



# TRICARE Users Consumer Watch

## North ♦ Quarter 3 FY 2014

### DEFENSE HEALTH COST ASSESSMENT & PROGRAM

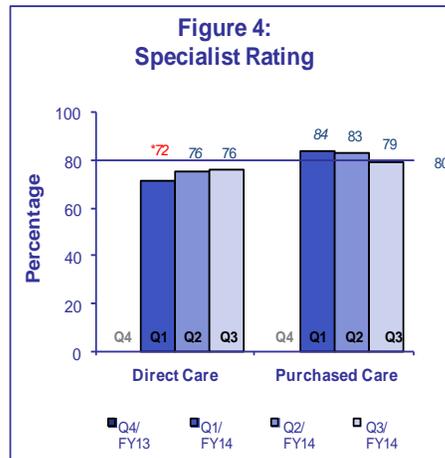
Source: Health Care Survey of DoD Beneficiaries

### 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 FY2013 was canceled as a result of sequestration.

New benchmark data, from the National Committee for Quality Assurance (NCQA) for 2013, are used in calculating benchmarks. Rates differing significantly from the benchmark are in italics and shown in red.

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.

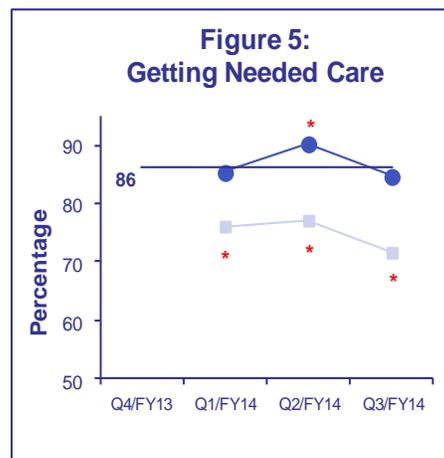
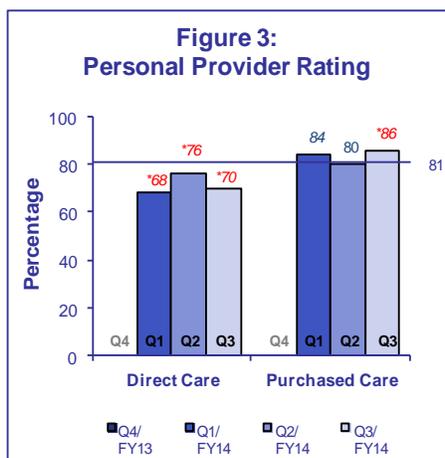
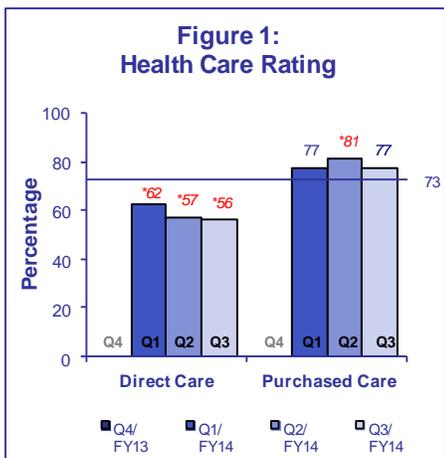
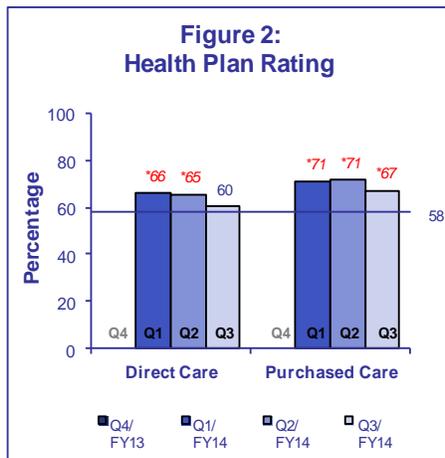


### Health Care Topics

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 NCBD 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.

