

Report of the
2012 SURVEY OF VETERAN ENROLLEES'
HEALTH AND RELIANCE UPON VA

Prepared by



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Prologue

Health care in America is changing. Patients and providers are becoming partners in care in order to keep care relevant, create better patient experiences, and improve long term outcomes. The Veterans Health Administration (VHA) has embraced this change and is strategically guiding a major cultural shift in the way we offer care and how we relate to Veterans and their families. This shift is dependent on understanding the needs, values, and expectations of Veterans enrolled in VHA's system of care so that we can provide Veterans personalized, proactive, and patient-driven care.

The Survey of Veteran Enrollees' Health and Reliance upon VA (Survey of Enrollees) is critical to that understanding. It provides demographic information about our enrolled population of Veterans that cannot be obtained anywhere else. This includes employment status, marital status, income, era of service, race, and ethnicity. It also provides data on types of health insurance coverage, or lack of health insurance. Perhaps, most importantly, the survey shows enrollees' responses to questions that have been shown to relate to utilization such as self-reported health status, planned future use of VA, satisfaction with the quality of VA care, understanding of benefits, perceptions of availability and accessibility of VA care, and access to non-VA health care alternatives.

This report provides the data collected as weighted estimates based on survey responses in an array of tables designed to allow comparisons with previous years and among key variables such as age, income, and enrollee priority category.

/s/

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EXECUTIVE SUMMARY

Introduction

The Survey of Enrollees is an annual survey of over 40,000 Veteran enrollees designed to provide VHA an in-depth understanding of Veteran enrollee's demographics, available healthcare options, and self-reported health status.

The Survey of Enrollees was developed in 1999 to support VHA's planning efforts and to inform the VA Enrollee Health Care Projection Model (EHCPM), VHA's tool for projecting enrollment, utilization, and expenditures. Over the years, data from the survey also has been used to analyze policy decisions, provide insights into specific populations, and to inform management decisions affecting VHA's delivery of care. This report is intended to provide a user-friendly synopsis of all information collected by the 2012 Survey of Enrollees.

Overall Survey Methodology

The Survey of Enrollee data collection format changed from a single mode (telephone) to a multi-mode (telephone, mail, and web-based) survey in 2012. This change was made to better represent the voice of the whole population of enrolled Veterans. This includes Veterans who prefer not to respond to telephone surveys and Veterans for whom VHA does not have a current contact number. While the 2012 data better represents VHA's enrolled population, comparisons with previous years should be considered with this format change in mind. Some change may be a phenomenon of the survey mode change rather than actual change in enrollee perception.

The 2012 survey data collection began March 28, 2012 and concluded June 21, 2012. There were 146,000 surveys distributed, of which 49,115 were completed. The average time to completion of the survey was 15-20 minutes. The overall CATI cooperation rate was 85% with cooperation rate defined as the percentage of contacted, eligible respondents (53,073) who completed the survey. Cooperation rate was not calculated for mail.

Highlighted Results

Results of the survey are weighted to represent the population of Veteran enrollees. The enrollee population at the time of the survey weighting (September 30, 2011) was 8,013,308. In 2012, the largest proportion of enrollees (38.24%) was enrolled in Priority Groups 1–3. Approximately equal proportions of enrollees were aged 45–64 (41.85%) and 65 or older (43.48%). The median age was 62. The median reported income was \$32,000.

Demographic and Socioeconomic Characteristics of the Enrollee Population

The average enrollee continues to be male, married, and white. However, the female enrollee population continued to grow in 2012.

Almost half of enrollees (49.5%) report an income of \$36,000 or less.

The unemployment rate for enrolled Veterans decreased to 17.6 percent from 22.2 percent in 2011. More than half of enrollees (57.1%) stated that they were not actively seeking employment (i.e., they were retired, a homemaker, or a student).

There was a statistically significant decrease from 83.1 percent in 2011 to 79.9 percent in 2012 in the number of enrollees who had seen only one tour of duty. There was also a significant increase in the number of enrollees from 2011 to 2012 for the eras “Between Vietnam and Gulf War” (1975-1990), “Gulf War Era” (1991-2001), and “Current Era” (post 2001). The percent of the enrollee population who reported serving in combat was 42.5.

