Delphi Beneficiary Council

TRICARE Online Survey (November - December 2004)
TMA/C&CS - Customer Research & Analysis Branch, 703-681-1744

Executive Summary

Background: The TRICARE Delphi Beneficiary Council is a TMA-chartered group of 243 volunteer beneficiaries representing all TRICARE options and beneficiary categories. This was the 5th survey of the council since its formation in July 2004.

Purpose: A survey of council member experience with TRICARE Online (TOL) was undertaken at the request of IMT&R, in collaboration with The InforMedx Group of Johnstown, PA and MDM Strategies, Inc. of Merritt Island, FL who are working in support of a Congressional earmark to transfer a TOL-like capability to civilian health plan use. Results will also be used by IMT&R and C&CS to inform a large telephone survey of TRICARE users, and in guiding possible future consolidation and/or future development of the TRICARE Online and the Military Health System Web sites.

Results:

- 63% of respondents were TRICARE Prime enrolled and 61% indicated they used primarily civilian health care facilities.

- Most respondents (53%) indicated that compared with other sources they "mostly trust" information they receive via the Web. No respondents said they did not trust this source at all.

- Web use for those with TOL experience was 18.9 hours/week, 18% higher than those without TOL experience (16%).

- TOL usage is slightly higher for Prime retired and lower for Standard (not TFL)

- The likelyhood of TOL experience was similar for civilian and military facility users.

- Respondents' most common healthcare internet searches related to benefit coverage information (56%) and phone numbers (52%)

- Respondents who previously accessed the TOL and MHS Web sites was nearly equal (67%); and the use of the three Regional contractor Web sites was nearly equal (25-27%) and roughly corresponded to the geography of the participant sample.

- The most frequently cited sources for awareness of TOL was the TRICARE Handbook (41%), other TRICARE marketing and education materials (28%), followed by beneficiary advisors, base/military newspapers, and internet searches (22%).

- The most frequently cited use of TOL was "Get Answers" (56%), dental information (33%), and pharmacy benefits (31%). Surprisingly to us (since it's a unique core functionality of TOL), making and cancelling appointments was mentioned by only 19% of respondents.

- Most frequently cited improvements needed to make TOL more accessible were making it easier to use and navigate (25%) and better marketing and promotion to make customers aware of its existence (22%).

Conclusion: While the power of this survey was severely constrained by the small sample size, it seems clear TOL could benefit from additional marketing and education effort.

Findings

Response Rate:

Method of Transmission	Number of Surveys Sent	Date Surveys Sent	Reminder Sent to Non-responders	Response Cutoff Date	Days Allowed for Completion	Number of Surveys Returned	Response Rate
1st Class Mail	25	11/3/2004	n/a	12/17/2004	44	15	60.0%
Email	218	11/22/2004	11/30/2004	12/17/2004	25	132	60.6%
TOTAL	243					147	60.5%

Comment: The response rate for five previous surveys ranged from a low of 67% in a survey of telephone support to a high of 75% in a healthy lifestyles survey. The lower response rate for this survey might be due to the length of the questionnaire, which was more than twice as long as any previously accomplished by this group.

Respondent Demographics:

Gender:	No TOL Experience	Have Used TOL	Total	% of Total	% No TOL Experience	% Have Used TOL
Male	27	48	75	51%	36%	64%
Female	21	51	72	49%	29%	71%
Total	48	99	147	100%	33%	67%

Respondent's Military Status:	No TOL Experience	Have Used TOL	Total	% of Total	% No TOL Experience	% Have Used TOL
Sponsor	30	59	89	61%	34%	66%
Family Member	18	40	58	39%	31%	69%
Total	48	99	147	100%	33%	67%

Sponsor's Status:	No TOL Experience	Have Used TOL	Total	% of Total	% No TOL Experience	% Have Used TOL
Retired	25	55	80	54%	31%	69%
Active Duty	22	40	62	42%	35%	65%
Deceased	1	2	3	2%	33%	67%
Other		1	1	1%	0%	100%
Unknown		1	1	1%	0%	100%
Total	48	99	147	100%	33%	67%

