

## VMHSE Frequently Asked Questions (FAQs) and Answers

### **Why are you doing this evaluation? What is the goal/purpose/point?**

The Veterans Health Administration has asked RAND to evaluate the services veterans receive for mental health care such as counseling, relationship problems, mental illness or drug or alcohol use. The information RAND gets from veterans will help the VA understand how to improve the mental health services it provides.

### **Who do you want to talk to for the evaluation? Why do you want to talk to me?**

RAND wants to talk to 8,000 veterans about their experiences with these types of services. RAND will interview both veterans who use the VA system and veterans who use other types of mental health care.

Sharing your experiences with RAND can make a difference in the VA mental health system and the quality of care veterans receive. Because your experiences are unique and valuable, someone else cannot replace the information you can give us.

### **What is RAND?**

RAND is a non-profit, independent research organization. RAND is **not** part of the VA. RAND has been hired by the VA to do an evaluation of the quality of mental health care the VA provides.

### **How long will the interview take?**

The interview will take about 25 to 30 minutes.

### **Why should I do this interview? How does doing the interview benefit me?**

We will send you \$10 to thank you for completing the interview. Also, both RAND and the VA believe it is important for you to do the interview so that the VA can learn how veterans feel about their mental health care.

### **Do I have to do the interview? Is this required/mandatory?**

Of course, you do not have to talk to RAND if you do not want to. Your participation is voluntary. Even if you do choose to do the interview, you may skip any questions that you do not want to answer and may stop the interview at any time. Any services that you may receive now or in the future will not be affected by your decision to do the interview or not.

### **Will you tell other people what I say?/Will my information be kept private?/What happens to the information I give you?**

All information is confidential, and no one but researchers working on this evaluation will have access to your completed interview. Your responses will be grouped with the responses of other veterans, and RAND will not connect your name to the information that you give.

### **Who can I contact if I have questions or want more information about the evaluation?**

If you have any questions or concerns about this evaluation, please contact Survey Coordinator, Barbara Levitan: [blevitan@rand.org](mailto:blevitan@rand.org) OR 1-800-XXX-XXXX. All calls to this number are FREE.

### **Who can I contact if I have questions about VA benefits?**

For information about VA benefits in general, you may call the VA Telephone Assistance Service at 1-800-827-1000. For information about VA healthcare benefits, you may call the VA Health Revenue Center at 1-877-222-8387.