Health Status, Key Drivers of Enrollees’ Health Care Decision Making, and Planned Future Use of VHA Services

Overall, 67.4 percent of enrollees stated that their health was “Excellent/Very Good/Good” as compared to other people their age.

Enrollees aged 45-64 continue to rate their health status lower than enrollees who are younger than 45 or 65 and older. This is a continuation of a ten year trend.

In general, enrollees younger than 45 were less likely to concur with Key Driver statements than their older counterparts. Key Driver statements pertain to perception of VA health care and have been shown to be predictive of an enrollee’s utilization of VHA.

The percent of enrollees who strongly agreed or agreed that they like going to the VA because they can talk to other Veterans dropped from 60.3 percent in 2011 to 53.2 percent in 2012.

Public and Private Health Insurance coverage of the Veteran Enrollee Population

13.4 percent of enrollees said they were not enrolled in VA healthcare, an indication of lack of awareness of their enrollment status. This was a statistically significant decrease from the 14.8 percent of enrollees who said they were not enrolled in VA in 2011. However, there was a large increase from .52 percent of enrollees in 2011 to 4.6 percent in 2012 stating that they did not remember enrolling in VA healthcare.

The percent of enrollees with no other insurance other than their VA benefits was 22.5 percent, a slight decline from 23 percent in 2011.

Enrollees reporting coverage through Medicare represented 49.9 percent of the enrollee population. Although a slight decrease from 51.0 percent in 2011, it is a statistically significant change.

Enrollees with Medicaid coverage dropped from 7.4 percent of the enrollee population in 2011 to 6.2 percent of the enrollee population in 2012. This was a statistically significant change.

18.1 percent of the enrollees were covered by TRICARE or TRICARE for Life health care programs. This response was a statistically significant increase from 16.4 percent in 2011.

Pharmaceutical Use

The percent of Enrollees participating in Medicare Part D, Medicare's prescription drug coverage plan, in 2012 was 34.6 percent of the 4,001,098 enrollees who said they had Medicare. This was a statistically significant decrease from 36.43 percent reported in 2011.

82.9 percent of the 2,317,256 enrollees with private insurance indicated that their insurance included prescription drug coverage. This is was a statistically significant increase from the 81 percent reported in 2011.

There was a statistically significant decrease in the number of enrollees reporting taking three to four prescription medications in the last 30 days (20.8%) and in the number of enrollees reporting taking five or more prescription medications in the last 30 days (41.1%). Of those enrollees who reported taking prescription medications in the last 30 days, 37.4 percent reported that they obtained these medications from non VA sources. This is a statistically significant increase from the 34.4 percent who reported obtaining their prescription medications from non VA sources in 2011.

Institutionalized Long Term Care

In 2012 enrollees were asked a series of questions about long-term healthcare coverage and long-term health care they may have received. 7.8 percent reported that they had a long-term care policy that covered nursing home care, assisted living, or long-term home care services (excluded Medicare Supplemental policies, which were covered in another series of questions).

4.6 percent of all enrollees reported that they had ever been a patient in a nursing home, assisted living, convalescent, or rest home. Of that population of 362,958, 53.1 percent indicated that their stay was 30 days or less.

Cigarette Smoking Status

65.4 percent of the enrollee population report that they have smoked at least 100 cigarettes in their lifetime. This is statistically significant decrease from the 67.3% who reported smoking in 2011.

19.5 percent of the enrollee population reported that they currently smoke every day or some days. This is consistent with what has been reported in previous years.

26 percent of enrollees who have ever smoked reported they had quit smoking for at least one day in the last 12 months. This is a statistically significant increase from 24.3 percent of enrollees who had ever smoked reporting a quitting attempt in 2011.

FULL FINDINGS

About the Survey

The Survey of Enrollees is an annual survey of over 40,000 Veteran enrollees designed to provide the Veterans Health Administration (VHA) an in-depth understanding of Veteran enrollees' demographics, available healthcare options, and perception of VA health care services.