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Uniformed Service of Sponsor:	No TOL Experience	Have Used TOL	Total	% of Total	% No TOL Experience	% Have Used TOL
Army	17	47	64	44%	27%	73%
Navy	16	18	34	23%	47%	53%
Air Force	7	17	24	16%	29%	71%
Coast Guard	5	15	20	14%	25%	75%
Marine Corps	3	1	4	3%	75%	25%
USPHS		1	1	1%	0%	100%
Total	48	99	147	100%	33%	67%

Grade of Sponsor:	No TOL Experience	Have Used TOL	Total	% of Total	% No TOL Experience	% Have Used TOL
Other	46	96	142	97%	32%	68%
Junior Enlisted (E1-E4)	2	3	5	3%	40%	60%
Total	48	99	147	100%	33%	67%

TRICARE Region:	No TOL Experience	Have Used TOL	Total	% of Total	% No TOL Experience	% Have Used TOL
North	17	38	55	37%	31%	69%
South	9	31	40	27%	23%	78%
West	13	23	36	24%	36%	64%
Overseas	8	7	15	10%	53%	47%
Unknown	1		1	1%	100%	0%
Total	48	99	147	100%	33%	67%

TRICARE enrollment option:	No TOL Experience	Have Used TOL	Total	% of Total	% No TOL Experience	% Have Used TOL
Prime (Active Duty)	22	41	63	43%	35%	65%
TFL	10	20	30	20%	33%	67%
Prime (Retired)	6	23	29	20%	21%	79%
Standard (not TFL)	10	12	22	15%	45%	55%
Unknown		3	3	2%	0%	100%
Total	48	99	147	100%	33%	67%

Receive Most Medical Care:	No TOL Experience	Have Used TOL	Total	% of Total	% No TOL Experience	% Have Used TOL				
Civilian facilities	27	62	89	61%	30%	70%				
Military facilities	21	36	57	39%	37%	63%				
Unknown		1	1	1%	0%	100%				
Total	48	99	147	100%	33%	67%				

Age:	No TOL Experience	Have Used TOL	Total	% of Total	% No TOL Experience	% Have Used TOL				
65 & +	13	17	30	20%	43%	57%				
45-64	17	46	63	43%	27%	73%				
25-44	18	32	50	34%	36%	64%				
<25		3	3	2%	0%	100%				
Unknown		1	1	1%	0%	100%				
Total	48	99	147	100%	33%	67%				

Formal Education:	No TOL Experience	Have Used TOL	Total	% of Total	% No TOL Experience	% Have Used TOL				
Bachelor's Degree & higher	24	55	79	54%	30%	70%				
Some college or Associate Degree	21	40	61	41%	34%	66%				
HS Diploma	3	4	7	5%	43%	57%				
Total	48	99	147	100%	33%	67%				

Race:	No TOL Experience	Have Used TOL	Total	% of Total	% No TOL Experience	% Have Used TOL				
Caucasion	43	91	134	91%	32%	68%				
African American	4	6	10	7%	40%	60%				
Asian		1	1	1%	0%	100%				
Pacific Islander		1	1	1%	0%	100%				
Unknown	1		1	1%	100%	0%				
Total	48	99	147	100%	33%	67%				

Results:

Question #1: Approximately how many hours per week do you use the internet? (Free text response allowed.)
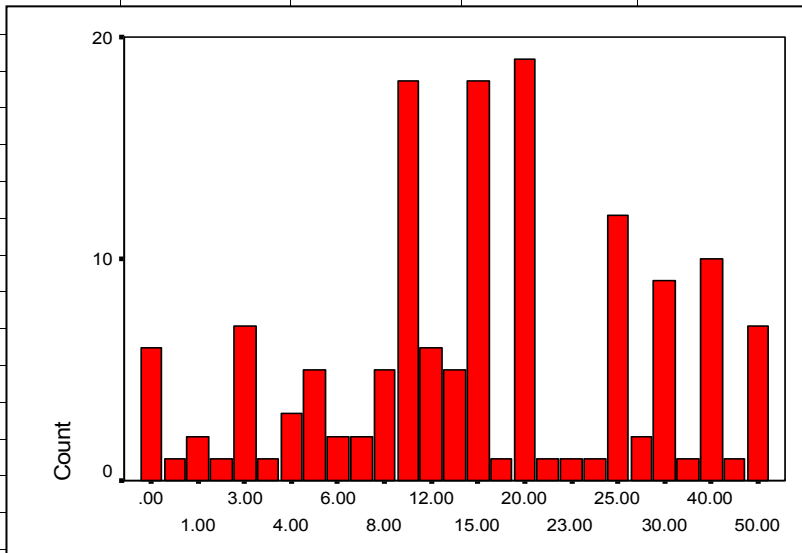
Comment: The 147 responses ranged from 0 to 50 hours, with the median (most common response) being 15 hours, and the mean (average) being 17.8 hours. Web use for those with TOL experience was 18.9 hours, about 18 percent higher than those without TOL experience (16.0 hours). Six respondents, including one claiming TOL experience, entered a "0."

