

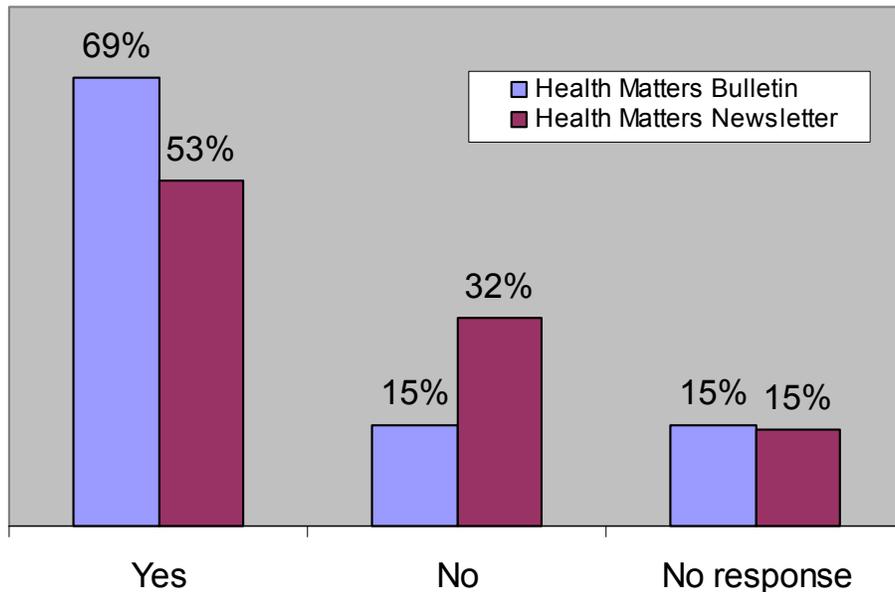
## TRICARE Health Matters Bulletin and TRICARE Health Matters Newsletter (Quarterly)

**Overview:** This report summarizes responses to a feedback invitation printed on the back cover of all of TRICARE’s major printed beneficiary marketing and education products. The solicitation provides a Web URL that links to a Web-enabled survey form corresponding to each communication product. This feedback process allows the TRICARE Management Activity’s Communications and Customer Services Directorate to continuously align TRICARE’s printed communication products with our customers’ information seeking strategies.

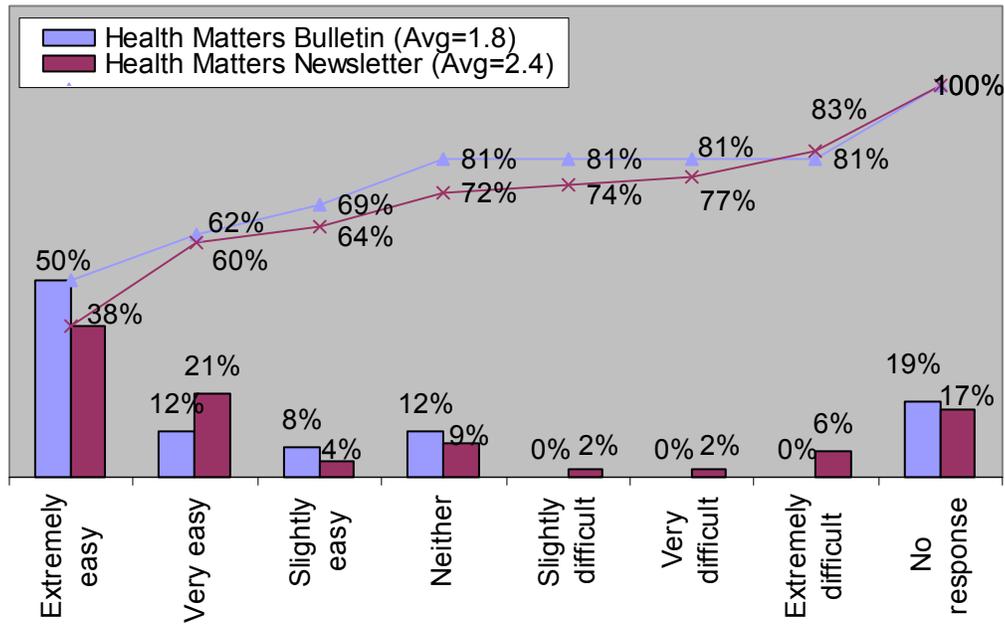
**Background:** Although several distinct editions of the Health Matters Bulletin and of the Health Matters Newsletter have been published, and content of each of these varies slightly for the three TRICARE regions, the number of responses received is insufficient to provide separate analyses for each edition and for each region. Between September 7, 2004 and April 8, 2005 (seven months) there were 26 feedback responses received for the Health Matters Bulletin and 47 received for the Health Matters Newsletter. Despite the small number of responses, the feedback appeared worthy of analysis.