In October 1996, Congress enacted the *Veterans' Health Care Eligibility Reform Act of 1996* (Public Law 104-262). Among other requirements, this law required that VHA implement a priority-based enrollment system for Veterans who wished to use the VA healthcare system. The enrollment requirement became effective on October 1, 1998, the start of Fiscal Year (FY) 1999; it gave VHA the ability to plan to meet both immediate and future needs of Veterans enrolled in the system. (For the purposes of this report, these Veterans are referred to as enrollees.)

The Survey of Enrollees was developed in 1999 to support VHA's planning efforts and to inform the VA Enrollee Health Care Projection Model (EHCPM), VHA's tool for projecting enrollment, utilization, and expenditures. Over the years, data from the survey also has been used to analyze policy decisions, provide insights into specific populations, and to inform management decisions affecting VHA's delivery of care.

In addition to collecting basic demographic information about enrollees, the survey explores enrollees' insurance coverage, healthcare use (VA and non-VA), pharmaceutical use, attitudes and perceptions about VHA services (i.e., Key Drivers), perceived health status, and smoking habits. As in previous cycles, this report reviews overall responses, and it calculates responses by Priority Group, age, income, and VISN to develop a snapshot of today's enrollees. What we found is that the typical enrollee profile is represented by the older, male, Vietnam era Veteran. The next significant sub set is that of the OEF/OIF/OND Veteran enrollees, this sub-set is younger and has a significantly higher female population. To increase VA's understanding of enrolled OEF/OIF/OND Veterans, this report highlights the responses of this Veteran population.

Data is shown from Surveys conducted in calendar years 2010, 2011, and 2012 to provide historical context. Significance tests were conducted to compare 2011 and 2012 data and, where changes were statistically significant, the change is noted with an asterisk preceding the 2012 data column. Items of potential interest are highlighted in the narratives preceding each table.

While the typical enrollee profile continues to be that of an older, male, Vietnam era Veteran, Veterans returning from current conflicts in Afghanistan and Iraq bring a new profile and set of expectations to the enrollee population. As described in future sections, they are younger, and a larger proportion is female. To increase VA's understanding of VHA's future Veteran population, this report highlights the responses of both OEF/OIF/OND and female Veterans for many survey questions.

This report is intended to provide a user-friendly synopsis of all information collected by the 2012 Survey of Enrollees. A summary of each data table identifies results of interest and significant changes in 2012 as compared to 2011. Due to rounding, totals may not always sum to 100%. *Don't Know* and *Refused* responses are presented as *DK* and *REF*, respectively.

When reviewing the data, it should be kept in mind that the Survey of Enrollee data collection format changed from a single mode (telephone) to a multi-mode (telephone, mail, and web-based) survey in 2012. This change was made to better represent the voice of the whole population of enrolled Veterans. This includes Veterans who prefer not to respond to telephone surveys and Veterans for whom VHA does not have a current contact number. While the 2012 data better represents VHA's enrolled population, comparisons with previous years should be considered with this format change in mind. Some change may be a phenomenon of the survey mode change rather than actual change in enrollee perception.

Demographic Characteristics and Socioeconomic Status of Enrollees

In 2012, the largest proportion of enrollees (38.24%) was enrolled in Priority Groups 1–3. Approximately equal proportions of enrollees were aged 45–64 (41.85%) and 65 or older (43.48%). Lastly, half of enrollees (49.45%) reported household incomes of less than \$36,000 a year. The average income reported was \$44,323 a year. The median reported income was \$32,000.

Table 1. 2012 Survey of Enrollees weighted Count and Percent of Enrollees

Priority Group	1–3	4–6	7–8	Total
	3,064,424	2,746,702	2,202,183	8,013,308
	38.24%	34.28%	27.48%	
Age Group	<45	45–64	65 or older	
	1,174,123	3,355,396	3,483,788	
	14.65%	41.87%	43.48%	
Income Group	<\$36,000	\$36,000 or more	DK/REF	
	3,962,581	3,273,161	777,566	
	49.45%	40.85%	9.70%	

In 2012, VISNs 8 and 16 had the highest proportion of enrollees (7.55% and 8.01%, respectively). VISNs 2 and 5 had the lowest proportions of enrollees (2.48% and 2.61%, respectively).

