TRICARE Consumer Watch

Navy◆Reporting Period July 2000 to June 2001

Navy: Sample size - 5,793 Response rate - 32.7% MHS: Sample size - 26,670 Response rate - 41.3%

Inside Consumer Watch

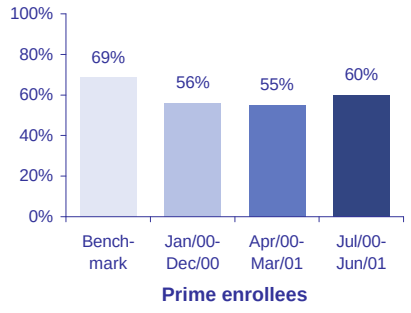
TRICARE Consumer Watch is a brief summary of what TRICARE Prime enrollees in your region say about their healthcare in the past 12 months. All data are taken from the Health Care Survey of DoD Beneficiaries (HCSDB)[1] The HCSDB uses questions from the Consumer Assessment of Health Plans Survey (CAHPS)[2], a survey designed to help consumers choose among health plans. Every quarter, the questions are asked of a representative sample of TRICARE beneficiaries and the results are reported in this publication. In addition, each quarter Consumer Watch includes a special report on a different topic.

Scores are compared with averages taken from the National CAHPS Benchmarking Database (NCBD)[3], which contains results from surveys given to thousands of beneficiaries by hundreds of civilian health plans.

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 of the following time periods: January 2000 to December 2000, April 2000 to March 2001, and the current reporting period July 2000 to June 2001.

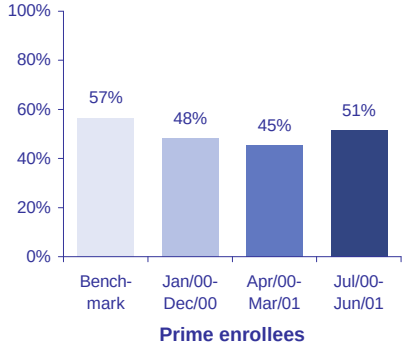
Figure 1: Health Care Rating



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.

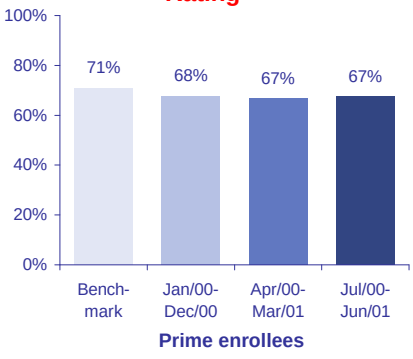
Figure 2: Health Plan Rating



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.

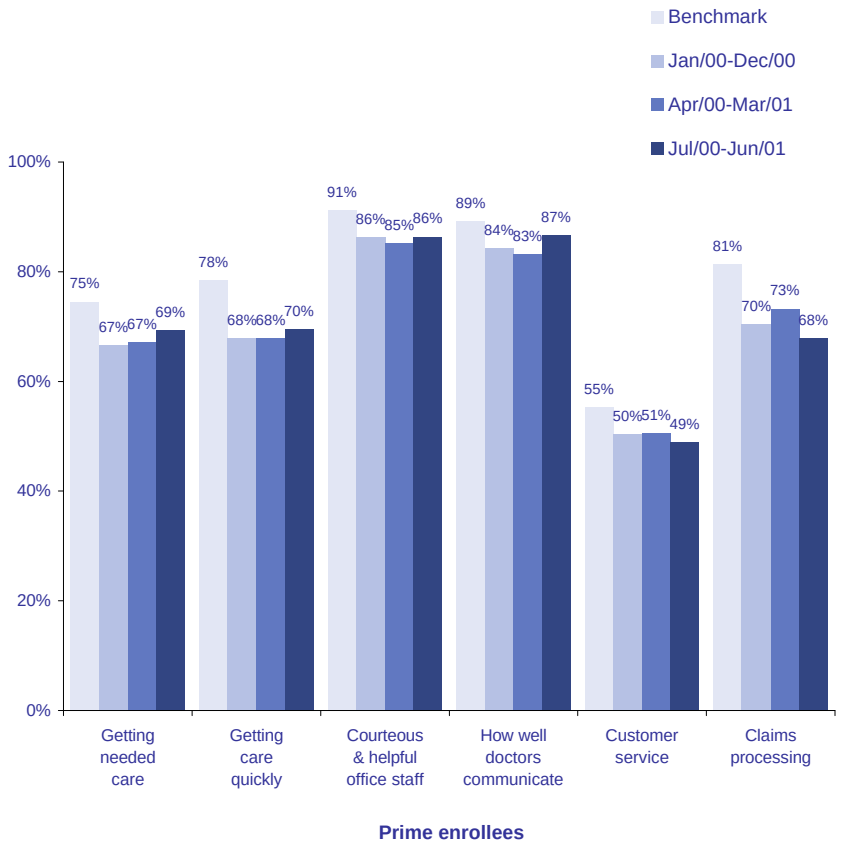
Figure 3: Personal Provider Rating



Health Care Topics

Health Care Topics are six scores that average together the results of related questions. Each score represents the percentage who "usually" or "always" got the treatment they wanted or had "no problem" getting the desired level of service for each reporting period.