**Results:**

**#1. Were you able to find the information you needed?**



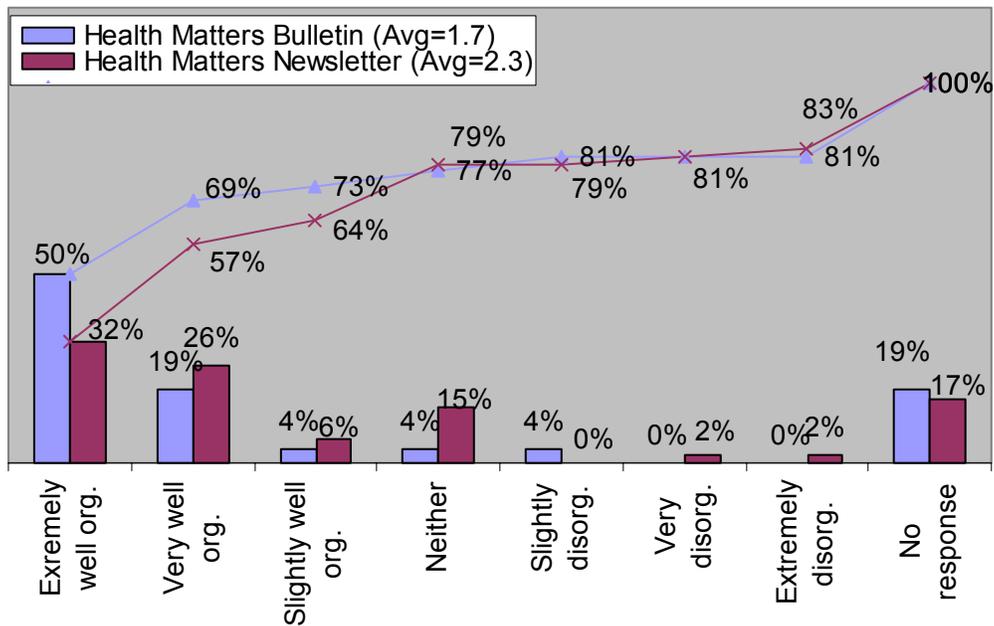
**#2. Indicate the level of ease or difficulty you experienced while using this communication product.**



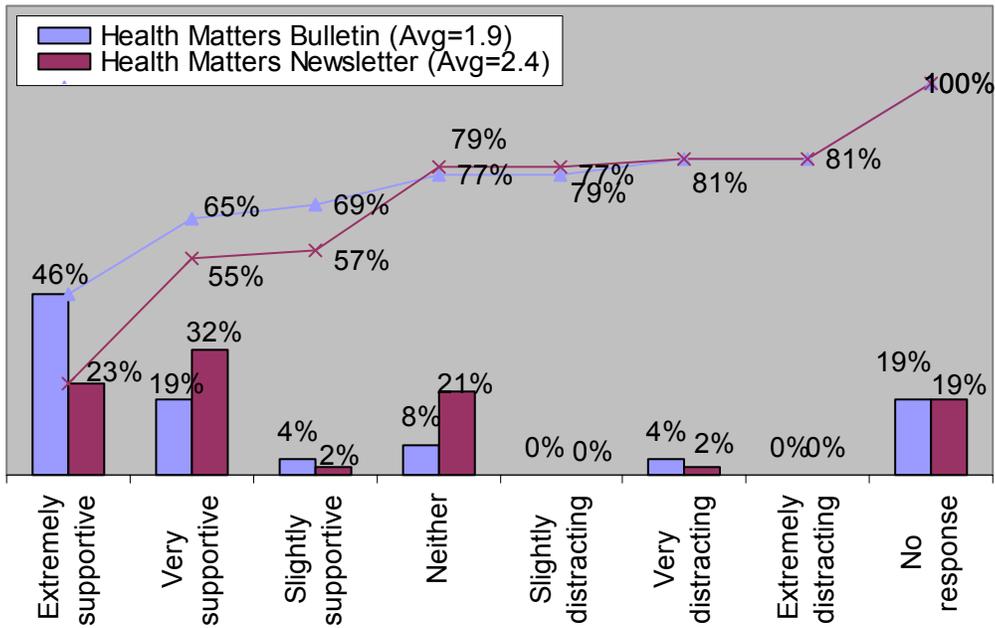
**Notes:**

- Line charts show cumulative percentages. For example, in the chart above 69% of respondents indicated the Health Matters Bulletin was at least slightly easy to use.
- The average of all assigned scores is shown in the legend on a 7-point scale, ranging from 1.0 for extremely positive to 7.0 for extremely negative.