Table 2. 2012 Survey of Enrollees Weighted by VISN

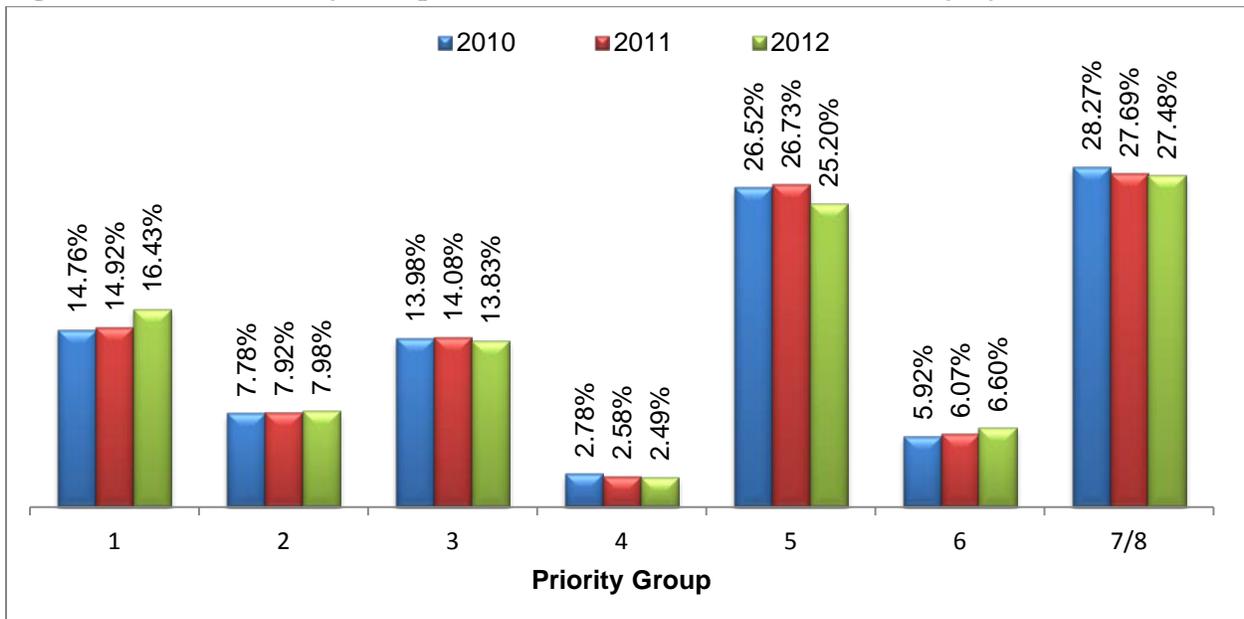
VISN	Frequency	Percent	VISN	Frequency	Percent
1	339,583	4.24%	11	368,361	4.60%
2	198,730	2.48%	12	341,418	4.26%
3	305,939	3.82%	15	321,413	4.01%
4	435,563	5.44%	16	642,281	8.01%
5	209,494	2.61%	17	395,667	4.94%
6	459,233	5.73%	18	339,796	4.24%
7	531,201	6.63%	19	258,378	3.22%
8	605,380	7.55%	20	375,890	4.69%
9	377,287	4.71%	21	350,934	4.38%
10	298,712	3.73%	22	437,981	5.47%
			23	420,068	5.24%

When broken out further, Priority Groups 5 and 7–8 (25.20% and 27.48%, respectively) represent the largest population of enrollees. As can be seen in the graph below, these two groups have also been declining slightly over the last three years. Conversely Priority Groups 1 and 6 show an increasing population over the last three years.

Table 3. 2012 Survey of Enrollee Priority Group Populations

Priority Group	1	2	3	4	5	6	7–8
Enrollees	1,316,967	639,075	1,108,382	199,192	2,019,033	528,477	2,202,183
Percent	16.43%	7.98%	13.83%	2.49%	25.20%	6.60%	27.48%