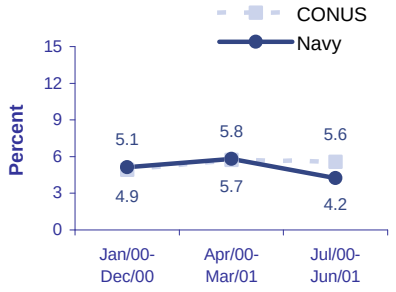
Figure 4: Health Care Topics



Plans to Disenroll

Enrollees were asked whether they plan to disenroll from Prime. Figure 5 shows the percentage of retirees and family members of active duty or retirees who plan to disenroll.

Figure 5: Plans to Disenroll



Preventive Care

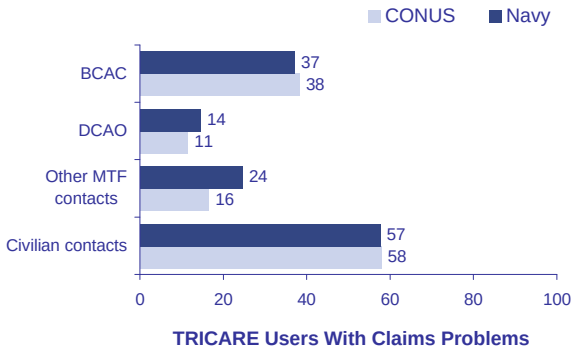
Type of Care	Jan/00 to Dec/00 Rate	Apr/00 to Mar/01 Rate	Jul/00 to Jun/01 Rate	Healthy People 2010 Goal	Jul/00 to Jun/01 vs. Healthy People 2010 Goal
Mammography (women ≥ 40)	83	84	87 (344)	70	↑
Pap Smear (women ≥ 18)	94	94	94 (935)	90	↑
Hypertension Screen (adults)	NA	NA	89 (1889)	95	↓
Flu Shot (adults ≥ 65)	73	56	78 (135)	90	↓
Prenatal Care (in 1st trimester)	83	82	91 (129)	90	.

In the Preventive Care table, up arrows (or down arrows) mean that the June/2001 score is significantly higher than (or lower than) the Healthy People 2010 goal. If there is no arrow, the difference is not statistically significant. Hypertension scores are not shown for the time periods December/2000 and March/2001 because the method of calculating these scores has changed.

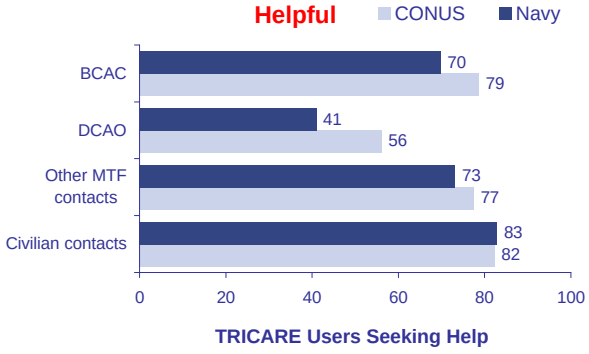
Special Report: Claims Handling

This quarter's special report looks at problems experienced by TRICARE users with their Prime or Standard/Extra claims. Graphs present the proportion of claim-filing users that received erroneous bills or was told TRICARE had not paid and the proportion that was contacted by a collection agency or experienced a bad credit report. Other graphs show what proportion of TRICARE users with claims problems tried to get help from a Beneficiary Counseling and Assistance Coordinator (BCAC), a Debt Collection Assistance Officer (DCAO), or other contact, and for each type of contact, the proportion reporting that the contact was somewhat or very helpful.

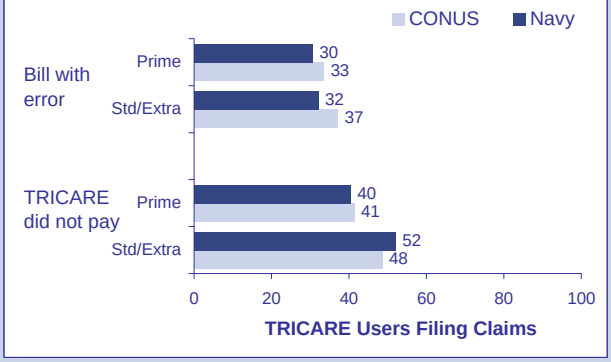
Percent Who Looked for Help From…



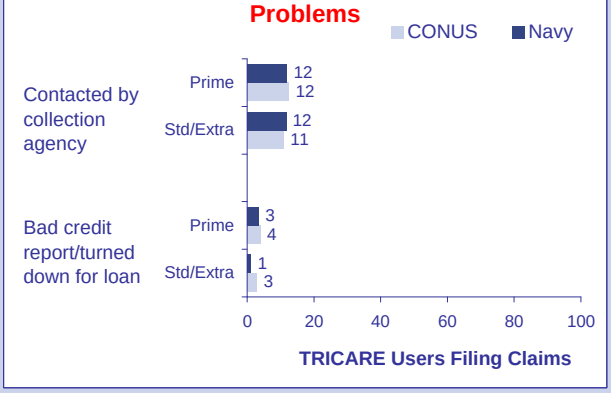
Percent Who Found These Contacts Helpful



Percent Receiving Erroneous Bills or Told TRICARE Did Not Pay



Percent With Debt Collection or Credit Problems



* Not shown due to small sample size.

[1] For more information on the HCSDB go to http://www.tricare.osd.mil/survey/hcsurvey
[2] For more information on CAHPS go to http://www.ahcpr.gov/qual/
[3] For more information on the NCBD go to http://ncbd.cahps.org/