

VBA Insurance Claim Questionnaire

Final Version

Note: Headings (in bold) and question numbers are not to be read.

Introduction

May I speak with (CONTACT NAME)?

Hello, I'm (NAME) with ASVA calling on behalf of the Veterans Benefits Administration. Today I want to ask you about your recent experiences with a VA insurance claim. The purpose of the research is to help the Veterans Benefits Administration improve its services to its customers. Your name will be confidential, and you may stop at any time or skip any question you do not wish to answer.

This interview will take 6 to 8 minutes and is authorized by Office of Management and Budget Control No. 1090-0007.

Claim Filing Process

Q1. Was it difficult or easy to file a claim for the life insurance payment? Again, we will use a 10 point scale on which "1" means "very difficult to file" and "10" means "very easy to file," how difficult or easy was it to file a claim?

[RECORD NUMBER 1-10]

DK

REF

Q2. Was the process for applying for the life insurance payment efficient in terms of the amount of information the VA asked for, and in terms of the VA's requests for information? Using a 10 point scale on which "1" means "not very efficient" and "10" means "very efficient," how efficient was the process for applying for the life insurance payment?

[RECORD NUMBER 1-10]

DK

REF

Information

And next, considering information you received from the VA life insurance program...

Q3. How clear and understandable was the information you received? Using a 10 point scale on which "1" means "not at all clear and understandable" and "10" means "very clear and understandable," how clear and understandable was the information you received?

[RECORD NUMBER 1-10]

DK

REF

Representative

Q4. How courteous were the VA life insurance personnel? Using a 10 point scale on which "1" means "not at all courteous" and "10" means "very courteous," how courteous were the personnel you dealt with about the VA life insurance program?

[RECORD NUMBER 1-10]
DK
REF

Payment

And thinking about payment of the claim for your VA life insurance...

Q5. How timely was the payment of the claim? Using a 10 point scale on which "1" means "not timely" and "10" means "very timely," how timely was the payment of the claim?

[RECORD NUMBER 1-10]
DK
REF

Q6. Did you understand the "Explanation of Benefits" voucher explaining how much you were receiving? That voucher is VA Form 29-5851. Using a 10 point scale on which "1" means "I could not understand the explanation" and "10" means "I completely understood the explanation," how understandable was the explanation you received?

[RECORD NUMBER 1-10]
DK
REF

Quality

Please consider all your experiences with the life insurance program.

Q7. How would you rate the overall quality of the service from the VA life insurance program? Using a 10 point scale, on which "1" means "not very high" and "10" means "very high," how would you rate the OVERALL QUALITY of the service?

ACSI

Satisfaction includes many things. Let's move on and talk about your overall satisfaction with the VA life insurance program.

Q8. First, please consider all your experiences to date with service from the VA life insurance program. Using a 10 point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how SATISFIED are you with the service from the VA life insurance program?

Q9. Considering all of your expectations, to what extent has service from the VA life insurance program fallen short of or exceeded your expectations? Using a 10 point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations," to what extent has service from the VA life insurance program fallen short of or exceeded your expectations?

Q10. Forget the service you received from the VA life insurance program for a moment. Now, I want you to imagine an ideal life insurance company. How well do you think the service you received from the VA life insurance program compares with the service from that ideal life insurance company? Please use a 10 point scale on which "1" means "not very close to the ideal," and "10" means "very close to the ideal."

Complaints

Next, I want you to think about any communication you may have had with the VA life insurance program regarding complaints about getting your life insurance payment

- Q11. Have you complained in the past year about the VA life insurance program?
1. Yes (ASK Q12)
 2. No (SKIP TO Q14)
- DK (SKIP TO Q14)
REF (SKIP TO Q14)
- Q12. How well, or poorly, was your complaint handled? Using a 10 point scale on which "1" means "handled very poorly" and "10" means "handled very well," how would you rate the handling of your complaint?
- [RECORD NUMBER 1-10]
DK
REF
- Q13. How difficult or easy was it to make your complaint? Using a 10 point scale on which "1" means "very difficult" and "10" means "very easy," how difficult or easy was it to make a complaint?
- [RECORD NUMBER 1-10]
DK
REF

Outcomes

- Q14. Based on your experience, how much regard do you have for the VA life insurance program? Using a 10 point scale on which "1" means "very low regard" and "10" means "very high regard," how much regard do you have for the VA life insurance program?
- Q15. How confident are you that the VA life insurance program will be administered fairly and competently in the future? Using a 10 point scale on which "1" means "not at all confident" and "10" means "very confident," how confident are you that VA life insurance program will be administered fairly and competently in the future?
- Q16. What is the primary means you use to obtain services from the VA life insurance program? (READ CODES 1-6 IF NECESSARY; ACCEPT ONE MENTION).
1. E-mail
 2. Internet/World Wide Web
 3. Telephone call
 4. Visit to agency office
 5. Written communication
 6. Some other means
 7. Not applicable/do not obtain services from this organization [VOL]
 8. Don't know
 9. Refused
- Q17. What could the VBA do differently to better meet your needs? (OPEN END)
- Those are all of the questions I have for you. Thank you for your time today