



# VA Community Care Provider Satisfaction Survey

OMB No. 2900-0770

Estimated Burden: 10 minutes

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**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 10 minutes. This includes the time it will take to follow instructions, gather the necessary facts and respond to questions asked. Customer satisfaction is used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this online/mail survey will lead to improvements in the quality of service delivery to community providers by the Veterans Health Administration (VHA) Office of Community Care under traditional VA Community Care. Participation in this survey is voluntary and failure to respond will have no impact on benefits to which you may be entitled.



U.S. Department of Veterans Affairs

Veterans Health Administration  
Community Care

**Privacy Act Statement:** This survey is not a collection of personal information; please do not enter any personal information in the open text fields. By voluntarily providing information on [www.va.gov/purchasedcare/programs/provider info](http://www.va.gov/purchasedcare/programs/providerinfo), you are consenting to VA's use and disclosure of that information in the manner described in this limited policy. The VA general Web privacy policy is available at [www.va.gov/privacy](http://www.va.gov/privacy).

VA uses a Hierarchy of Care to determine how care in the community should be provided. VA Community Care purchases health care for eligible Veterans when their local VA Medical Center cannot readily provide the needed care. Under the current VA hierarchy structure, the Veterans Choice Program (VCP) is the primary mechanism used when Veterans use community care. If services are not available under VCP, or a Veteran is not eligible for or declines such care, VA staff may utilize other traditional Community Care options pending availability of funds. The VHA Office of Community Care administers VCP in addition to traditional VA Community Care for VA.

**The statements and questions in this survey are regarding your experience with the VHA Office of Community Care through traditional VA Community Care and are not related to health care services delivered through VCP.**

**Unique Identifier Code (UIC)**

Please enter the Unique Identifier Code (UIC) that is printed under your business name on the survey invitation letter (7-8 characters): \_\_\_\_\_

For each question, please check the box that best matches your experience.

**Experience with VHA Office of Community Care and Staff**

**VHA Office of Community Care Staff**

Courteous

- |                              |  |                                 |                              |                             |
|------------------------------|--|---------------------------------|------------------------------|-----------------------------|
| <input type="radio"/> Always | <input type="radio"/> Most of the Time | <input type="radio"/> Sometimes | <input type="radio"/> Rarely | <input type="radio"/> Never |
|------------------------------|--|---------------------------------|------------------------------|-----------------------------|

Competent

- |                              |  |                                 |                              |                             |
|------------------------------|--|---------------------------------|------------------------------|-----------------------------|
| <input type="radio"/> Always | <input type="radio"/> Most of the Time | <input type="radio"/> Sometimes | <input type="radio"/> Rarely | <input type="radio"/> Never |
|------------------------------|--|---------------------------------|------------------------------|-----------------------------|

Provide consistently good service

- |                              |  |                                 |                              |                             |
|------------------------------|--|---------------------------------|------------------------------|-----------------------------|
| <input type="radio"/> Always | <input type="radio"/> Most of the Time | <input type="radio"/> Sometimes | <input type="radio"/> Rarely | <input type="radio"/> Never |
|------------------------------|--|---------------------------------|------------------------------|-----------------------------|

Adequately accessible for advice and assistance

- |                              |  |                                 |                              |                             |
|------------------------------|--|---------------------------------|------------------------------|-----------------------------|
| <input type="radio"/> Always | <input type="radio"/> Most of the Time | <input type="radio"/> Sometimes | <input type="radio"/> Rarely | <input type="radio"/> Never |
|------------------------------|--|---------------------------------|------------------------------|-----------------------------|