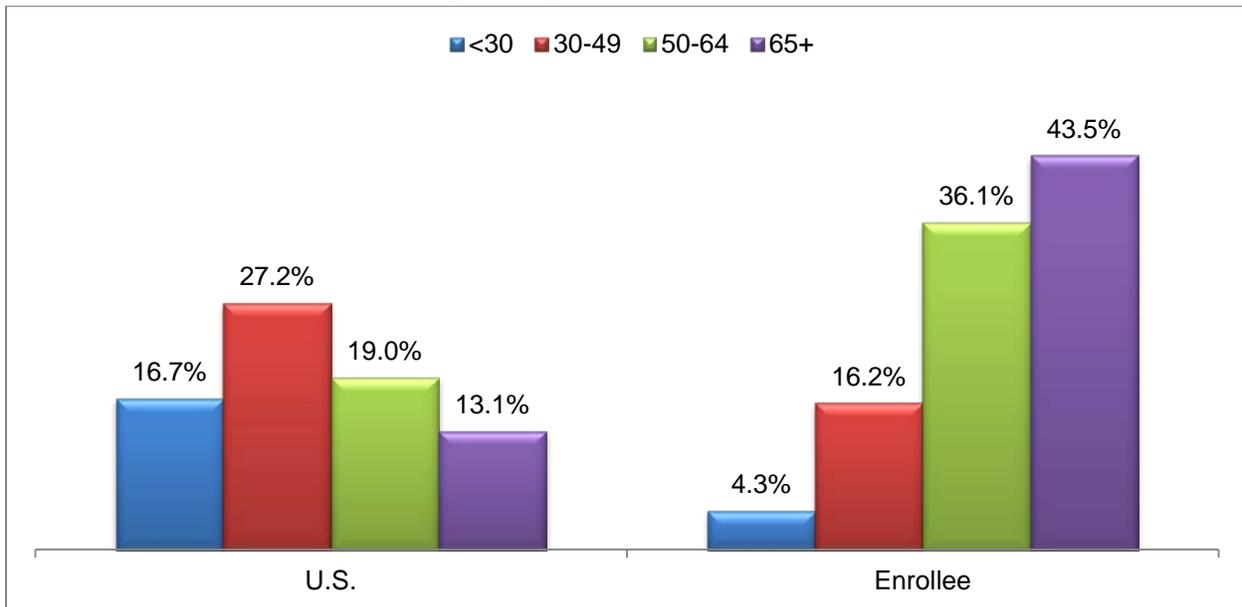
Figure 1. Enrollee Priority Group Distributions Over the Past Three Survey Cycles



*Significant increase from 2011 to 2012 for Priority Group 1

The graph below shows the general U.S. population categorized by age (excluding citizens under the age of 18) in 2012, and the VHA enrollee population in 2012. Compared to the U.S. population, there are proportionately one-fourth as many enrollees under age 30, and about half as many enrollees aged 30–49. Conversely, there are two times as many enrollees aged 50–64, and about three times as many enrollees aged 65 or older.

Figure 2. 2012 U.S. and Enrollee Age Groups



U.S. data provided by the 2012 American Community Survey (ACS)

In 2012, VISNs 8 and 16 had the highest percentages of enrollees aged 65 or older (3.75% and 3.27%, respectively). VISNs 2 and 5 had the lowest percentages of enrollees aged 65 or older (1.13% and 0.94%, respectively).

Table 4. Veterans Aged 65 or Older, by VISN

VISN	Enrollees Aged 65 or Older	Percent of Total Veterans Aged 65 or Older	VISN	Enrollees Aged 65 or Older	Percent of Total Veterans Aged 65 or Older
1	169,243	2.11%	12	150,983	1.88%
2	90,472	1.13%	15	136,985	1.71%
3	166,873	2.08%	16	261,773	3.27%
4	215,411	2.69%	17	152,075	1.90%
5	75,132	0.94%	18	151,009	1.88%
6	185,775	2.32%	19	111,041	1.39%
7	196,358	2.45%	20	153,621	1.92%
8	300,301	3.75%	21	143,110	1.79%
9	154,172	1.92%	22	168,909	2.11%
10	128,960	1.61%	23	204,862	2.56%
11	166,723	2.08%	Total	3,483,788	43.48%

Although almost half of enrollees reported an income of less than \$36,000, when broken out by tighter income bands, the largest proportion of enrollees (23.38%) indicated that their household income was \$56,000 or more a year; this was followed by about one in five (18.86%) whose household income was less than \$16,000 per year. The least commonly selected income range was \$46,000–\$55,999 (7.26%).