Question #2. Compared to other information sources, how much do you trust the information that you receive from the internet? (Mark the response that applies best.)

Response	No TOL Experience	Have Used TOL	Total	% of Total	% No TOL Experience	% Have Used TOL
Do NOT trust the information at all						
Have a little trust in the information	4	8	12	8%	33%	67%
Somewhat trust the information	21	32	53	36%	40%	60%
Mostly trust the information	23	55	78	53%	29%	71%
Fully trust the		4	4	3%	0%	100%
No response				0%		
Total	48	99	147	100%	33%	67%

Question #3*. Do you use the internet to find health care information? (Mark the response that applies best.)

Response	No TOL Experience	% of Total		*Question not asked of those with TOL experience.		
No	21	44%				
Yes	27	56%				
No response	0	0%				
Total	48	100%				

Question #4. Please review the types of healthcare information below and check the box for each type you search for on the internet. (Mark all that apply.)

Response	No TOL Experience	Have Used TOL	Total	% of Total	% No TOL Experience	% Have Used TOL
Enrollment or disenrollment in the TRICARE program	2	29	31	21%	6%	94%
Benefit coverage for new family members	2	13	15	10%	13%	87%
Benefit coverage for current beneficiaries	5	63	68	**46%**	7%	93%
Billing or claims	6	47	53	36%	11%	89%
Military treatment facilities in your area	8	36	44	30%	18%	82%
Research services and programs at your local military treatment facility	2	17	19	13%	11%	89%
Phone numbers for healthcare providers or military treatment facilities	13	64	77	**52%**	17%	83%
Scheduling appointments	1	19	20	14%	5%	95%
Switching from one military treatment facility to another	0	7	7	5%	0%	100%
Finding a primary care provider	5	38	43	29%	12%	88%

Referrals to physician specialists or to other types of health care providers	4	32	36	24%	11%	89%				
Prescription benefits	10	38	48	33%	21%	79%				
Local pharmacies participating with TRICARE	7	37	44	30%	16%	84%				
Other (Please Describe)										
	-	about medical conditions								
	-	Check info on diagnoses of a family member								
	-	Children healthcare research								
	-	I use the internet to find medical information pertaining to myself or my family NOT to find out infromation about TriCare.								
	-	I volunteer with the Senior Health Information Program in Indiana, so my usage of the computer for health information is for those clients								
	-	learning about diseases								
	-	Medical info, e.g. info on a surgical procedure								
	-	new medical research information								
	-	Pregnancy related content								
	-	Research illnesses and dieases								
	-	symptoms, causes, and descriptions of medical conditions								
	-	Benefits for RC Soldiers and their families								
	-	DCAO's in other areas								
	-	driving directions to PCMs.								
	-	Explanation of Forms								
	-	general health/medical info								
	-	Health Questions/Medications								
	-	I search the OSD page for the real information pertaining to policies and procedures.								
	-	locations of health civilian facilities								
	-	Obtain materials to distribute								
	-	Retiree Benefits/Expenses								
	-	TriCare for Life Updates								
	-	Trying to find doctor who will take tricare standard assignment, the responses above seem to only deal with tricare prime.								
	-	UCCI and Delta benefits								
	-	updated TRICARE information								

Question #5. Have you ever used any of the following Web sites? (Screen shot of each sites home page was shown with each response.)

