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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 [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 [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 [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 [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 [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 - specify
- D. Not at all

11. Please rate how important each of the following is to improving the website? (Check all that apply)

A. Make it easier to read

- Very important
- Important
- Neutral
- Somewhat unimportant
- Very unimportant

B. Make it easier to navigate

- Very important
- Important
- Neutral
- Somewhat unimportant
- Very unimportant

C. Improve content

- Very important
- Important
- Neutral
- Somewhat unimportant
- Very unimportant

D. Provide more links

- Very important
- Important
- Neutral
- Somewhat unimportant
- Very unimportant

E. Make it easier to search for information

- Very important
- Important
- Neutral
- Somewhat unimportant
- Very unimportant

F. Other - specify

**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. How often would you be willing to take a survey to help improve the services [CBO Organization] provides Veterans?

- A. Once a month
- B. Twice a year
- C. Once a year
- D. Other

20. What can we do to make your experiences with the [CBO organization] better?

[CBO Organization is a generic term for any CBO program office]