



THE PAPERWORK REDUCTION ACT OF 1995 requires us to notify you that this information collected is in accordance with the clearance requirements of section 3507 of this Act. The public reporting burden for this collection of information is estimated to average 23 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. No person will be penalized for failing to furnish this information if it does not display a current valid OMB control number. This collection of information is intended to fulfill the need identified by the Department of Veterans Affairs in their call for evaluation and improvements to the current Patient Satisfaction program. Your obligation to respond to this survey is voluntary and failure to furnish this information will have no effect on any of your benefits.

1. If you were asked to provide financial information to establish your eligibility for VA care, how would you prefer to submit the information? (Check all that apply)

- A. Mail
- B. Facsimile (FAX)
- C. Secure Web Site
- D. Kiosk at my VA Medical Center
- E. In person at my VA Medical Center

2. If you were asked to provide insurance information, how would you prefer to submit it? (Check all that apply)

- A. Mail
- B. Facsimile (FAX)
- C. Secure Web Site
- D. Kiosk at my VA Medical Center
- E. In person at my VA Medical Center
- F. Telephone

3. How would you prefer the Chief Business Office (CBO) Organization contact you to request your updated information? (Check all that apply)

- A. Telephone
- B. Mail
- C. Email
- D. Secure Web Site

4. How would you prefer the CBO Organization notify you about decisions affecting your healthcare benefits - for example, decisions about your eligibility for care and decisions about appeals? (Check all that apply)

- A. Telephone
- B. Mail
- C. Email
- D. Secure Web Site

5. What do you consider a reasonable length of time for the CBO Organization to take before it notifies you about its decisions?

- A. Less than 1 week
- B. 1 week
- C. 2 weeks
- D. 3 weeks
- E. 4 weeks or more

6. How often would you prefer to receive status updates on a pending issue or claim that you have submitted to the CBO Organization?

- A. Once a week
- B. Every 2 weeks
- C. Every 3 weeks
- D. Once a month

7. What method would you prefer to receive a status update on a pending issue or claim? (Check all that apply)

- A. Mail
- B. Email
- C. Secure Web Site
- D. Telephone

8. Which of the following types of information would you like the CBO Organization to provide to you? (Check all that apply)

- A. Telephone numbers
- B. Mailing Addresses
- C. News bulletins
- D. Website locations
- E. Veterans Service Organization (VSO) contact information
- F. Other

9. Do you believe Veterans should assist the CBO Organization in creating information for all Veterans?

- A. Yes
- B. No

10. How would you suggest the CBO Organization involve Veterans when it creates forms to be used by Veterans? (Check all that apply)

- A. Through Volunteer Services
- B. Through VSOs
- C. Other
- D. Not at all

**11. What could the CBO Organization do to improve its website [url]?
(Check all that apply)**

- A. Make it easier to read
- B. Make it easier to navigate
- C. Improve content
- D. Provide more links
- E. Make it easier to search for information
- F. Other

**12. What method would you prefer to use when updating your personal information?
(Check all that apply)**

- A. Mail
- B. Facsimile (FAX)
- C. Email
- D. Secure Web Site
- E. Kiosk at my VA Medical Center
- F. In person at my VA Medical Center

13. What method would you prefer to use when checking in for an appointment at a VA health care facility? (Check all that apply)

- A. Kiosk at my VA health care facility
- B. In person at my VA health care facility
- C. Secure Web Site
- D. Other

14. What method would you prefer to use when obtaining preauthorization for special medical supplies and medical care services? (Check all that apply)

- A. Mail
- B. Secure Web Site
- C. Email
- D. Kiosk at my VA Medical Center
- E. In person at my VA Medical Center
- F. Telephone

15. How do you prefer to contact the CBO Organization? (Check all that apply)

- A. Telephone
- B. Mail
- C. Email
- D. Online Chat
- E. Secure Web Site
- F. Other

16. If you had questions about your VA billing statement, when would you be most likely to call about your questions?

- A. The day you receive the statement
- B. 2-to-3 days after you receive the statement
- C. 4-to-5 days after you receive the statement
- D. More than 5 days after you receive the statement

17. When you call with questions about a [VA billing statement] and you think the wait will be long, are you more likely to:

- A. Stay on hold
- B. Call back later
- C. Try another method of contact

18. To pay your bill, would you rather: (Check all that apply)

- A. Pay by telephone
- B. Pay using online banking
- C. Mail your payment
- D. Pay in person

19. When calling the CBO Organization, what do you consider a reasonable length of time to wait on hold?

- A. Less than 2 minutes
- B. 2- to-5 minutes
- C. 5-to-8 minutes
- D. More than 10 minutes

20. When calling the CBO Organization, how long are you willing to wait on hold?

- A. Less than 2 minutes,
- B. 2-to-5 minutes
- C. 6-to-10 minutes
- D. More than 10 minutes

21. During busy call times, would you prefer to:

- A. Leave a message and wait for a call back
- B. Stay on hold and wait for your call to be answered

22. When you have questions about your account, are you more likely to:

- A. Call the billing center before you receive your next statement
- B. Wait to see if the problem is corrected on your next statement

23. How often would you be willing to take a survey to help improve the services the CBO Organization provides Veterans?

- A. Once a month
- B. Twice a year
- C. Once a year
- D. Other

24. On what day of the week are you more likely to call the CBO Organization with questions:

- A. Monday
- B. Tuesday
- C. Wednesday
- D. Thursday
- E. Friday

25. What times of the day are you more likely to call in? (Please use Eastern Time)

- A. Morning (6am-10am)
- B. Mid-morning to early-afternoon (10am-1pm)
- C. Late afternoon (1pm-4pm)
- D. Evening (4pm-7pm)

26. What can we do to make your experiences with the the CBO organization better?

[CBO Organization is a generic term for any CBO program office