



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 Veterans enrolled in the VA health care system. The survey is 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 provide VA with a better understanding of Veterans' use of VA health care, giving VA the information needed to better anticipate Veterans' health care needs, improve services, and provide better programs for the Veterans who need them.
- We want to hear from all Veterans, including women and those with diverse racial and ethnic backgrounds.

Should I take the survey if I don't currently use VA Health Care?

- Yes, we want to hear from you even if you don't currently use VA health care.

How was I selected?

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

What are you asking me to do?

- We are asking you to share your personal experience and viewpoint when answering the questions in 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:
<https://www.VHASoE.org>
- Once at the website, enter the personal identification number (PIN) listed in your enclosed invitation letter to begin the survey.
- If you do not want to complete the survey online, you can complete and return the paper survey that was mailed to you in the provided envelope or complete the survey over the phone by calling the Survey of Enrollees Help Desk toll-free at 833-941-8333.

Why should I complete the survey?

- Your responses contribute to 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 and help VA better anticipate the health care needs of all Veterans.

What kinds of questions are in the survey?

- The survey includes questions about your health status, health insurance, use of health services, your service history, and demographics (e.g., marital status, dependents).

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) Chief Strategy Office is conducting the survey.
- The Chief Strategy Office serves as an advisor on VHA policy, strategic planning, and forecasting demand for health care services.
- ReefPoint Group, LLC and its partner, Vistra Federal, both certified Service-Disabled Veteran-Owned Small Businesses, are under contract to collect data for the survey.

reefpointgroup.com / vistrafederal.com

How will you protect my privacy?

- Your identity and your answers will be protected to the fullest extent allowed by 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.

What do I do if I have changes to my contact information?

- For your protection and privacy, the only way to change your information (including name, address, or notification of a deceased relative) is by calling the VA Health benefits hotline at 1-877-222-8387. They are available Monday through Friday between 8am and 8pm ET to assist you with these requests.

Who can I contact if I have questions?

- If you have additional questions about the survey, you can call the Survey of Enrollees Help Desk toll-free at 833-941-8333 or send an email to questions@VHASoE.org. Help Desk staff are available from 9 a.m. to 9 p.m. ET, Monday through Friday.
- If you have questions about VA health care or VA benefits, please contact MyVA at 1-800- 698-2411, go online at www.va.gov or contact the Patient Advocate at your nearest VA medical center. You can find your nearest VA at www.va.gov/find-locations
- If you're a Veteran in crisis or concerned about one, contact the Veterans Crisis Line to receive 24/7 confidential support. You don't have to be enrolled in VA benefits or health care to connect. To reach responders, dial 988 then Press 1, chat online at VeteransCrisisLine.net/Chat or text 838255.