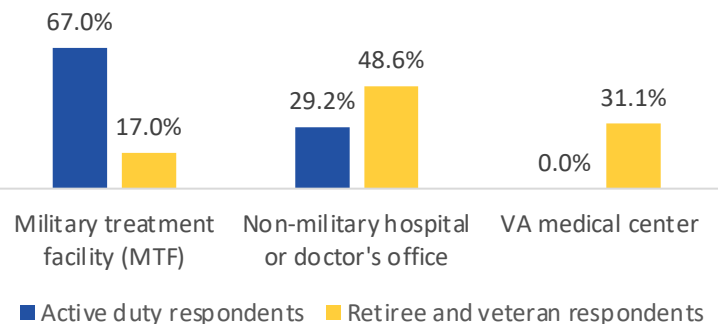


# Health Care

Health care has been a top priority for respondents in every MFAN support programming survey. The 2021 survey collected data on experiences with health care, mental health care, and telehealth.

## More than three quarters of active duty survey respondents use TRICARE as their primary form of health care coverage

### Location of health care treatment was varied



**22.5% reported having to travel 15 miles or more for appointments with their primary care physicians.**

### EMR system usage to monitor and assess health care



**72.0%** reported that they have used an EMR system or patient portal



**22.5%** reported that they have/are not



**5.5%** reported that they do not know if they are or not

### Military retiree and veteran families were more satisfied than active duty families with health care in four areas



General health care



Ability to maintain consistency of care



Quality of providers

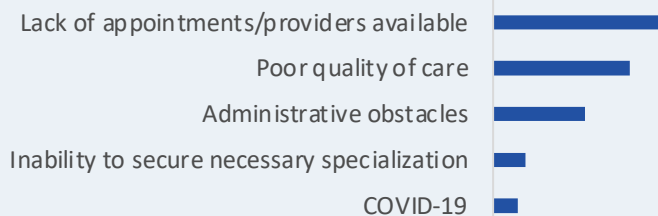


Access to appointments

The area where active duty families were **most dissatisfied was with their ability to access general health care appointments**. Thirty-three percent (33.3%) of active duty families rated this area as very negative or negative.



### Top five health care obstacles experienced in the past two years



*"Sadly, I know it isn't right, but with all of my experiences, I have learned to 'play the game' to endure and get through to the care my family needs. It shouldn't be this way. It is exhausting and sad - it is breaking military families. We really don't want to beg for basic healthcare needs that we have been promised, but we need to in order to survive."*



Spouse of an active duty service member

## Obstacles preventing respondents from accessing mental health care have not changed since 2019



In 2021, 46.2% of respondents indicated that they had used mental health care in the last two years either for themselves or for an immediate family member.

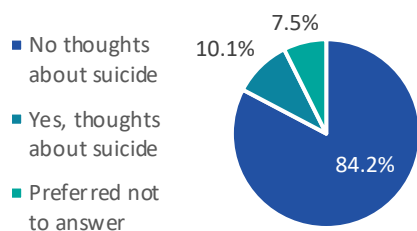
### Satisfaction levels with mental health care

- Overall ratings of **satisfaction** hovered around 57%
- Overall ratings of **dissatisfaction** hovered around 15%



Respondents were least satisfied with **their ability to access mental health care appointments**; the same top complaint in 2019 & 2017.

### Suicidal ideation in the last two years



**Two populations would be more likely to answer 'Yes':** spouses of active duty members, followed by veterans and military retirees

### Mental health care obstacles were consistent with 2019 findings

- Lack of available providers/available appointments
- General poor quality of care
- Negative experiences with TRICARE
- Stigma and career implications
- Lack of specialized care

### All resources are missing from crisis situations

- 10.5% of respondents had sought crisis resources and relayed primarily negative experiences
- Poor quality and lack of availability created hardships that made emergency situations harder
- Providers failed to listen, care needs were disregarded, and respondents were passed from one provider to another
- Quality care from compassionate providers was also missing

# Health Care: Telehealth

Telehealth has gained traction over the last few years, especially with the onset of the COVID-19 pandemic. More military and veteran families are now opting to use telehealth options.

## The use of telehealth services has increased by more than 50% over the last two years

### Drastic increase in use of telehealth services

**11.3%**

11.3% of total respondent population reported having used telehealth services in 2019



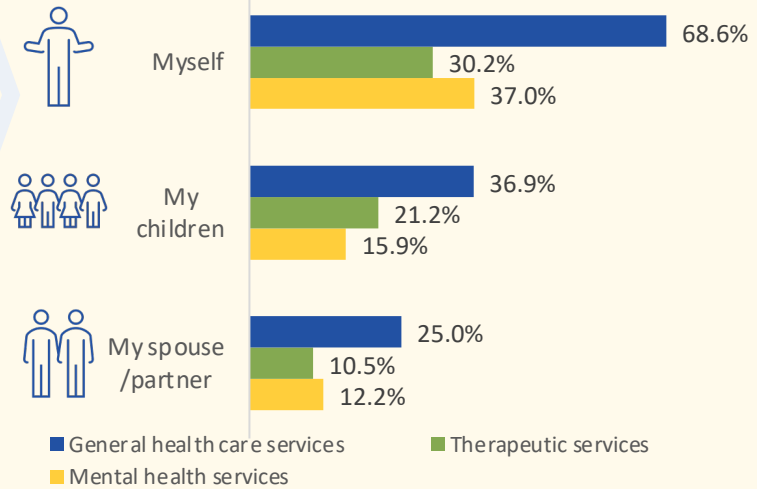
**62.6%**

62.6% of total respondent population reported having used telehealth services in 2021

### Of the 37.4% of respondents who had not used telehealth previously:

- 30.6% were likely/very likely to use telehealth in the future
- 31.7% were unlikely/very unlikely to use telehealth in the future
- 37.7% were neutral

### 2021 respondents' use of telehealth services



## Almost half of the families surveyed were unlikely to use telehealth if copays are reinstated post-COVID-19



Due to the COVID-19 pandemic, copays for telehealth services were waived for all TRICARE beneficiaries.

**48.1%**

of military and veteran family respondents indicated that they were unlikely or very unlikely to use telehealth resources if copays were reinstated, in 2021.

*"The negative issue has been with billing. I've been charged for copays despite the fact that telehealth services are supported. I've had to call Tricare several times to get the matter resolved."*

Army veteran

*"If there are insurance approved telehealth programs, it should be repeatedly stated to the public on how to access or receive copay coverage or reimbursement. For me, I have not seen anything."*

Spouse of an active duty service member

## Although over a third of families report positive perceptions of telehealth, there are many obstacles

### Respondent perceptions of telehealth



**37.3%** reported positive perceptions



**16.0%** reported negative perceptions

29.4%

Identified aspects of telehealth as beneficial

15.0%

Reported that telehealth was a viable option under certain conditions

12.1%

Reported concern about some aspects of telehealth

### Obstacles of using telehealth

For the respondents who were aware of telehealth (**95.3%**), they faced obstacles around:

- 
- Telehealth shortcomings
  - Technological hurdles
  - Generalized hurdles to accessing telehealth
  - Not using telehealth/ unaware of option
  - Prefer in-person health care

*"I don't feel like they can see physical issues as well and just have to go with your description the best they can to make a judgement call."*

Spouse of an active duty Marine Corps member