

Survey Invitation/Instructions:

NAME
ADDRESS 1
ADDRESS 2
CITY, STATE, ZIP
UIC 1234567

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 the Veterans Choice Program (VCP). As a provider participating in VCP, we request that you complete an online survey regarding your satisfaction with the services you currently receive from VA Medical Center staff and health care networks Health Net/ TriWest staff. Your participation will help improve the quality of services received by you and many other community providers.

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

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 above to the right of your business name, which is used to let us know you completed the survey.

If you do not have access to the internet, please call **1-877-466-7124** toll-free to request that a paper copy of this Survey be mailed to you.

If you have a specific question or need help with VCP, you may contact:

1. VA:
 - a. By telephone: 1-(866) 606-8198
 - b. Online: https://www.va.gov/opa/choiceact/for_providers.asp
2. Health Net Provider Customer Service:
 - a. By Telephone: 1-(866) 606-8198
 - b. Online: www.hnfs.com
 - c. Email: HNFSProviderRelations@Healthnet.com
3. TriWest Provider Services Contracting:
 - a. By Telephone: 1-(866) 284-3743
 - b. Online: www.joinournetwork.triwest.com/
 - c. Email: TriWestDirectContracting@triwest.com

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

Sincerely,

Roxanne Hoffner
Stakeholder Relations