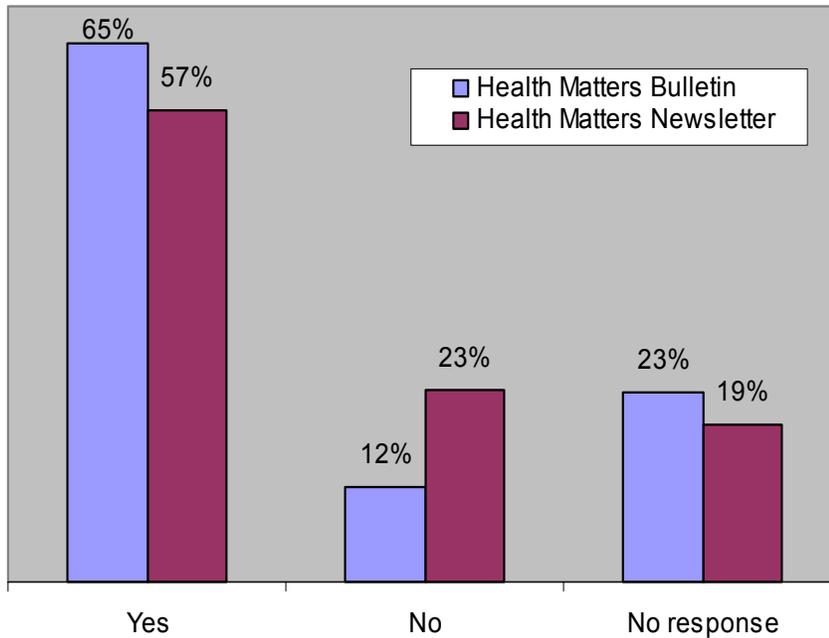
**#3. Is it organized in a logical way?**



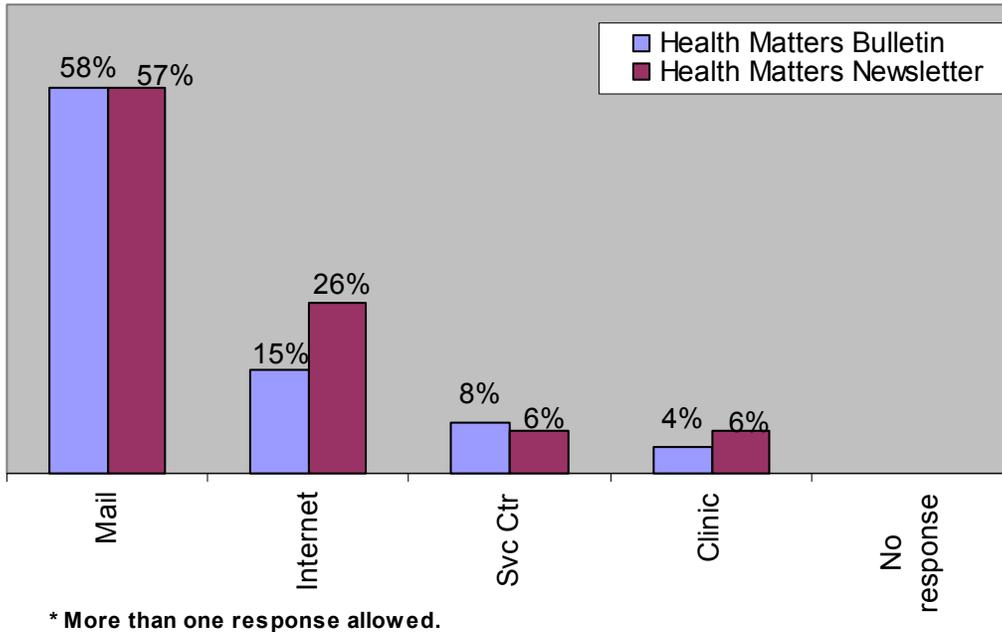
**#4. Do the tables and pictures enhance and support the explanations provide**