Response	No TOL Experience	Have Used TOL	Total	% of Total	% No TOL Experience	% Have Used TOL				
TRICARE Online, www.tricareonline.com	0	99	99	67%	0%	100%				
Military Health System Web site, www.tricare.osd.mil*	13	85	98	67%	13%	87%				
TriWest Web site, www.triwest.com which serves the West TRICARE Region	5	32	37	25%	14%	86%				
Health Net Federal Services Web site, www.healthnetfederalservices.com which serves the North TRICARE	4	34	38	26%	11%	89%				
Humana Military Services Web site, www.humana-military.com which serves the South	3	37	40	27%	8%	93%				

*Comment: 124 respondents followed a Web link to the www.tricare.osd.mil Web site in order to register for Delphi membership and to respond to this survey, with apparently many unaware of the Home Page design and/or Web URL name. Furthermore, the 85 shown here as recognizing the MHS Web site home page and/or URL includes 12 who chose to respond via postal service.

Question #6*. Have you ever heard of the TRICARE Online Web site? *Question not asked of those with TOL experience.

Response	No TOL Experience	% of Total	
No	17	35%	(Please skip to Question #14)
Yes	28	58%	
No response	3	6%	
Total	48	100%	

Question #7*. Please indicate why you have not accessed TRICARE Online? (Check all responses that apply.)												
Response	No TOL Experience	% of Total			*Question not asked of those with TOL experience.							
Was not aware of TRICARE Online until now.	4	8%										
Do not feel the internet is secure enough to provide healthcare information.	2	4%										
Do not feel TRICARE Online is secure enough to provide healthcare information.	1	2%										
Do not fully understand what TRICARE Online has to offer.	17	35%										
Comment:	7	15%										
	At facility during time of another appt.											
	Made in person at the facility.											
	I use TRICARE Standard											
	I use civilian healthcare											
	I have also made appointments in person at the clinic											
	Have never scheduled an appointment at a military facility. Not sure how to get started or on the rolls for referrals. Would like to see a make your first appointment or contact button on the home page.											
	Doctor scheduled for me											

Response	No TOL Experience	Have Used TOL	Total	% of Total	% No TOL Experience	% Have Used TOL				
Question #8. How did you find out about the TRICARE Online Web site? (Mark all responses that apply.)										
TRICARE Beneficiary advisors	10	23	33	22%	30%	70%				
TRICARE doctors, nurses, or technicians at military treatment facilities	2	7	9	6%	22%	78%				
Doctors, nurses or other staff at civilian treatment facilities	1	3	4	3%	25%	75%				
The "Ask-a-Nurse" toll-free (800) number	0	3	3	2%	0%	100%				
Other TRICARE toll-free (800) numbers	3	18	21	14%	14%	86%				
The TRICARE for Life Brochure	7	13	20	14%	35%	65%				
The TRICARE Handbook	15	45	60	41%	25%	75%				
The Prime Remote Handbook	2	11	13	9%	15%	85%				
TRICARE provider directories	5	7	12	8%	42%	58%				
TRICARE letters, pamphlets, or other brochures	8	33	41	28%	20%	80%				
Military-sponsored town hall meetings on base/post	2	4	6	4%	33%	67%				
Briefings or orientations	3	21	24	16%	13%	88%				
Relatives, friends or co-workers	2	10	12	8%	17%	83%				
Military newspapers or newsletters	9	24	33	22%	27%	73%				

Veterans' organizations or military associations	5	14	19	13%	26%	74%				
Television or radio	1	0	1	1%	100%	0%				
Internet search	5	27	32	22%	16%	84%				
Other (Please explain):										
	-	*Army Knowledge online*								
	-	*EOB'S*								
	-	*Grassroots Veterans Organizations*								
	-	*My spouse the military member*								
	-	*our SFA Nancy Michaels*								
	-	*Soldier and Family Assistance Program Manager*								
	-	*The grass roots nationwide often passes the real information about what is applicable or useful to others on a variety of subjects related to military health care.*								
	-	*Tricare Service Center*								
	-	*U S Navy website*								
	-	*updates to Retiree Activities Office*								

Question #9**. How often do you access TRICARE Online? (Mark the response that applies best.)

