

Department of Veterans Affairs Health Care Enrollment Survey

Considering your experience from the time you filled out the VHA health benefits application form to the time you received your enrollment decision, 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.....

Other reasons

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).....

Q4 Please answer the following question concerning your Internet application experience. (After answering this question please go to Q8.)

| | <i>Strongly Agree</i> | <i>Agree</i> | <i>Neither agree nor disagree</i> | <i>Disagree</i> | <i>Strongly disagree</i> |
|--|--------------------------|--------------------------|-----------------------------------|--------------------------|--------------------------|
| The website was easy to navigate | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The website response time was acceptable | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The wording was clear and understandable | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The instructions were easy to understand | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The presentation of the benefits application form was logical | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I am confident my personal information is secure | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| After submitting my information, I understood the next steps in the enrollment process | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please list any problems or Improvements needed

Q5 Please answer the following questions concerning your in person application experience. (After answering this question please go to Q8.)

| | <i>Strongly Agree</i> | <i>Agree</i> | <i>Neither agree or disagree</i> | <i>Disagree</i> | <i>Strongly disagree</i> |
|--|--------------------------|--------------------------|----------------------------------|--------------------------|--------------------------|
| The staff was available to assist me with filling out the application form | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The staff was knowledgeable | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The staff was courteous | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The staff treated me with dignity and respect | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The location was convenient for me | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| After submitting my information, I understood the next steps in the enrollment process | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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.)

| | <i>Strongly agree</i> | <i>Agree</i> | <i>Neither agree nor disagree</i> | <i>Disagree</i> | <i>Strongly disagree</i> |
|--|--------------------------|--------------------------|-----------------------------------|--------------------------|--------------------------|
| It was easy to obtain a blank application form | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The instructions were easy to understand | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The wording was understandable | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I received a timely response concerning my application | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| After submitting my information, I understood the next steps in the enrollment process | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please list any problems or Improvements needed

Q7 Please answer the following questions concerning your telephone application experience.

| | <i>Strongly Agree</i> | <i>Agree</i> | <i>Neither agree or disagree</i> | <i>Disagree</i> | <i>Strongly disagree</i> |
|--|--------------------------|--------------------------|----------------------------------|--------------------------|--------------------------|
| The staff was available to assist me with filling out the application form | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The staff was knowledgeable | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The staff was courteous | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The staff treated me with dignity and respect | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| After submitting my information, I understood the next steps in the enrollment process | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please list any problems or Improvements needed

Q8 How long did it take to complete the VA health benefits application?

- Less than 15 minutes
- Less than 30 minutes
- Less than 45 minutes
- One hour or more

Q9 If you were not able to complete the application form in one sitting, please tell us why.

Q10 From the time you submitted the health benefits application form, how long did it take to get your enrollment decision?

- 1 week or less
- 2 weeks
- 3 weeks
- 4 weeks
- 5 weeks
- 6 weeks or more
- Have not received my Enrollment Decision

Q11 If you have not received your enrollment decision, how long has it been since you 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 too long to get help filling out the application form
- The on line process was confusing.....
- I was told I am not eligible for enrollment

Other reasons

Q14 Please tell us how we can improve the VA's health care enrollment process.

Thank you for completing the survey