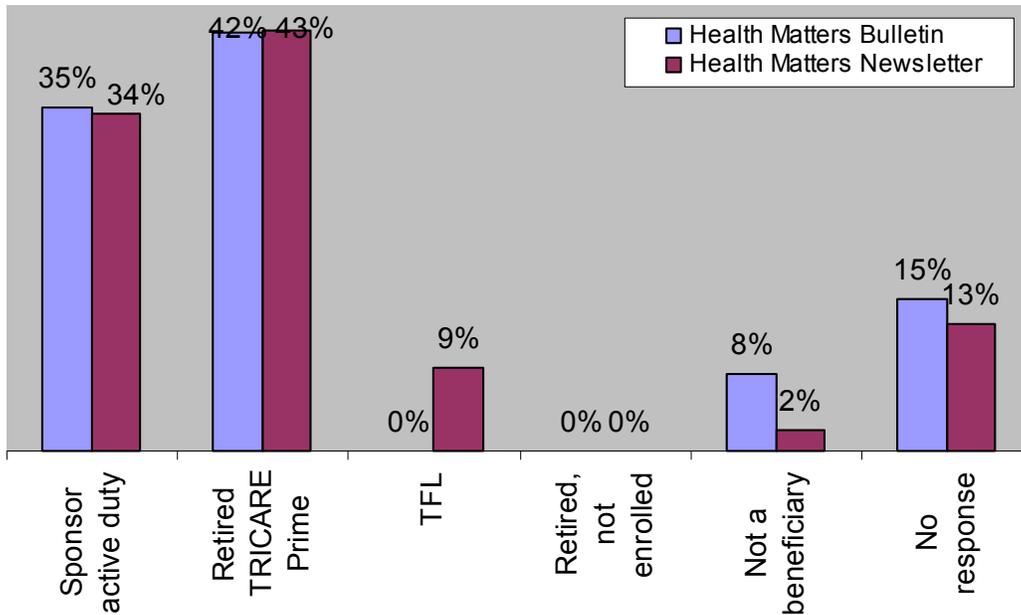
**#5. Does the information you reviewed appear to be correct and up-to-date?**



**#6. Please check any methods by which you would like to receive future updates.**

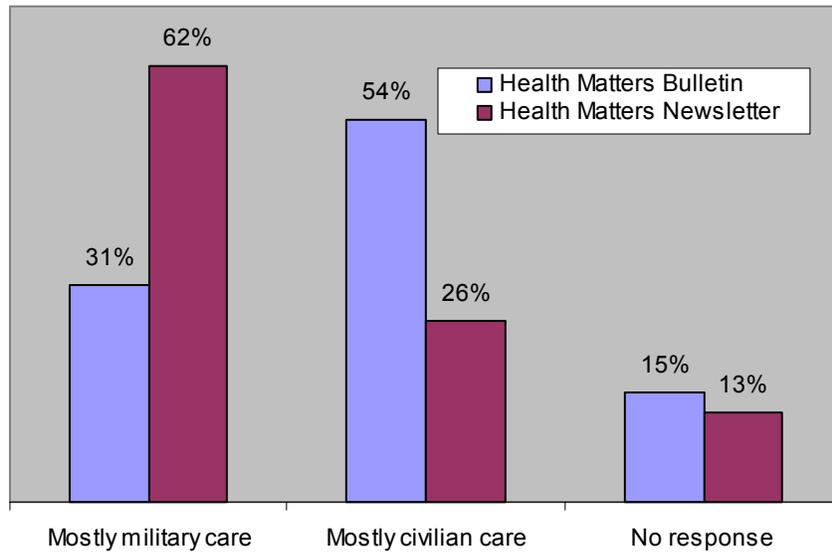


**#7. Please indicate your TRICARE beneficiary status.**

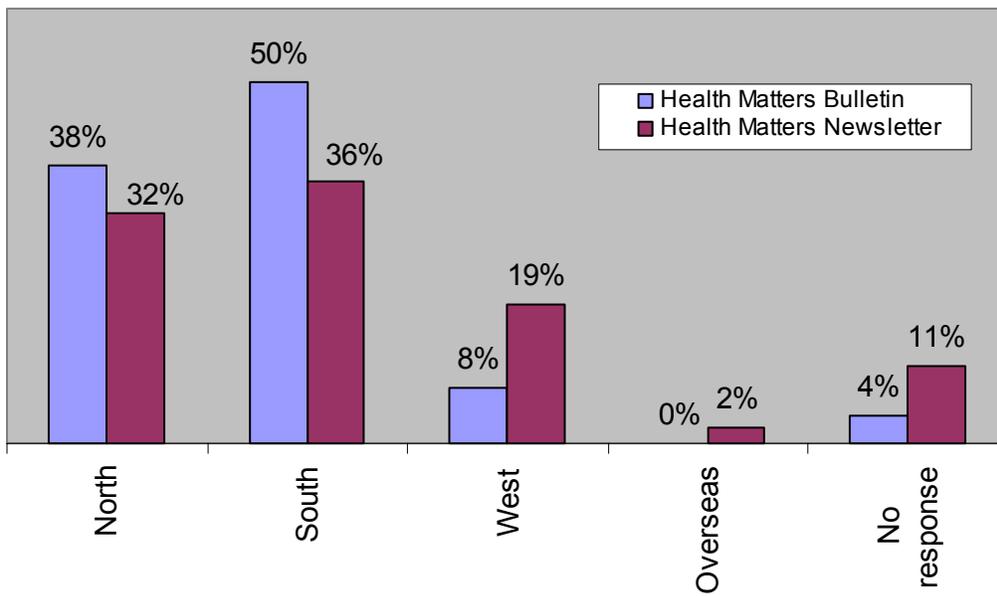


**Note:** Actual response choices were: Sponsor is active duty, Sponsor is retired and we pay either \$230 per year for an individual or \$460 per year for a family, Sponsor is retired and we pay a premium to Medicare (TRICARE for Life), Sponsor is retired and we don't pay a Medicare or TRICARE premium, and Not a TRICARE beneficiary.