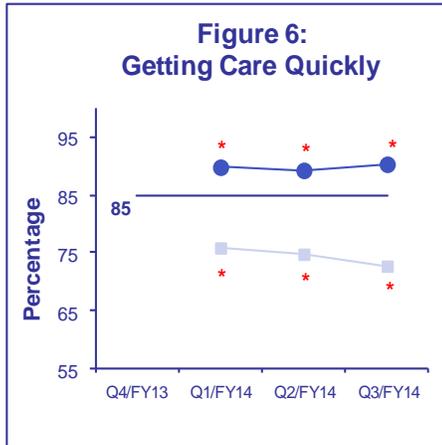
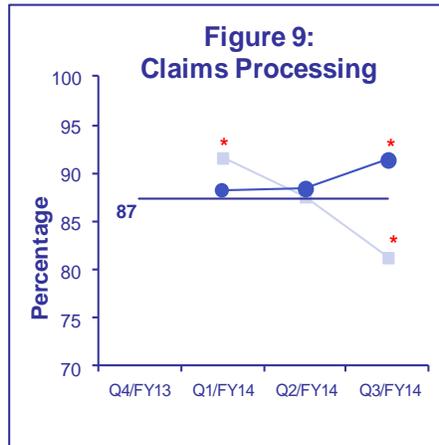


Figure 8 shows “Customer service” scores, which concern patients’ ability to get information about their health plan.

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

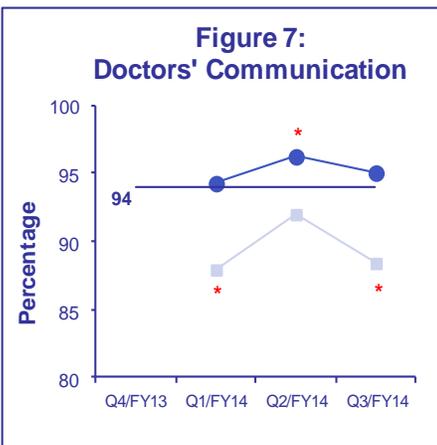


### Preventive Care

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 4 FY 2013	Qtr 1 FY 2014	Qtr 2 FY 2014	Qtr 3 FY 2014	Healthy People 2020 Goal
<b>Mammography (women &gt;= 40)</b>					
Direct Care	-	84	84	85 (336)	81
Purchased Care	-	<i>*92</i>	86	83 (128)	
<b>Pap Smear (women &gt;= 18)</b>					
Direct Care	-	<i>*85</i>	<i>*88</i>	<i>*88</i> (674)	93
Purchased Care	-	<i>*86</i>	<i>*80</i>	<i>*82</i> (216)	
<b>Hypertension Screen (adults)</b>					
Direct Care	-	<i>*91</i>	<i>*89</i>	<i>*88</i> (1531)	95
Purchased Care	-	<i>*97</i>	<i>*88</i>	92 (324)	
<b>Prenatal Care (in 1st trimester)</b>					
Direct Care	-	88	<i>*92</i>	89 (84)	78
Purchased Care	-	<i>*98</i>	87	80 (30)	
<b>Percent Not Obese (adults)</b>					
Direct Care	-	<i>*82</i>	<i>*83</i>	<i>*82</i> (1411)	69
Purchased Care	-	70	66	74 (305)	
<b>Non-Smokers (adults)</b>					
Direct Care	-	89	88	87 (1463)	88
Purchased Care	-	88	90	<i>*94</i> (315)	
<b>Counseled to Quit (adults)</b>					
Direct Care	-	83	79	77 (212)	-
Purchased Care	-	78	72	-	

\*Numbers in red italics are significantly different from 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

	Direct Care	Purchased Care
Benchmark	73	73
Q4/ FY13	-	-
Q1/ FY14	*62	77
Q2/ FY14	*57	*81
Q3/ FY14	*56	77

