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## News

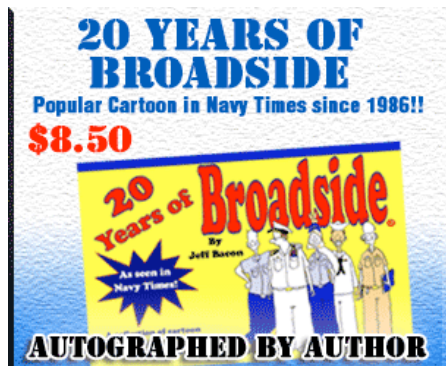
[Congress](#) | [Special Reports](#) | [Frontline Photos](#) | November 16, 2006

### Tricare Prime provider gets high marks in national study

By [Gayle S. Putrich](#)  
Staff writer

Some of the happiest health care beneficiaries in the country get their care from a Tricare Prime provider, according to a new national customer satisfaction study.

In its 2006 public report, the National Committee for Quality Assurance gives the Uniformed Services Family Health Plan an 87 percent customer satisfaction rating — 22 percentage points higher than the national average for health care satisfaction.



quickly, the timeliness with which customer-service issues are addressed, their providers' listening skills and clarity of explanations, the amount of time providers spend with them and the general quality of the doctors and specialists available through the USFHP network.

Member satisfaction with personal doctors was higher for USFHP than for any other health plan nationally that reported its data through the Quality Compass 2006 Public Report, according to the study.

"While our members continue to report high satisfaction, we remain committed to ongoing evaluation of our customer service and delivery of care to ensure that U.S. Family Health Plan consistently provides the highest-quality health care to our military families," said David Chicoine, USFHP Alliance chairman.

USFHP has been an authorized Tricare Prime provider since its reorganization by the Pentagon in 1993 into a managed care plan.

It serves Tricare Prime enrollees in six geographic areas across the country, including the eastern seaboard, coastal Texas and Louisiana and Washington state.

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