**#8. I receive most of my care from:**



**#9. Please enter your 5-digit ZIP code (or country name if overseas)**



**#10. Please provide any comments or suggestions to improve this product.**

**Note:** Comments are sorted from most positive to most negative according to the average of the scores the individual assigned (if any) for questions #2 through #5 for ease of use, organization, graphic support, and up-to-date on the 7-point scale explained in question #2. The average score and TRICARE Region based on ZIP-code are also shown.

1 - North - No comment
1 - North - requested change of address
1 - South - I love this publication. I'd truly prefer to receive it via email (or as an email link) if/when you have that capability. I'm trying to reduce the amount of paper I have coming in to my house! Thanks!!
1 - South - I really liked the bulletin because it brought out information I had no idea about as well as a refresher for some information that I had forgotten about. The information itself was not only useful it provided good links and POC's in case additional information was needed. I thank you for a job well done.
1 - North - Receiving 2 copies of your Tricare Health Matters Newsletter each month. (Contact info provided) Thank You.
1 - South - In Special Bulletin Edition Issue 3:2004 there was an article about getting the newsletters and bulletins by e-mail. I signed up for member services on the internet and tried to find where to sign up for receiving the newsletters and bulletins by e-mail but didn't find any links to do so. I found how to view them on the internet site, but not how to sign up to receive them through my e-mail. Has the site not been updated or is this not an option as was printed in the bulletin?
1 - West - In the future please send your newsletter to my new address. I changed my address in DEERS but they obviously did not notify you. (Contact info provided)
1 - Overseas - Just a thought I had while reading the newsletter... if the MSH and TRICARE are SO concerned about obesity, why won't TRICARE cover any FDA-approved treatment for it or than the drastic gastric bypass, and only then when someone is, in my case 200% over ideal weight? There are pills that help, but TRICARE won't cover them. So why bother? I should just keep eating until I get so fat you will help.
1 - South - My address is incorrect. (Contact info provided)
1 - South - Please change my address on newsletter (Contact info provided)
1 - South - Please review and update: I receive your bulletin under 2 different addresses: (Contact info provided)
1 - North - (Contact info provided)
1 - North - The newsletter is being sent to wrong condo #. (Contact info provided)
1 - West - The newsletter is currently addressed to my 'sponsor' who is my late husband. He has been deceased for 7 years. I would like the newsletter to be addressed to me directly. (Contact info provided)
1 - North - We are receiving TWO copies of every issue of TriCare Health Matters. I can't see any discrepancy in the address from one to the other but for some reason we always get two (Contact info provided)
1 - West - We have moved and I cannot find any indication of how I am to forward our Change of Address so that we will receive these bulletins where we now live - Please help.