Table 5. Income Group Details

Annual Household Income	<\$16,000	\$16,000–\$25,999	\$26,000–\$35,999	\$36,000–\$45,999	\$46,000–\$55,999	\$56,000+
Count	1,511,084	1,374,297	1,077,200	825,347	581,933	1,865,881
Percent	18.86%	17.15%	13.44%	10.30%	7.26%	23.38%

Ethnicity and Race

The 2012 survey asked enrollees to describe their ethnicity and race through a series of questions. In 2012, 5.67% of enrollees reported that they are Hispanic or Latino; while the decrease from 6.25% in 2011 was slight, it was statistically significant.

Table 6. Would you describe yourself as Hispanic or Latino?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Yes	5.45%	425,620	6.25%	493,768	5.67%	*	453,969
No	93.02%	7,259,770	92.26%	7,283,913	91.96%	.	7,368,685
DK/REF	1.53%	119,248	1.49%	117,426	2.38%	*	190,653
Total	100.00%	7,804,638	100.00%	7,895,107	100.00%	-	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

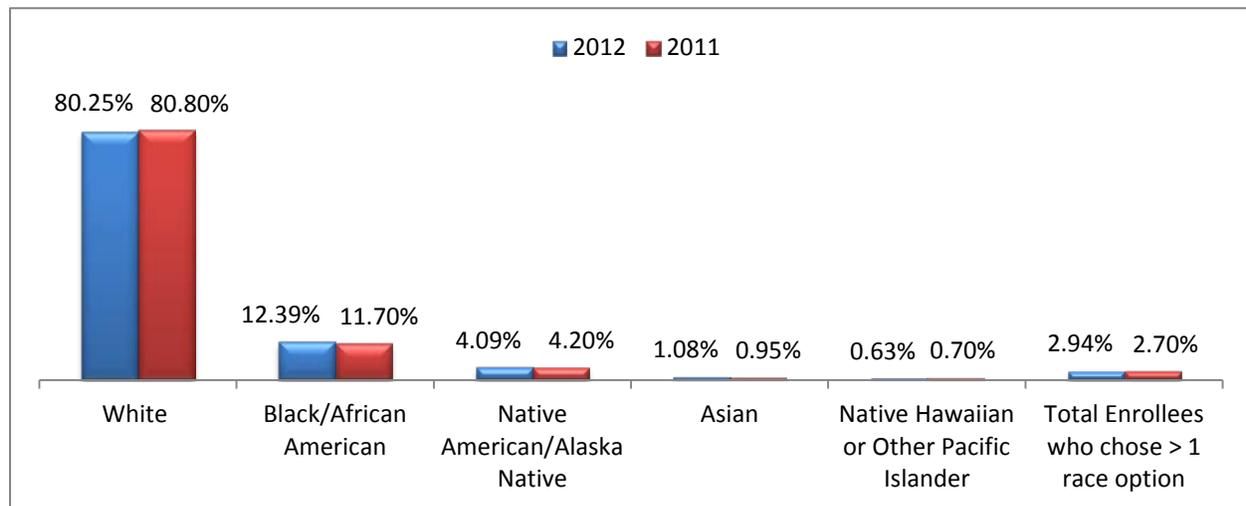
. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

In 2012, the largest proportion of enrollees (80.25%) indicated that they were White; this was followed by enrollees who described themselves as Black/African American (12.39%). The least commonly selected racial group was Native Hawaiian/Other Pacific Islander (0.63%).

Figure 3. 2012 Enrollee Populations by Race Categories



Marital Status

The majority of enrollees in 2010, 2011, and 2012 report they were married; this was followed in all three years by proportions of enrollees who reported their marital status as divorced, and then as single. From 2011 to 2012, the proportion of enrollees who reported their marital status as divorced increased significantly (from 16.10% to 17.55%), while the proportion reporting that they were single decreased significantly (from 11.42% to 10.54%). The slight decrease in married respondents from 2011 to 2012 also was significant.

Table 7. Which of the following best describes your current marital status?