Response	Have Used TOL	% of Total		**Questions not asked of those with no TOL experience.						
Almost every week	13	13%								
Almost every 2 weeks	4	4%								
Almost every month	22	22%								
Almost every 2 months	14	14%								
Almost every 6 months	18	18%								
Less frequently than every 6 months	27	27%								
No response	1	1%								
Total	99	100%								

Question #10**. Please indicate which of the following TRICARE Online features you have used. (Mark all responses that apply.

Response	Have Used TOL	% of Total		****Questions not asked of those with no TOL experience.**							
Rx (Prescription) Checker	16	16%									
Dental Information	33	33%									
Get Answers	55	56%									
My Healthcare Journal and Tools	7	7%									
Pharmacy Benefits	31	31%									
Health Calculator	4	4%									
Anatomy Explorer	1	1%									
Kids' and Teens' Health	3	3%									
Your Personal Health Page	6	6%									
Make or cancel appointments	19	19%									

Question #11**. What other services could the Military Health System include on TRICARE Online? (Free text entry)

Appointments	*Appointments*
Claims	*I would like to compare what hospital billing states w/ TRICARE payments.*
Claims	*Status of RX claims*
Claims	*Recent claims submitted*
Claims	*Claims updates in real-time application online instead of faxing or tricare office*
Customer-tailored info	*Items specifically for each phase--active duty, retiree, reservist, etc. instead of having to search the entire site for that particular info*
Elder care	*Assistance for Adult Children caring for their beneficiary parents.*
Email questions about E(	*E mail to answer questions about EOBs*
Find Provider	*Accurate list of providers in my area*
Find Provider	*Which physicians are accepting new patients*
Find Provider	*What we need is ACCURATE information about what doctors are available who ACCEPT ASSIGNMENT of TRICARE Standard. ONLY docs who CURRENTLY ACCEPT ASSIGNMENT should be listed. And they*
Find Provider	*Physcial therapy services*
Find Provider	*Doctors who take Tricare Standard, keep doctors who are in the system current and take doctors who opt out off the system. Keep it current*
Find Provider	*A more expansive and up-to-date list of providers in the area that you reside*

Healthcare jornal	*Health Care Journal*							
Index policy & procedure	*Fix the policy and procedures manual with an index that will make it easier to search*							
Mental health info	*Mental Health Information*							
Mental health info	*List of limited benefits for retirees, how to find support services for mental health issues*							
MTF info	*more info on MTF's*							
MTF info	*More details regarding MTF locations. Currently it says where the locations are but not in relation to the large*							
On Line Handbooks	*Up-to-date prime/standard/extra handbooks*							
Online forms submission	*Fill out forms and submit online*							
Online forms submission	*Ability to enroll in TriCare Prime & Remote online*							
Online forms submission	*A claim form that can be saved to be electronically filled out .*							
Pharmacy	*Answer the question: If I have FEHBP in preference to the TRICARE hassles, can I use TRICARE for prescriptions because it has cheaper copays than FEHBP?*							
Phone number	*A link easy to find of the local main number for appointment line. On the North Region, I could not find it.*							
Provider Email	*Physician E-mail*							
Provider Email	*Being able to email your provider*							
TFL info	*More info on TFL*							
TMA contact info	*Easier to find contact information for TMA*							
Vision info	*Information on Vision Plans*							
Wellness	*Wellness information*							
Wellness	*fitness and wellness*							

Question #12**. How useful is TRICARE Online for the following? (Mark the response that applies best.)										
Response	Have not used it for this	Not very useful	Somewhat useful	Very useful	No response					
Assessing enrollment or disenrollment information.	53	9	21	15	1					
Assessing benefit coverage for new family members.	70	2	13	13	1					
Assessing benefit coverage for current beneficiaries.	21	11	33	32	2					
Assessing billing or claims.	47	16	15	18	3					
Locating military treatment facilities in your area.	39	10	15	34	1					
Assessing phone numbers for healthcare providers or military treatment facilities.	24	19	31	24	1					
Switching from one military treatment facility to another.	85	5	5	3	1					
Finding a primary care provider.	37	21	19	21	1					
Obtaining referrals to specialists or other doctors.	67	18	10	3	1					
Assessing prescription benefits.	55	9	14	19	2					
Assessing local pharmacies participating in TRICARE.	49	4	15	28	3					

For making or cancelling appointments.	76	13	3	5	2				

Question #13**. How many times have you used TRICARE Online to schedule, cancel or reschedule an appointment within the past year? (Free text entry enabled)