1.2 - South - I found the information in Issue 3:2004 to be very helpful especially as a fairly new TRICARE prime member. Allowing members access to the TRICARE University is wonderful! I plan to take the course! I also needed to know that "balance billing" is not allowed and to be on the look out for it as well as any other additional bills from my provider. I'm also interested in paying my TRICARE prime fees by monthly allotment so that article was also timely for me! Thanks for a very informative newsletter! I read a newsletter from my credit union today which contained NOTHING of importance to me--and I just threw it out! I'll be keeping the TRICARE newsletter in a file for future reference.
1.2 - West - I think this is the best newsletter I've seen yet! Lots of great information in this one! 1st QTR '05
1.2 - West - I'm getting ready to search for TriCare Health Matters First Quarter 2005 on the web so I can cut & paste several articles to my recruiters spread throughout Northern California. I'd highly suggest that you make it so enabling leadership to spotlight issues we see day to day. If it is available, awesome job! I'll be certain to share it with my fellow First Sergeants. Thanks! (Contact info provided)
1.2 - South - in special bulletin issue 3:2004 your section "a closer look" you have a statement about tricare prime beneficiaries may be responsible for paying deductibles, copayments or costshares. That is not a correct or at least not a clearly worded statement. Please be more succinct in future issues.
1.2 - South - Mailing address incorrect on Bulletin. I have not moved since 1986. My current address is (Contact info provided)
1.2 - North - We currently receive 3 copies of the newsletter. I would prefer that all future newsletters come by e-mail. (Contact info provided)
1.4 - North - Good morning. Who do I contact to correct the address that appears is used to send me my "TRICARE Health Matters" Bulletin. Please continue the great work and information that you provide. (Name provided)
1.4 - North - I am inquiring as to why I do not receive the newsletter "Tricare Health Matters"? I have been enrolled in Tricare since its inception and my address remains the same. My former husband (who maintains a separate address and Tricare account) receives a copy and I do not. Please ensure that my name and address are included to be sent all future copies of this newsletter. (Contact info provided)
1.4 - South - I could not find a phone number to change my address. (Contact info provided)
1.4 - South - I have been informed that I can no longer use my primary care provider on the base as I am going on tricare for life next month. I have used the base all of my life and now at age 65 I am being told to go downtown and find a doctor. This is extremely frightening to me as an old lady. There is nothing that I can find published that tells us much about this. there is a leaflet on tricare for life but it doesn't explain much except go find a doctor. What about eye exams are they still covered. What about hospice care etc. The bulletin is extremely informative for tricare prime but nothing about tricare for life. Please do one on that. Thank you
1.4 - North - In the article Tricare Prime Gets a Makeover the writer is not in touch with reality when it comes to ID for civilian provided health care. Health providers want a simple card with all the numbers on it - it is confusing to them to get two cards. Civilian insurance cards formats need to be copied for the proper ID to work!!!!
1.4 - South - On page 8 under the vision coverage topic headings 2 and 3 began "My husband is on active duty..." While admittedly most active duty spouses are indeed husbands it should have been written using spouse instead of husband. You did it properly on headings 5 and 6 a little more thorough read of the article would have brought that inconsistency to light.
1.5 - South - Change of address information provided.
1.6 - North - No comment
1.6 - South - No comment

1.6 - West - Good Afternoon I enjoyed the information from the Health Matters publication. I did however have a problem when trying to get information on the Long-Term Care (FLTCIP) can you help me with this information? (Contact info provided)
1.6 - South - I think a beneficial topic would be behavior care for your children. Mainly I am talking about testing for like ADHD autism or other behavior issues. I run a pediatric unit and even we sometime get confused when a referral is and isn't needed. Also what comes up is learning disabilities and if they are covered under tricare. My last suggestion is reviewing the referral process itself, we don't back date unless there is a good reason and it is the person responsibility to make sure there is an active referral before going to an appointment. This are common issues that come up in my area (pediatrics) Thank you for listening.
1.6 - North - Issue 3: 2004 received on 18 January 2005. Correct address, but seemed a bit late given the Veterans Day article in the newsletter.
1.6 - South - The Tricare Health Matters Newsletter has greatly improved over the past year or so. Its guidance on coverages, costs and contacts is very valuable to Tricare Prime Beneficiaries. However, since my spouse and I are now both Tricare For Life Beneficiaries, it is a publication that is not entirely appropriate for us. What is needed, I think, is a parallel publication for TFL members covering similar subjects. Said newsletter should provide information for TFL members able to use a military treatment facility and those not residing nears an MTF. Another subject would be how TFL and Medicare mesh and don't mesh. I am sure many folks new to TFL and Medicare are concerned or confused by the interaction of these two programs. (Contact info provided)
1.75 - North - It's 9 Feb 05 and I'm just now getting the Dec 04 special bulletin containing flu shot information. I would have to say that you all need to work on improving the timeliness of the information you send out.
1.8 - North - No comment
1.8 - North - No comment
1.8 - West - The Newsletter stated that if we haven't received a new TriCare Prime card to call the regional contractor. The call brought nothing but surprise from the contractor (TriWest) and a referral to Deers that was equally unhelpful. Also you stated Prime renewal dates are now all 1 October. I've received no such notification otherwise and your article doesn't tell me whether I should have received a prorated renewal bill, though I thought that was what it hinted at. In any event, I was glad to get a heads up on both issues stated herein.
1.8 - North - I am receiving the "Health Matters" newsletter late. I received in the mail Issue 4:2004 on 8 February 2005. The articles in the guide were specific to holiday information. I request that this guide be delivered to me in a timely fashion. (Contact info provided)
1.8 - South - In reading your Tricare Health Matters Transition Edition 2004 I believe there is some misleading information on page nine. The statement reads "New nationwide claims processing for dual-eligible beneficiaries. Medicare-eligible tricare beneficiaries under age 65 also covered under Tricare for Life." I am retired military, have Tricare Prime, under the age of 65 and medicare eligible. I am on medicare with part A and part B and pay the part B premium. Your newsletter would lead me to believe that I am covered under Tricare for Life and would be intitled to those benefits. However the Tricare office at Columbus AFB Columbus Ms tell me that I do not fall under the Tricare for Life program because I am not 65. When I showed them your news letter, which they indicated they never see, they told me that all the newsletter meant was that my claims would be handled by Wisconsin Physicians Service the contractor that handles Tricare for Life claims. Is this true? Thank you. (Contact info provided)
1.8 - West - Tricare Health Matters is very helpful for members to understand and comprehend. I would like to have the Quarterly Bulletin mailed to my unit. Total: 75 copies / quarter. I'm the Health Beneficiaries Advisor for my unit so this information is very important for me to pass on. (Contact info provided)