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Married	64.18%	5,009,194	62.35%	4,922,957	61.14%	* 4,899,349
Divorced	15.36%	1,198,617	16.10%	1,270,915	17.55%	* 1,406,437
Single	10.81%	843,553	11.42%	901,982	10.54%	* 844,560
Widowed	7.14%	557,426	7.19%	568,042	7.36%	. 589,881
Separated	2.12%	165,682	2.66%	210,359	2.61%	. 209,103
DK/REF	0.39%	30,163	0.26%	20,849	0.80%	* 63,976
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	- 8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Employment Status

The largest proportion of enrollees (59.76% in 2010, 59.46% in 2011, and 57.14% in 2012) reported that they were not in the labor force (e.g., retired, homemaker, student, etc.). In 2012, 22.66% of enrollees were employed full time; this was a statistically significant increase from 19.92% in 2011. Across the three survey years, between 7% and 9% of enrollees reported that they were unemployed, looking for work, or laid off; the decrease from 8.80% in 2011 to 7.20% in 2012 was statistically significant. (Note: this differs from unemployment rates which are discussed in the next section.)

Table 8. How would you best characterize your employment status?

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Employed full-time	20.68%	1,614,098	19.92%	1,573,051	22.66%	* 1,815,580
Self-employed full-time	2.89%	225,661	3.13%	246,708	2.96%	237,227
Employed part-time	4.92%	383,825	4.88%	385,328	5.08%	407,141

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Self-employed part-time	2.92%	228,181	2.91%	230,001	2.92%	233,840
Unemployed, looking for work, or laid off	7.95%	620,615	8.80%	695,021	7.20% *	577,010
Currently not employed—either retired, a homemaker, a student, etc.	59.76%	4,663,758	59.46%	4,694,397	57.14% *	4,578,763
DK/REF	0.88%	68,501	0.89%	70,602	2.04% *	163,747
Total	100.00%	7,804,639	100.00%	7,895,108	100.00%	- 8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

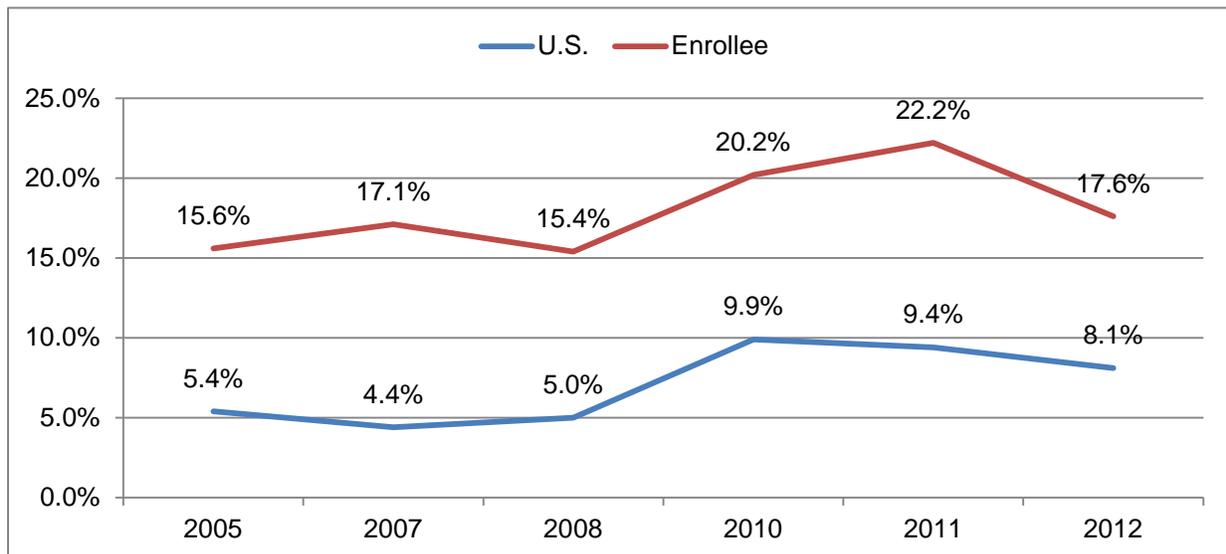
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Unemployment Rate

The U.S. Department of Labor’s Bureau of Labor Statistics (BLS) defines the unemployment rate as the number of unemployed persons divided by the labor force, where the labor force is the number of unemployed persons plus the number of employed persons.

