



DEPARTMENT OF VETERANS AFFAIRS
Veterans Health Administration
Washington, D.C. 20420

Mail Date

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FIRSTNAME LASTNAME SUFFIX

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Dear FName LName:

I am writing to invite you to participate in an important survey conducted on behalf of the Department of Veterans Affairs (VA). This annual survey is sponsored by the Veterans Health Administration (VHA) Office of the Assistant Deputy Under Secretary for Health for Policy and Planning.

The 2018 Survey of Veteran Enrollees' Health and Use of Health Care asks about your health, your health care, and health insurance, as well as key demographic information. Your answers, along with those of other Veterans, will help plan for the needs of those enrolled in the VA health care system. Results from the survey are an important source of information about the health care needs of Veterans.

We invite you to complete this important survey. Please go to the following secure website and enter the personal identification number (PIN) provided below. It will only take about 20 minutes.

Survey website: www.VHASurvey.org

Your PIN: 1234567

If you are not able to complete the survey on the web or do not have a computer, you can still participate. You will automatically receive a printed survey in the mail within a few weeks.

Here's more information about the survey.

- You were selected for this survey because you are enrolled in VA Healthcare.
Please complete the survey whether or not you use VA Healthcare services.
Your participation is voluntary. Your VA benefits will not be affected by your choice to participate in the survey or your choice not to participate.
Your identity and your answers will be protected to the fullest extent allowed by law.

The enclosed "Frequently Asked Questions" provide more details about the survey. If you have other questions, you may call our toll free Information Line at 1-888-203-1288.

Thank you in advance for your participation, and thank you for your service to our country!

Sincerely,

Handwritten signature of Regan L. Crump

Regan L. Crump, MSN, DrPH
Assistant Deputy Under Secretary for Health
for Policy and Planning

ENCLOSURE

# VA SURVEY OF VETERAN ENROLLEES' HEALTH AND USE OF HEALTH CARE FREQUENTLY ASKED QUESTIONS

## What is the Survey of Veteran Enrollees' Health and Use of Health Care (Survey of Enrollees)?

- The Survey of Enrollees is a nationwide survey of enrolled Veterans conducted every year.
- More than 42,000 Veterans per year participate in the survey.
- The survey asks questions about your use of health care, insurance benefits, and your health status.
- Your answers will help VA improve services and provide better programs for the Veterans that need them.

## How was I selected?

- You were randomly selected from all Veterans enrolled in VA health services to participate in this scientific survey.
- Your responses will represent the experiences of many other Veterans throughout the country.

## What are you asking me to do?

- We are asking you to please complete the Survey of Enrollees – it will take about 20 minutes.

## How do I complete the survey?

- You can complete the survey online by going to the following secure website: [www.VHASurvey.org](http://www.VHASurvey.org)
- Once at the website, enter the personal identification number (PIN) listed in your enclosed invitation letter to begin the survey.

## Why should I complete the survey?

- Your responses represent the most accurate, up-to-date information about Veterans enrolled in VA health care systems.
- To make sure the results of the survey represent the Veteran population as a whole, it is very important to hear from everyone who was selected.
- Your answers will help to improve VA health care services.

## What kind of questions are in the survey?

- The survey includes questions about your health status, health insurance, use of health services whether at VA or with other providers, your service history, and demographics (e.g., age, gender, etc.).

## **Will the survey affect my VA benefits?**

- No, the survey will NOT affect your VA benefits. Your VA benefits cannot be reduced or changed because of your answers, or whether or not you complete the survey.
- Your participation is voluntary.

## **Who is conducting this survey?**

- The Veterans Health Administration (VHA) Office of the Assistant Deputy Under Secretary for Health for Policy and Planning is conducting the survey.
- This office serves as an advisor on VHA policy, strategic planning, and forecasting demand for health care services.
- Advanced Survey Design (ASD), a service-disabled Veteran-owned small business, is under contract to collect data for the survey. <https://www.advancedsurveydesign.com>

## **How will you protect my privacy?**

- VA and ASD will protect your identity to the fullest extent allowed under the law.
- Your personal information will be secured in a protected electronic file.
- Your answers will be combined with answers from other Veterans in the study and secured in a protected electronic file.
- Your answers will not be connected to your name.
- Your answers will be identified by a number only.
- Your personal information will not be put in any report about this survey.

## **Who can I call if I have questions about the survey?**

- If you have questions about the survey, you can call the Survey of Enrollees Information Line at 1-888-203-1288. Help Desk staff are available daily from 9am to 9pm Eastern time.
- If you have questions for the VA, you may call the VA toll free number at 1-877-222-8387 (VETS) and press "4".

## **What should I do if I cannot complete the survey using the online website?**

- That's no problem. If you do not want to complete the survey online or do not have a computer, you can still participate.
- You will automatically receive a paper survey in the mail within the next few weeks.

## **Who can I call if I have questions about VA benefits?**

- If you have questions about your VA benefits, you can call VA toll free at 1-800-827-1000
- You can also visit VA's website at [www.va.gov](http://www.va.gov)