2 - South - I'm completely disgusted to see something in print that implies I selected Tricare as an "option"...to wit the back-cover "ad" that touts Tricare "An Excellent Value". Excuse me, but one of us does NOT understand. Tricare was FORCED on us after spending a majority of our prime working years on active duty. Healthcare for us retirees was promised as a benefit, but it turns out that its just one more way we can keep on giving back to the country we served. Please adjust the attitude of the writers. (Name, city, and state provided)
2 - No ZIP - I've tried to get you change my address for over 6 months to no avail. I give up! Why can't you put address change instructions in your newsletter like every other magazine in the world does???
2 - South - I receive duplicate Tricare Health Matters bulletins/newsletters. (Contact info provided)
2 - West - You need to add another category to question #7. "Sponsor is deceased, widow is in Tricare Prime." I want the newsletter addressed to me, not my late husband. (Contact info provided)
2.2 - West - On page 7 under Specialist Care it says "if you need to change anything about your referral (e.g. the specialist....) contact your PCM." This is an error. Selecting another provider is done through TW not the PCM. Redirecting the patient to the PCM for TW tasks is disruptive and delays care.
2.2 - South - Received newsletter by mail - overall "look" is nice. BUT - it is extremely repetitive. 99% of it could have fit on one section of the newsletter...
2.4 - South - At the bottom of page 12 of First Quarter 2005 you provide tables bragging about how good Tricare compares to Civilian HMOs. That's a bunch of bull. After 30 years in the military I should get full coverage without all the Tricare crap. To tell me that I'm fortunate to ONLY have to pay \$460 is an insult! I don't think we retirees can take much more of this Tricare BS! It's a ripoff! It's an insult to America's heroes! So please don't insinuate that we're getting a good deal!
2.4 - South - Please comment on status of claims processing in general. I am having problems with claims since Humana took over on Nov 1 2004. My providers are having problems getting my claims processed.
2.4 - North - We get two copies per household due to the address. (Contact info provided)
2.4 - North - Your Bulletins and Newsletters can be very helpful but some of the information is not specific enough. I'll provide a couple of examples from the TRICARE HEALTH MATTERS SPECIAL BULLETIN EDITION issue 2:2004. The first page article called The Search Is Over provides a good example of information that helps. Under the paragraph Accessing the Directory you provide the address of the web site and then you go on to explain what to select and what to click to get to the information. Excellent information. An example of the complete opposite is on page 3 under the article Need a Specialist? Start with a Referral; the last sentence of the article directs the reader to the HealthNet home page, but no specific direction after that. Simply going to <a href="http://www.healthnetfederalservices.com">www.healthnetfederalservices.com</a> leaves the reader to search the many choices and after a few "miss-clicks a person can get very lost on the web site and give up. I went to the web site to find information about non-emergency inpatient services and after several lucky clicks and reading of some very fine print I found the information at <a href="https://www.hnfs.net/common/referralsAuths/Outpt+svcs+and+Inpt+care+bene.htm">https://www.hnfs.net/common/referralsAuths/Outpt+svcs+and+Inpt+care+bene.htm</a> . Wow that's a long stretch from the address given in the article. Just a little more information in your article on how to find the information would go a long way to help the reader. My final example is the information that brought me to this evaluation page. I found the feedback address in the Bulletin which gave the specific address <a href="http://www.tricare.osd.mil/evaluations/newsletter">www.tricare.osd.mil/evaluations/newsletter</a> . If you had sent me to <a href="http://www.tricare.osd.mil">www.tricare.osd.mil</a> I would still be looking and probably would have given up a long time ago. I know you would like to handle a lot more inquires with people accessing what is available on the internet rather than phone calls. Keep up the good work but please provide just a little more internet address formation in your publications and you'll go a long way in reducing phone inquires. Thank you. (Contact info provided)
2.75 - North - Overall information updates are helpful. Suggestion: Add a topical table of contents on front page. Without it there is no organized way to seek wanted information without searching through each newsletter

