lower than benchmark (p < .05)
Pap smear	Direct care Q2FY21	76	950	Significantly lower than benchmark (p < .05)
Pap smear	Purchased care Q3FY20	77	374	Significantly lower than benchmark (p < .05)
Pap smear	Purchased care Q1FY21	75	699	Significantly lower than benchmark (p < .05)
Pap smear	Purchased care Q2FY21	74	703	Significantly lower than benchmark (p < .05)
Hypertension	Benchmark Q2FY21	95	NA	NA
Hypertension	Direct care Q3FY20	90	3522	Significantly lower than benchmark (p < .05)
Hypertension	Direct care Q1FY21	88	2112	Significantly lower than benchmark (p < .05)
Hypertension	Direct care Q2FY21	87	2263	Significantly lower than benchmark (p < .05)
Hypertension	Purchased care Q3FY20	92	597	Value is not significantly different than benchmark
Hypertension	Purchased care Q1FY21	93	1015	Value is not significantly different than benchmark
Hypertension	Purchased care Q2FY21	91	1082	Significantly lower than benchmark (p < .05)
Prenatal care (in 1st trimester)	Benchmark Q2FY21	85	NA	NA
Prenatal care (in 1st trimester)	Direct care Q3FY20	92	132	Significantly higher than benchmark (p < .05)
Prenatal care (in 1st trimester)	Direct care Q1FY21	91	86	Value is not significantly different than benchmark
Prenatal care (in 1st trimester)	Direct care Q2FY21	87	82	Value is not significantly different than benchmark
Prenatal care (in 1st trimester)	Purchased care Q3FY20	82	44	Value is not significantly different than benchmark
Prenatal care (in 1st trimester)	Purchased care Q1FY21	95	90	Significantly higher than benchmark (p < .05)
Prenatal care (in 1st trimester)	Purchased care Q2FY21	95	86	Significantly higher than benchmark (p < .05)
Percent not obese	Benchmark Q2FY21	69	NA	NA
Percent not obese	Direct care Q3FY20	80	3281	Significantly higher than benchmark (p < .05)
Percent not obese	Direct care Q1FY21	80	1935	Significantly higher than benchmark (p < .05)
Percent not obese	Direct care Q2FY21	76	2095	Significantly higher than benchmark (p < .05)
Percent not obese	Purchased care Q3FY20	69	547	Value is not significantly different than benchmark
Percent not obese	Purchased care Q1FY21	68	940	Value is not significantly different than benchmark
Percent not obese	Purchased care Q2FY21	69	983	Value is not significantly different than benchmark
Non-smokers (adults)	Benchmark Q2FY21	88	NA	NA
Non-smokers (adults)	Direct care Q3FY20	94	3385	Significantly higher than benchmark (p < .05)
Non-smokers (adults)	Direct care Q1FY21	95	2016	Significantly higher than benchmark (p < .05)
Non-smokers (adults)	Direct care Q2FY21	94	2167	Significantly higher than benchmark (p < .05)
Non-smokers (adults)	Purchased care Q3FY20	93	579	Significantly higher than benchmark (p < .05)
Non-smokers (adults)	Purchased care Q1FY21	96	981	Significantly higher than benchmark (p < .05)
Non-smokers (adults)	Purchased care Q2FY21	95	1046	Significantly higher than benchmark (p < .05)
Counseled to quit (adults)	Benchmark Q2FY21	76	NA	NA
Counseled to quit (adults)	Direct care Q3FY20	76	334	Value is not significantly different than benchmark
Counseled to quit (adults)	Direct care Q1FY21	68	206	Value is not significantly different than benchmark
Counseled to quit (adults)	Direct care Q2FY21	78	228	Value is not significantly different than benchmark
Counseled to quit (adults)	Purchased care Q3FY20	85	51	Value is not significantly different than benchmark
Counseled to quit (adults)	Purchased care Q1FY21	91	56	Significantly higher than benchmark (p < .05)
Counseled to quit (adults)	Purchased care Q2FY21	76	65	Value is not significantly different than benchmark