



OMB 2900-XXXX

**VHA Customer Satisfaction Survey of Non-VA Healthcare Providers**  
(VA Financial Service Center (FSC) Claim Processing)

**Millennium Bill**  
**Emergency Care Provider Satisfaction Survey**

**Veterans Health Administration**  
**Office of Health Information, Product Effectiveness**

**THE PAPERWORK REDUCTION ACT** of 1995. This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Accordingly, we may not conduct or sponsor, and you are not required to respond to a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who complete this survey will average 5 minutes. This includes the time it will take to read instructions, gather the necessary facts and fill out the form. Customer satisfaction surveys are used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this survey will lead to improvement in the quality of service delivery by helping to shape the direction and focus of specific programs and services. Disclosure of information involves release of statistical data and other non-identifying data for the improvement of services within the VA healthcare system and associated administrative purposes.

**PRIVACY ACT INFORMATION:** The information requested on this form is solicited under the authority of Title 38, U.S.C., Part I, Chapter 5, Section 527 that authorizes the collection of data that will allow measurement and evaluation of the Department of Veterans Affairs Programs. The purpose(s) for collecting the information is to evaluate the effectiveness of the Chief Business Office (CBO) pilot project claims processing centralization effort and performance measures for non-VA Healthcare providers. This survey information will be used to improve customer satisfaction with the claims process. The information you provide will be used by the Department of Veterans Affairs to conduct a third-party survey through collaborative efforts by the Office of Health Information, Product Effectiveness and Chief Business Office (CBO) in accordance with the Millennium Bill legislation (Title 38 U.S.C. Section 1725). Your obligation to respond is voluntary. Information from the data collection will become part of a system of records that complies with the Privacy Act of 1974. This system is identified as "Veteran, Patient, Employee and Volunteer Research and Development Project Records -VA (34VA11)" as set forth in the Compilation of Privacy Act Issuances via online GPO access at <http://www.gpoaccess.gov/privacyact/index.html>.



(VA Financial Service Center (FSC) Claim Processing)

**Millennium Bill Emergency Care Provider Satisfaction Survey**

**Claims Adjudication and Process Satisfaction:**

1. The letter I received regarding the VA's new emergency medical care claims process clearly notified me of the change in protocol for submitting \*all\* emergency medical care claims for Veterans to the Financial Services Center (FSC) in Austin, TX.
  - a. Strongly Agree
  - b. Agree
  - c. No opinion
  - d. Disagree
  - e. Strongly Disagree
  
2. Since I began submitting claims to the FSC,, I am now more satisfied with the VA's overall timeliness of payment for emergency medical care claims.
  - a. Strongly Agree
  - b. Agree
  - c. No opinion
  - d. Disagree
  - e. Strongly Disagree
  
3. Since I began submitting claims to the FSC, I am now more satisfied with the Fee Schedules used by the VA to pay emergency medical care claims.
  - a. Strongly Agree
  - b. Agree
  - c. No opinion
  - d. Disagree
  - e. Strongly Disagree
  
4. Since I began submitting claims to the FSC, I am now more satisfied with the VA's Explanation of Benefits (EOB) for emergency medical care claims.
  - a. Strongly Agree
  - b. Agree
  - c. No opinion
  - d. Disagree
  - e. Strongly Disagree
  
5. Since I began submitting claims to the FSC, I am now more satisfied with the VA's eligibility determinations for emergency medical care claims payment.
  - a. Strongly Agree
  - b. Agree
  - c. No opinion
  - d. Disagree
  - e. Strongly Disagree



6. Since I began submitting claims to the FSC, I am now more satisfied with the number of medical services (on a line item basis) per emergency medical care claim the VA deems eligible for reimbursement.
  - a. Strongly Agree
  - b. Agree
  - c. No opinion
  - d. Disagree
  - e. Strongly Disagree
  
7. Since I began submitting claims to the FSC, I am now more satisfied with the number of paid emergency medical care claims processed by the VA within 30 days.
  - a. Strongly Agree
  - b. Agree
  - c. No opinion
  - d. Disagree
  - e. Strongly Disagree
  
8. Since I began submitting claims to the FSC, I am now more satisfied with the VA's timeliness of response to claim appeals or Requests for Reconsideration I submitted.
  - a. Strongly Agree
  - b. Agree
  - c. No opinion
  - d. Disagree
  - e. Strongly Disagree
  
9. Since I began submitting claims to the FSC, I am now more satisfied with the emergency medical care claims customer support.
  - a. Strongly Agree
  - b. Agree
  - c. No opinion
  - d. Disagree
  - e. Strongly Disagree
  
10. Since I began submitting claims to the FSC, I am now more satisfied overall with the emergency medical care claims adjudication and reimbursement process.
  - a. Strongly Agree
  - b. Agree
  - c. No opinion
  - d. Disagree
  - e. Strongly Disagree

**Claims Processing Consolidation Impact:**

11. Since you began submitting claims to the FSC, has the number of emergency care claims **denied** by the VA increased, decreased, or remained the same?
  - a. Increased
  - b. Decreased
  - c. Remained the same
  - d. Do not know



12. Since you began submitting claims to the FSC, has the number of emergency care claims **partially paid** by the VA increased, decreased, or remained the same?
  - a. Increased
  - b. Decreased
  - c. Remained the same
  - d. Do not know
  
13. Since you began submitting claims to the FSC, has the number of **duplicate** emergency medical care claims processed by the VA increased, decreased, or remained the same?
  - a. Increased
  - b. Decreased
  - c. Remained the same
  - d. Do not know
  
14. How long have you been submitting emergency medical care claims to the VA for processing and payment?
  - a. Less than 1 year
  - b. 1 – 3 years
  - c. 3 – 5 years
  - d. Over 5 years
  
15. Could you please tell us if you think it is important for the VA to develop an online web portal that provides you with the capabilities to review a claim's status, search for claim documentation, and view an online EOB?
  - a. Extremely important
  - b. Very important
  - c. Somewhat important
  - d. Not important
  - e. No Opinion
  
16. Is there any other comment or suggestion you would like to provide regarding the VA's new emergency medical care claims process?