Response	Frequency	%							
0	61	62%							
1	3	3%							
2	8	8%							
3	1	1%							
5	1	1%							
6-8	1	1%							
No response	11	11%							
Comments:	13	13%							
	Why should I schedule appointments via the web when I can do the same with a phone call and talk to a human?								
	TRIED four times; succeeded: Zero								
	tried 3 times								
	once, but it would not let me schedule an appointment								
	none/donn't trust it								
	None --- Weren't aware this could be done								
	none, I didn't know I could use it for this								
	Never been able to access the system when needed due to password issues and misinformation regarding new access.								
	my area dose not include this feature								
	I've tried 3 times but have not had much luck								
	Did not know you could do this								
	Again TRICARE on line is focused primarily on PRIME, not Standard, like the entire program.								
	0--it never shows my appointments nor does it even show the correct doctor for me								

Question #14**. Which of the following improvements are most needed to make TRICARE Online more accessible to customers? (Mark the improvement that is most needed.)

Response	Frequency	%									
Better marketing and promotion to make customers aware of its existence.	22	22%									
Offer more services and applications.	11	11%									
Promote as a secure and safe site for private health care information.	9	9%									
Make it easier to use and navigate.	25	25%									
Make it less confusing.	10	10%									
Other	14	14%									
Blank	8	8%									
Total	99	100%									

Question #15. Please provide any comments that might clarify your responses regarding TRICARE Online.

Cateory	Comment									
Appointments	*Until more providers offer more appointments i.e. make their current appointments available online, the service will be for info only as opposed to a useful site for appointing.*									
Appointments	*Twice I've tried this year to make an online appointments but twice I've been told erroneously that "no appointments are available." Last year (2003) I had no problem making an on-line appointment with my MTF provider. The on-line appointment system doesn't seem to be working.*									
Appointments	*I have problems with making and checking on appointments on line It might be me?*									
Appointments	*In scheduling and canceling appointments the Tricare Online feature is a useful tool when appointments are available. I usually go online to make appointments with my primary care provider and am told no appointments are available. Yet if you call the MTF appointment line appointments are available. If they are going to offer this service online then the MTF should not limit the number of available appointments online.*									
Appointments	*I wish this question gave more than one choice. I did a test on calling the appt line and the online way and the online appt scheduling was much quicker than phone. However the elderly are not all computer savvy. Need more applications such as being able to email your provider etc.*									
Appointments	*I was not aware you could make apts online. I will be checking to see if I can do this in my area.*									
Appointments	*I tried to make appointments online, but it wouldn't let me.*									

Appointments	*I tried to make an appointment for my son online and it kept telling me that no appointments were available, but failed to show me which ones were. I found it difficult to navigate. It was also difficult to create a username and password. I could see how some elderly people would have difficulty.*
Awareness	*Did not realize I could access different healthcare (west) regions or get appointments at a military facility.*
Awareness	*I didn't realize you could cancel or reschedule appointments until this survey.*
Awareness	*The marketing material should make clear the many different things a user is able to do from the site.*
Awareness	*It appears that some of the features I was asked about I was not even aware existed!*
Awareness	*All of the services discussed in this survey would be great to have on the website. However to my knowledge they do not exist.*
Claims	*The new access to claims is not as user friendly as it was before.*
Content	*Needs to be up to date info*
Content	*In my area the area that covers VA the web site sucks. There should be only one site for all tricare, not one per region. I find it very disappointing that customer service reps for your company are rude. If I had an internet site to go to I would not even call on the phone.*
Content	*I appreciate having the International SOS numbers given for those of us NOT in Germany Italy etc. Some AD and family are in non-NATO countries serving at embassies and consulates. The website is our ONLY source of information about our health care needs.*
Content	*Make a section devoted EXCLUSIVELY to TRICARE Standard. It appears all the effort goes into MTFs and PRIME, not the millions who either have no choice or choose to participate in Standard.*
Customer-centric	*Have specific links for active duty retiree reservist etc.*
Email provider	*Need more applications such as being able to email your provider etc.*
Email questions	*Responses to e-mail questions not forthcoming.*
EOB	*The one time I tried to use it for an Explanation of Benefit I could not access this feature.*
Finding provider	*We travel all over the country and use the region web sites to identify physicians - very useful*
Finding provider	*Finding a provider is hard - and I'm experienced.*
Finding provider	*The provider information is out dated. I have never found a provider using Tricare on-line. All providers were not active participants due to payment issues. They said they were not providers any longer due to non payment issues. It should also sort by active or dependant.*
Finding provider	*The information for my area is really out dated. You list doctors who are no longer in practice. When I have called to inform TRICARE about this they simply say the doctors have to disenroll them selves. Since the doctor is listed on the web site I was screwdw. You only had 1 doctor listed in 20 miles from my home. This doctor was no longer in practice. I was between a rock and a hard place. I was then forced to drive 25 miles to the next closest doctor because of your bad information.*
Finding provider	*Keep the information up to date especially about doctors who are in the system. Delete those who have opted out of the system. More has to be done to have contractors getting doctors to participate in the system especially for those who have to use Tricare Standard.*
Finding provider	*Very confusing finding the closest doctor which did not appear in the small mileage radius via local zip code; it wasn't until I went to the 25 mile range plus did he show up as a PCM*

