



# Veterans Health Benefits Handbook Questionnaire

## Instructions

- Use a pencil or black pen.
- Please SHADE your answer box completely
- Mark only one box for each question, unless it tells you to “mark all that apply”.
- To maintain confidentiality, please do not include your name, address, claim number or any other identifying information.
- When you have completed the survey, please do not fold or staple, place it in the enclosed postage-paid envelope and put it in the mail.

### **OMB Control Number: 2900-0773 Paperwork Reduction Act Statement**

The Paperwork Reduction Act of 1995 (PRA) requires us to notify you that this information collection is in accordance with the clearance requirements of section 3507 of the PRA. VA may not conduct, sponsor, or require the respondent to respond to this collection of information unless it displays a valid OMB Control Number. All responses for this collection are voluntary. Public reporting burden for this collection of information is estimated to average 20 minutes per response, including the time necessary for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The information collected is intended for the improvement of process. Failure to furnish the requested information will have no adverse effect on any VA benefits to which you may be entitled.

The information you supply will be confidential and protected by the Privacy Act of 1974 (5 U. S.C. 522a) and the VA's confidentiality statute (38 U.S.C. 5701) as implemented by 38 CFR 1.526(a) and 38 CFR 1.57 (b). Disclosure of information involves release of statistical data and other non-identifying data for the improvement of services within the VA health care processing system and associated administrative purposes. If you have comments regarding this burden estimate or any aspects of this collection of information, call 1-800-929-VETS for mailing information on where to send your comments.





U.S. Department of Veterans Affairs

Veterans Health Administration

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Please rate the following questions on a scale of 1 to 5 with 5 being best

**Q1** Was the information in your Handbook easy to read and understand?

- 1 - Very Dissatisfied .....
- 2 - Dissatisfied .....
- 3 - Neither Satisfied nor Dissatisfied .....
- 4 - Satisfied .....
- 5 - Very Satisfied .....

**Q4** What is your overall satisfaction with your Veterans Health Benefits Handbook?

- 1 - Very Dissatisfied .....
- 2 - Dissatisfied .....
- 3 - Neither Satisfied nor Dissatisfied .....
- 4 - Satisfied .....
- 5 - Very Satisfied .....

**Q2** How well did you like the overall layout and presentation of the information (was it easy to find what you were looking for?)

- 1 - Very Dissatisfied .....
- 2 - Dissatisfied .....
- 3 - Neither Satisfied nor Dissatisfied .....
- 4 - Satisfied .....
- 5 - Very Satisfied .....

**Q5** Was the Handbook useful or resourceful (will you be using it again for information)?

- 1 - Very Unlikely .....
- 2 - Unlikely .....
- 3 - Neither Likely or Unlikely .....
- 4 - Likely .....
- 5 - Very Likely .....

**Q3** Was your personalized information accurate (was your name, eligibility factors, preferred facility and contact numbers correct)?

- 1 - Very Dissatisfied .....
- 2 - Dissatisfied .....
- 3 - Neither Satisfied nor Dissatisfied .....
- 4 - Satisfied .....
- 5 - Very Satisfied .....

**Q6** Will the information in your Handbook increase the likelihood for you to use Veteran Health Administration Services?

- 1 - Very Unlikely .....
- 2 - Unlikely .....
- 3 - Neither Likely or Unlikely .....
- 4 - Likely .....
- 5 - Very Likely .....



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

**Q7 I trust VA to fulfill our country's commitment to veterans.**

- Strongly agree.....
- Somewhat agree.....
- Neither agree or Disagree.....
- Somewhat disagree.....
- Strongly disagree.....

**Consider all your recent experiences with VA ( which may have included healthcare, benefits programs, or memorial services).**

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

**Q8 I got the service I needed.**

- Strongly agree.....
- Somewhat agree.....
- Neither agree or Disagree.....
- Somewhat disagree.....
- Strongly disagree.....

**Q10 I felt like a valued customer.**

- Strongly agree.....
- Somewhat agree.....
- Neither agree or Disagree.....
- Somewhat disagree.....
- Strongly disagree.....

**Q9 It was easy to get what I needed.**

- Strongly agree.....
- Somewhat agree.....
- Neither agree or Disagree.....
- Somewhat disagree.....
- Strongly disagree.....

**Thank you for completing the survey**

