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**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