Finding provider	*Although you list possible PCMs you do not indicate if they are enrolling new TRICARE patients*
Functionality	*Make it work*
Navigation	*When I needed to enroll and disenroll the website was easy to navigate and get the forms needed.*
Navigation	*This is among the most user unfriendly web sites I have been associated with. Most of our over 65 beneficiaries do not use it because they have trouble following the directions posted on the site. It needs to be as easy as EBay to find what you are looking for and to schedule appointments. If you make a mistake and hit*
Navigation	*I've never seen any of the features listed. Make it more obvious to find things that can actually help the beneficiary (as opposed to just repeating what's in the printed documents).*
Navigation	*Have never had a sucessful search for needed information concerning TRICARE info*
Navigation	*Responses based on my useage of the site about 8-9 months ago. Finding claims info was difficult because navigation was long. It took me forever to find what was remotely usable.*
NonWeb sources	*Online information is good but it doesn't take the place of a real live human being. It's like voice mail; indefinite waiting.*
NonWeb sources	*In small towns our choices are limited including Tricare. Pick up the phone and contact the local providers or Pharmacist.*
NonWeb sources	*I haven't used any TRICARE web site since being enrolled in Tricare for Life a few years ago. Medicare sends the claims directly to Tricare so there is no need for me to file nor follow-up on claims.*
NonWeb sources	*We do need to realize not everyone has Internet access and these people are being left to drift for a lack of information.*
NonWeb sources	*Having established relationships with local TFL and VA Primary Care providers I do not or need to access Tricare web pages for most of the info available. Billing and claim questions I handle by telephone.*
Online enrollment	*It would be much more convenient to apply to new Tricare regions online instead of having to fax in an application or go to an office.*
Online enrollment	*It would be helpful to be able to fill out and submit forms (example: switching primary care providers switching areas) online rather than mailing them in.*
Online enrollment	*It would be helpful to be able to fill out and submit forms (example: switching primary care providers switching areas) online rather than mailing them in.*
Pharmacy	*Link it with Expresscripts so I can see the status of reimbursements for OHI copays.*
Pharmacy	*None of sites you show in this survey resemble the one I used before. I only use the "Express Scripts" site for prescriptions and am very happy with it. Sorry I couldn't be of more help!*
Registration	*Registration needs to be more user friendly; It is hard to use - period*
Registration	*I stopped going to TRICARE online because i found the registration process confusing and cumbersome. I also found much of the information duplicates what is on sites that are more user-friendly such as the TRICARE contractors' sites or www.tricare.osd.mil.*

Registration	*I originally registered when TRICARE On-Line became available. Unfortunately due to technical problems the site crashed (during a Feb 02 blizzard). I tried to re-log-in but could not and you were required to go to your MTF for a new password. After a special trip to get a new password no one knew what I was talking about. Tried again to access and the system was down on multiple occasions. I have not used it since and relied on the TRICARE.OSD.MIL and/or Health Net since then.*
Registration	*Getting set up with a login account is irritating! I think I lost my key that had to be mailed to me. Can't you confirm differently?*