

## Survey Invitation/Instructions:

NAME

**UIC 1234567**

ADDRESS 1

ADDRESS 2

CITY, STATE, ZIP

Dear Provider,

The Department of Veterans Affairs (VA) is committed to achieving the highest level of customer satisfaction with community providers who deliver health care services to Veterans through traditional VA Community Care. Please note this survey is not related to any services that may have been provided under the Veterans Choice Program (VCP) but rather through traditional VA Community Care options.

As a community provider identified as providing health care services to Veterans under VA Community Care, we request that you complete an online survey regarding your satisfaction with the services you currently receive from the Veterans Health Administration (VHA) Office of Community Care. Your participation will help improve the quality of services received by you and many other community providers from the VHA Office of Community Care

The survey should take about ten minutes to complete and we ask that you complete it within a week of when you receive this letter so we may begin to take action on the results. We value your honest and forthright feedback. Please note the survey is voluntary and completely confidential.

To access the survey, please enter the following address into your Web browser:

**<https://www.va.gov/communitycare>**

You will see a Provider Survey graphic at the top center of our home page; click on the "Learn more" link inside the blue box to the right of the graphic to access the survey page.

**Important** - Once you access the online survey, you will be asked to enter the **Unique Identifier Code (UIC)** listed to the right of your business name and address above, which is used to track our response rate.

If you do not have access to the internet, please call **1-(855) 283-7665** toll-free to request that a paper copy of this survey be mailed to you.

If you have a specific question or need assistance with VA Community Care, you may contact VA:

1. By email: [HACProviderFeedback@va.gov](mailto:HACProviderFeedback@va.gov)
2. Online: <https://www.va.gov/communitycare>

Thank you for your time and interest in helping us to serve you better.

Sincerely,

Roxanne Hoffner

Stakeholder Relations