



Department of Veterans Affairs

HEC Healthcare Enrollment Survey

OMB 2900-XXXX

VA Form 10-211013

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Healthcare Enrollment Survey

Considering your experience from the time you filled out the VHA Healthcare Benefits application form to the time you received your enrollment decision, please answer the following questions

Q1 Why did you choose to enroll for VA Healthcare benefits? (choose all that apply)

- To use VA as my primary healthcare provider
- To use VA for treatment of certain conditions and to coordinate care with my non-VA providers
- To satisfy my requirement to have health insurance coverage under the Affordable Care Act (also known as ACA or health care reform).....
- Primarily to receive prescription drugs from VA.....
- To obtain a Veteran Health Identification Card (VHIC).

Q2 Please select your age group

- 30 or less.....
- 31 to 40
- 41 to 60
- 61 to 70
- Greater than 70

Q3

Please select how you applied for VA Health Care Benefits?

- Internet (if so please go to Q4).....
- In person with VHA staff (if so please skip to Q5).
- By mail (if so please skip to Q6)
- Over the telephone (if so please skip to Q7).....
- Assisted by Veterans Service Organization (VSO) .

Q4 Please answer the following question concerning your Internet application experience. (After answering this question please skip to Q8.)

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The website was easy to navigate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The website response time was acceptable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The wording was clear and understandable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The instructions were easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The presentation of the benefits application form was logical	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am confident my personal information is secure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q5 Please answer the following questions concerning your in person application experience. (After answering this question please skip to Q8.)

	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
The staff was available to assist me with filling out the application form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff was knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff was courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff treated me with dignity and respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The location was convenient for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 Please answer the following questions concerning your *mail in* application experience. (After answering this question please skip to Q8.)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
It was easy for me to obtain a blank application form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The instructions were easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The wording was clear and understandable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I received a timely response concerning my application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7 Please answer the following questions concerning your telephone application experience.

	Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
The staff was available to assist me with filling out the application form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff was knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff was courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The staff treated me with dignity and respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 How long did it take to complete the Health care benefits application form?

Less than 15 minutes

Less than 30 minutes

Less than 45 minutes

One hour or more

Q9 From the time you filled out the healthcare benefits application form, how long did it take to get your Enrollment Decision?

1 week or less

2 weeks

3 weeks

4 weeks

5 weeks

6 weeks or more

Have not received my Enrollment Decision

Q10 If you have not received your enrollment decision, how long has it been since you applied? (Otherwise go to Q11)

1 week or less

2 weeks

3 weeks

4 weeks

5 weeks

6 weeks or more

Q11 How do you learn about VHA benefits? (check all that apply)

Doctor or HealthCare professional

Another Veteran

Friend or Family member

VA Staff member

Flyer, brochure or newsletter

Veteran Service Organization

VA Internet

Letter from the VA

Other, please specify

Q12 How would you describe your overall experience with the VA Healthcare Enrollment process?

- Highly Satisfied.....
- Very Satisfied
- Satisfied
- Somewhat Satisfied.....
- Not Satisfied at all

Q13 If you were not Highly satisfied with the Enrollment process, please tell us why.

- The application was not easy to complete.....
- It took too long to get my enrollment decision
- VA staff were not helpful.....
- It took too long to get help filling out the application form
- The on line process was confusing
- The VSO was not helpful.....
- I was denied enrollment.....
- Other reasons

Q14 Please tell us how we can improve the VHA Enrollment Process.