Health Eligibility Center (HEC)
Correspondence Satisfaction Letter, FL 10-491 and
Customer Modality Survey, 10-0151
OMB 2900-0761

B.   COLLECTIONS OF INFORMATION EMPLOYING STATISTICAL METHODS

1.   Provide a numerical estimate of the potential respondent universe and describe any sampling or other respondent selection method to be used. Data on the number of entities (e.g., households or persons) in the universe and the corresponding sample are to be provided in tabular format for the universe as a whole and for each strata. Indicate expected response rates. If this has been conducted previously include actual response rates achieved.

Sampling methodology: A random sample of all Veterans enrolled in VHA and will be generated from Enrollment System Redesign (ESR).

Veteran Population	24,000,000	
Sample size	455,480	217 sample universes X 2100
Expected Responses	222,740	50% of sample
Confidence	50% of 2100 = 1050 per universe	95% confident +/-5% of population

2.   Describe the procedures for the collection of information, including:

- **Statistical methodology for stratification and sample selection**
  Veteran eligibility for VHA healthcare benefits is categorized by Priority Groups. Each priority group has a pre-defined set of eligibility factors that determine the type of care Veterans in that priority group can receive. The sample will represent the percentage of enrollees in each of the priority groups or correspondence audiences. The sample percentages will be derived from enrolled Veterans in each priority group for the most recent completed quarter in the Fiscal Year. The random sample for each priority group will be extracted from Enrollment System Redesign (ESR) via a randomized query.

- **Estimation procedure**
   It is expected that the response rate will be 50%. This is based on previous data collections conducted by VHA.
- **Degree of accuracy needed**
   Sample size of 445,480 to achieve a 50% response rate.
   The 50% response rate will yield results of 95% confidence that the results are within +/- 5% of the population. This mitigates any non response bias. Additional solicitations will be considered as required.
- **Unusual problems requiring specialized sampling procedures**
   No unusual problems are anticipated

- **Any use of less frequent than annual data collection to reduce burden**
   This will be an annual survey.

3. Describe methods to maximize response rate and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield "reliable" data that can be generalized to the universe studied.

Veterans will be given a copy of the survey with a Business Reply postage paid envelope. They will also be provided a link to an on-line version of the survey via the public internet.   Providing flexibility in the method of survey completion will provide the Veterans options that should increase the response rate. A post survey reminder mailing will be used if the response rate fails to meet projections. The assumed 50% response rate on 445,480 surveys offered should yield yearly results with approximately 95% confident that are within a +/- 5% margin of error. This meets program requirements.

4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions of 10 or more individuals.

The number of questions was kept to a minimum to reduce burden and improve response rates while providing actionable data. No formal testing of the questions has been done. The questions were selected and developed by the VHA CBO Modality Program Management Team. This team o Subject Matter Experts are responsible for the design and implementation of processes that improve Veteran's satisfaction with administrative functions throughout VHA.

5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

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