Figure 2: Health Plan Rating

	Direct Care	Purchased Care
Benchmark	58	58
Q4/ FY13	-	-
Q1/ FY14	*66	*71
Q2/ FY14	*65	*71
Q3/ FY14	60	*67

Figure 3: Personal Provider Rating

	Direct Care	Purchased Care
Benchmark	81	81
Q4/ FY13	-	-
Q1/ FY14	*68	84
Q2/ FY14	*76	80
Q3/ FY14	*70	*86

Figure 4: Specialist Rating

	Direct Care	Purchased Care
Benchmark	80	80
Q4/ FY13	-	-
Q1/ FY14	*72	84
Q2/ FY14	76	83
Q3/ FY14	76	79

**Figure 5: Getting Needed Care**

	Benchmark	Direct Care	Purchased Care
Q4/FY13	86	-	-
Q1/FY14	86	*76	85
Q2/FY14	86	*77	*90
Q3/FY14	86	*72	85

**Figure 6: Getting Care Quickly**

	Benchmark	Direct Care	Purchased Care
Q4/FY13	85	-	-
Q1/FY14	85	*76	*90
Q2/FY14	85	*75	*89
Q3/FY14	85	*73	*90

**Figure 7: Doctors Communication**

	Benchmark	Direct Care	Purchased Care
Q4/FY13	94	-	-
Q1/FY14	94	*88	94
Q2/FY14	94	92	*96
Q3/FY14	94	*88	95

**Figure 8: Customer Service**

	Benchmark	Direct Care	Purchased Care
Q4/FY13	85	-	-
Q1/FY14	85	84	84
Q2/FY14	85	*75	84
Q3/FY14	85	*73	86

**Figure 9: Claims Processing**

	Benchmark	Direct Care	Purchased Care
Q4/FY13	87	-	-
Q1/FY14	87	*92	88
Q2/FY14	87	88	88
Q3/FY14	87	*81	*91

## Appendix, North

### Preventive Care

Type of Care	Qtr 4 FY 2013	Qtr 1 FY 2014	Qtr 2 FY 2014	Qtr 3 FY 2014	Healthy People 2020 Goal
Mammography (women >= 40): Direct Care	-	84	84	85 (336)	81
Mammography (women >= 40): Purchased Care	-	<i>*92</i>	86	83 (128)	81
Pap Smear (women >= 18): Direct Care	-	<i>*85</i>	<i>*88</i>	<i>*88 (674)</i>	93
Pap Smear (women >= 18): Purchased Care	-	<i>*86</i>	<i>*80</i>	<i>*82 (216)</i>	93
Hypertension Screen (adults): Direct Care	-	<i>*91</i>	<i>*89</i>	<i>*88 (1531)</i>	95
Hypertension Screen (adults): Purchased Care	-	<i>*97</i>	<i>*88</i>	92 (324)	95
Prenatal Care (in 1st trimester): Direct Care	-	88	<i>*92</i>	89 (84)	78
Prenatal Care (in 1st trimester): Purchased Care	-	<i>*98</i>	87	80 (30)	78
Percent Not Obese (adults): Direct Care	-	<i>*82</i>	<i>*83</i>	<i>*82 (1411)</i>	69
Percent Not Obese (adults): Purchased Care	-	70	66	74 (305)	69
Non-Smokers (adults): Direct Care	-	89	88	87 (1463)	88
Non-Smokers (adults): Purchased Care	-	88	90	<i>*94 (315)</i>	88
Counseled to Quit (adults): Direct Care	-	83	79	77 (212)	-
Counseled to Quit (adults): Purchased Care	-	78	72	- (-)	-

*\*Numbers with red italics are significantly different from the Healthy People 2020 goal (p < .05)*

*The number of responding beneficiaries for each type of care is in parentheses.*