## VHA Office of Community Care

Keeps me informed of conditions and changes that affect me

Always       Most of the Time       Sometimes       Rarely       Never

Works with me to ensure I get what I need

Always       Most of the Time       Sometimes       Rarely       Never

Policies and procedures are easy to understand

Always       Most of the Time       Sometimes       Rarely       Never

## Authorizations for Care and Payments

### Authorizations for Care

Issued in a timely manner

Always       Most of the Time       Sometimes       Rarely       Never

Accurate and error-free

Always       Most of the Time       Sometimes       Rarely       Never

Easy to understand

Always       Most of the Time       Sometimes       Rarely       Never

Provide enough information for care and treatment

Always       Most of the Time       Sometimes       Rarely       Never

### Payments

Issued in a timely manner

Always       Most of the Time       Sometimes       Rarely       Never

Accurate and error-free

Always       Most of the Time       Sometimes       Rarely       Never

## Satisfaction with Services

How satisfied are you with the following services?

Authorizations for Care

Very Satisfied       Satisfied       Somewhat Satisfied       Somewhat Dissatisfied       Dissatisfied       Very Dissatisfied

Billing (excluding document submission)

Very Satisfied       Satisfied       Somewhat Satisfied       Somewhat Dissatisfied       Dissatisfied       Very Dissatisfied

Document Submission

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied

Payments

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied

Response to Inquiries

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied

**Problems and Complaints**

Have you experienced a problem in the last 3 months?

- Yes
- No (Please skip to the next section, **Overall Satisfaction**)

**Problems and complaints**

Resolved quickly

- Always
- Most of the Time
- Sometimes
- Rarely
- Never

Resolved with minimal effort on your part

- Always
- Most of the Time
- Sometimes
- Rarely
- Never

**VHA Office of Community Care Staff**

Flexible in finding solutions to problems

- Always
- Most of the Time
- Sometimes
- Rarely
- Never

Effectively handle problems or mistakes

- Always
- Most of the Time
- Sometimes
- Rarely
- Never

In which of the following areas did you experience the problem(s)? Mark all that apply

- Authorizations for Care
- Billing (excluding document submission)
- Payments
- Response to Inquiries
- Other – please specify \_\_\_\_\_

Describe the problem(s) and how the problem(s) was resolved.

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**Overall Satisfaction with VHA Office of Community Care**

Overall, how satisfied are you with the VHA Office of Community Care?

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied

Will you continue to provide care to Veterans on behalf of VA?

- Definitely Yes     
  Probably Yes     
  Probably No     
  Definitely No     
  Not Sure

What is the VHA Office of Community Care doing well? \_\_\_\_\_

\_\_\_\_\_

How can the VHA Office of Community Care improve? \_\_\_\_\_

\_\_\_\_\_

**Overall Experience with Department of Veterans Affairs (VA)**

Now think about your experiences with all the services provided by the VA (which includes healthcare, benefits programs or memorial services).

**Please tell us how you feel about the following statements:**

I got the service I needed.

- Strongly Agree     
  Agree     
  Neither Agree nor Disagree     
  Disagree     
  Strongly Disagree

It was easy to get the service I needed.

- Strongly Agree     
  Agree     
  Neither Agree nor Disagree     
  Disagree     
  Strongly Disagree

I felt like a valued customer.

- Strongly Agree     
  Agree     
  Neither Agree nor Disagree     
  Disagree     
  Strongly Disagree

I trust VA to fulfill our country's commitment to Veterans.

- Strongly Agree     
  Agree     
  Neither Agree nor Disagree     
  Disagree     
  Strongly Disagree

**About You**

Where do you work?

- Independent Medical Office     
  Private Hospital  
 University Hospital     
  Other – please specify \_\_\_\_\_

What is your occupation?

- Clinician     
  Billing and Accounts Receivable Personnel  
 Office Manager or Office Staff     
  Other – please specify \_\_\_\_\_

Within the last 3 months how many Veterans did you provide care for?

- Fewer than 10     
  10-39     
  40-69     
  70-99     
  100 or more     
  Do not know

How would you describe the geographic area where you provide care?

- Rural     
  Urban     
  Suburban

**END OF SURVEY    Thank you for your time!**