## **Department of Veterans Affairs Health Care Enrollment Survey**

Considering your experience <u>from the time you filled out the VHA health benefits application</u> <u>form to the time you received your enrollment decision</u>, please answer the following questions

Q1	Why did you choose to apply for VA health benefits? (choose all that apply)					
	To use VA as my primary health care provider					
	To use VA for treatment of certain conditions and to coordinate care with my non-VA providers					
	To satisfy my requirement to have health insurance coverage under the Affordable Care Act					
Primarily to receive prescription drugs from VA						
	To obtain a Veteran Identification Card					
Q2	Please select your age group					
	30 or less					
	31 to 40					
	41 to 60					
	61 to 70					
	Greater than 70					
Q3						
	Please select how you applied for VA health benefits?					
	Internet (go to Q4)					
	In person with VHA staff (go to Q5)					
	By mail (if so please skip to Q6)					
	Over the telephone (go to Q7)					

Strongly   Agree   Agree   nor disagree	Q4	Please answer the following question this question please go to Q8.)	concerning	your <u>Interne</u>	<u>t</u> application exp	erience. <i>(Afte</i>	er answering
The website was easy to navigate The website response time was acceptable The wording was clear and understandable The instructions were easy to understand The presentation of the benefits application form was logical I am confident my personal information is secure After submitting my information, I understood the next steps in the enrollment process  Please list any problems or Improvements needed  Strongly Agree The staff was available to assist me with filling out the application form The staff was courteous The location was convenient for me After submitting my information, I understood the next steps in the enrollment process  Please list any problems or Improvements needed  Q6 Please answer the following questions concerning your mail in application experience. (After answering this question please go to Q8.)  Strongly agree Agree It was easy to obtain a blank application form The instructions were easy to understand The wording was understandable I received a timely response concerning my application After submitting my information, I understood the next steps in the enrollment process				Agree		Disagree	
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understood the next steps in the enrollment process		I received a timely response concerning my					
		understood the next steps in the enrollment					
			ents needed				

Q/	Please answer the following questions concerning your <u>telephone</u> application experience.					
		Strongly Agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
	The staff was available to assist me with filling out the application form					
	The staff was knowledgeable					
	The staff was courteous					
	The staff treated me with dignity and respect					
	After submitting my information, I understood the next steps in the enrollment process					
	Please list any problems or Improver	nents needed				
Q8	How long did it take to complete the	VA health ben	nefits applica	ation?		
	Less than 15 minutes					
	Less than 30 minutes					
	Less than 45 minutes					
	One hour or more					
Q10	From the time you submitted the hea	alth benefits ap	oplication fo	rm, how long did	l it take to get	your
	enrollment decision?					
	1 week or less					一
	2 weeks					
	3 weeks					
	4 weeks					一
	5 weeks					
	6 weeks or more					
	Have not received my Enrollment Dec	CISION				
Q11	If you have not received your enrolln	nent decision,	how long ha	s it been since y	ou applied?	
	1 week or less					
	2 weeks					
	3 weeks					
	4 weeks					
	5 weeks					
	6 weeks or more					
	N/A					

Q12	How would you describe your overall experience with VA's health care enrollment process?				
	Extremely Satisfied				
	Very Satisfied				
	Satisfied				
	Somewhat Satisfied				
	Not Satisfied at all				
Q13	If you were not at least Very satisfied with the Enrollment process, please tell us why.				
	The application was not easy to complete				
	It took too long to get my enrollment decision				
	VA staff were not helpful				
	It took to long to get help filling out the application form				
	The on line process was confusing				
	I was told I am not eligible for enrollment				
Q14	Please tell us how we can improve the VA's health care enrollment process.				

Thank you for completing the survey