

Department of
Veterans Affairs

Memorandum

Date: April 10, 2007
From: VHA OMB Clearance Liaison (19E1)
Subj: Request for Approval of Generic Patient Satisfaction Survey (2900-0570)
To: VA OMB Clearance Officer (005E3)

The VHA Health Eligibility Center (HEC) requests permission to survey veterans that have applied for enrollment in the Veterans Health Administration (VHA) Health Care System within the last calendar year and been subject to the Income Verification match process.

a. **POINT OF CONTACT** for this survey is:

*Dennis Boyett
Quality Management Division
Health Eligibility Center
404-235-1398*

b. **PURPOSE:** This survey will be used to determine veterans' satisfaction with the IVM process, determine which customer characteristics influence satisfaction ratings and identify areas where improvements will have the greatest impact on veterans' satisfaction.

The information gained from this revised survey will assist in providing much-needed customer service measures and standards for the IVM business process, and the effectiveness of communication materials sent to veterans.

c. **BURDEN:**

600 questionnaires x 20 minutes = 12,000 minutes / 60 = 200 hours

d. **ADDITIONAL INFORMATION:**

See attachment.

e. **PROPOSED QUESTIONS:**

See attachment.

Mary Stout

**Request for Approval of Veterans Health Administration's
Survey of Veterans' Satisfaction
With the Income Verification Match Process**

1. ***Name, facility and phone number of a point of contact that can best answer questions regarding the content and design of the submission:***
Dennis Boyette, Quality Management Division, Health Eligibility Center, 404-235-1398.
2. ***Proposed re-distribution date of the survey:*** June 2007
3. ***Brief summary of the objectives, how the survey results will be used, and for what purpose.*** The Health Eligibility Center (HEC) reestablished the Income Verification Match (IVM) program in March 2003. This program is responsible for verifying veterans' self-reported household income information to determine their eligibility for VA health care benefits. On a semi-annual basis, HEC plans to utilize this survey to determine veterans' satisfaction with the IVM process, determine which customer characteristics influence satisfaction ratings and identify areas where improvements will have the greatest impact on veterans' satisfaction. It is anticipated that information gained from this revised survey will assist in providing much-needed customer service measures and standards for the IVM business process, and the effectiveness of communication materials sent to veterans.
4. ***The number of people asked to answer a survey or participate in a focus group, the number of times they will be asked to respond, and an estimate of the number of individuals who will actually respond.*** On an annual basis, HEC plans to send the survey to a random sample of unique veterans who were notified of a decision regarding verification of their income information. The HEC plans to mail the survey to 1000 veterans. We expect 600 or 60% of the veterans to return a completed survey. Annual burden hours are calculated as follows:

600 questionnaires x 20 minutes = 12,000 minutes/ 60 = 200 hours