<p>2.8 - South - I found the information in Issue 4: 2004 to be inaccurate reference the article "How to Register Your Baby in DEERS". The article states "Note that you do not have to wait until you get a Social Security number for your child; just update his or her DEERS information after you receive the SSN". This is wrong...The ID Card facility at Ft. Hood TX will not / cannot enroll my child in DEERS without the SSN. Nor can they give me a DD Form 1172 so I can fax it DEERS myself. This error has wasted my time (both waiting in line and arguing with the attendant).I hope you can correct this before you waste someone else's time as well.</p>
<p>2.8 - No ZIP - I have called three times to the service center to have any mailings sent to my sponsor's last name. Instead they keep coming to the XX Household which is my 12 year old daughter's name from a previous marriage. My husband is the active duty member and the head of the household. What do we have to do to get the people in the service center to correct this matter the first time, not the third, fourth or fifth time.</p>
<p>3 - West - I don't want to receive your newsletters. I don't pay for TriCare since I'm active duty and therefore you shouldn't feel the need to advertise to me. I don't like the extra wasted paper and space in my mailbox. Consider updating your mailing lists to disclude cadets at service academies. As a USAFA cadet, I don't really care to read about my health insurance.</p>
<p>3 - North - I wanted to quickly find a reference phone number to contact a "live body" to determine why the Transition Edition 2004 newsletter came addressed to my son - rather than to me - the sponsor. Could not determine why the system was configured that way. (Contact info provided)</p>
<p>3 - South - There is a serious problem with the monthly news letters. They are being addressed to the household of and does not include the first name of the person the flyer is intended for. Also, these are being sent to the unit mail room and we have over 50 units, sections and boats to sort mail for every day. There is no way to determine who these go to with no first name and no unit name in the address label. I called Tricare and told them, but I don't think the woman I talked to cared. Please contact me: (Contact info provided)</p>
<p>3.2 - North - No comment</p>
<p>3.2 - North - I find your organization's tendency to 'brag' about itself insulting, arrogant, and incorrect. Your latest newsletter spews self-praise on the 'easy access, low out of pocket costs, superior health care' etc. I have had a great deal of my time wasted trying to contact your organization for paperwork, information, and facts. I consider your customer service tedious and incompetent. I have had customer service representatives argue with me because I ask them to be direct and not patronizing. I am disgusted with getting your useless paperwork, which states the obvious. You are as insulting as any other HMO.</p>
<p>3.8 - South - Worthless newsletter! Why not promote the use of military treatment facilities and pharmacies- they are much more cost efficient and provide the best care to DoD beneficiaries? Please do not waste my time and money if this is the trash you put out!</p>
<p>4.4 - South - December 2004 newsletter arrived on 19 January 2005. Why wasn't it sent in November to arrive in December since it's main article is about drunk driving in December.</p>
<p>4.4 - South - I recently received Special Bulletin Edition Issue 3 2004 of the Tricare Health Matters Newsletter. On the first page were instructions to visit the Secured Member Services on the Humana Military Web Site to first sign up for for Secured Member Services. I was unable to sign up after attempting at least 5 times and after making a telephone call to Humana South Region at 1-800-444-5445. I also used the Answer Line which also referred me to the same stupid form to complete which I did again which again failed to enroll me in Secured Member Services. Is there any get around for this problem?</p>
<p>No scores - North - Can I be removed from the Tricare Health Matters and other Tricare mailings as I am no longer a Tricare member? Linda (Contact info provided)</p>
<p>No scores - North - I am not sure if you are aware but I am receiving multiple mailings of the same newsletter. I am currently recieving three each time they are mailed out. (Contact info provided)</p>
<p>No scores - North - I received my "Special Bulletin Edition" of the Tricare Health Matters issue 3: 2004 on January 18th 2005! I think it arrived late, don't you?</p>

No scores - South - My only issue with the newsletter is the name on the mailing address. It is sent to my oldest daughter's (former spouses) last name, not our sponsor's last name. The address is correct. Please let me know how I can get this corrected as it is very irritating receiving mail with my ex-husbands name on it. (Contact info provided)
No scores - South - Please change address (Contact info provided)
No scores - South - Correction of address info provided
No scores - No ZIP - This publication is going to my son's address in Oklahoma. (Contact info provided)
No scores - No ZIP - We are getting duplicate mailings. (Contact info provided)

**Conclusions:**

Both of these products appear to be very well-received by most of our customers, with the “Bulletin” being rated slightly higher in all parameters measured.

**Recommendations:**

1. An explanation of how to effect correction of address (whether via DEERS or via each of the Regional Contractors) is needed.
2. Where sufficient customer information is provided, follow-up on specific requests for correction should be forwarded to Regional contractors for action.
3. Additional production lead time appears to be needed when seasonal content is used.
4. Considerable savings for fulfillment/postage could likely be realized if beneficiaries were provided with an Email list-serve option.

**Point of Contact for this report:**

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