In *Figure 4* the enrollee unemployment rate is compared to U.S. unemployment figures. Unemployment rates historically have been higher among enrollees than in the general U.S. population. In 2012, the enrollee unemployment rate was 17.6%, while the U.S. unemployment rate was 8.1%. These statistics have improved since 2011, when the unemployment rates for enrollees and the general U.S. population were 22.2% and 9.4%, respectively.

Figure 4. U.S. and Enrollee Unemployment Rates



The table below shows unemployment rates by priority groups; the highest unemployment rate was among enrollees in Priority Group 4 (52.80%), defined as Veterans receiving aid and attendance or housebound benefits, or Veterans determined by VA to be catastrophically disabled.

Table 9. Population Counts, Unemployment Population Counts, and Unemployment Rates by Priority Group

Category	Priority Group 1	2	3	4	5	6	7–8
Enrollees in the Labor Force	425,634	350,303	587,998	30,704	763,415	317,818	794,926
Unemployed Enrollees	91,055	49,504	72,488	16,211	224,097	40,578	83,079
Unemployment Rate	21.39%	14.13%	12.33%	52.80%	29.35%	12.77%	10.45%

The table below shows unemployment rates by age. Enrollees less than 30 years old and between the ages of 50 and 64 reported the highest unemployment rates, at 20.65% and 19.99%, respectively. Note that about one in nine enrollees aged 65 or older was unemployed, as opposed to retired or another intentional option.

Table 10. Population Counts, Unemployed Population Counts, and Unemployment Rates by Age

Category	Aged <30	Aged 30–49	Aged 50–64	Aged 65 or Older
Enrollees in the Labor Force	246,423	1,070,815	1,465,958	487,601
Unemployed Enrollees	50,879	175,321	292,978	57,833
Unemployment Rate	20.65%	16.37%	19.99%	11.86%

In 2012, four VISNs (3, 4, 21, and 22) reported enrollee unemployment rates over 20%. VISN 23 had the lowest unemployment rate (9.98%).

Table 11. 2012 Unemployment Rate

VISN	Unemployment Rate	VISN	Unemployment Rate
1	16.86%	11	16.14%
2	13.15%	12	19.26%
3	20.34%	15	16.58%
4	20.52%	16	18.37%
5	14.30%	17	18.50%
6	13.07%	18	15.08%
7	19.77%	19	17.39%
8	16.79%	20	18.48%
9	17.71%	21	21.43%
10	18.22%	22	24.24%
		23	9.98%

Number of Dependents

All enrollees were asked to report the number of dependents they had, defined as “anyone who relies on you for at least half of their financial support.” Across survey years 2010–2012, almost 60% of enrollees reported that they had one or more dependents.

Table 12. Not including yourself, how many dependents such as your spouse or dependent children do you currently have?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
0	39.62%	3,092,349	40.55%	3,201,686	39.29%	*	3,148,165
1+	59.89%	4,674,398	59.09%	4,664,878	59.25%	.	4,747,986
DK/REF	0.49%	37,890	0.36%	28,542	1.46%	*	117,155
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	-	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Terms of Active Duty

In 2012, 79.89% of enrollees reported that they had served one term of active duty; this was a significant decrease from 83.12% in 2011. The next most common response, reported by approximately 11% of enrollees across survey years 2010–2012, was two terms of active duty military service.

Table 13. How many terms of active duty military service have you served?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
1	82.37%	6,428,375	83.12%	6,562,728	79.89%	*	6,401,937
2	11.44%	892,502	11.33%	894,723	11.68%	.	936,049
3	2.37%	185,192	2.15%	169,889	2.89%	*	231,444
4	0.96%	74,967	0.90%	71,107	1.30%	*	103,797
5	0.89%	69,117	0.63%	49,555	1.13%	*	90,591
6	0.46%	36,036	0.46%	35,940	0.77%	*	61,584
DK/REF	1.52%	118,447	1.41%	111,164	2.34%	*	187,902
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	-	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

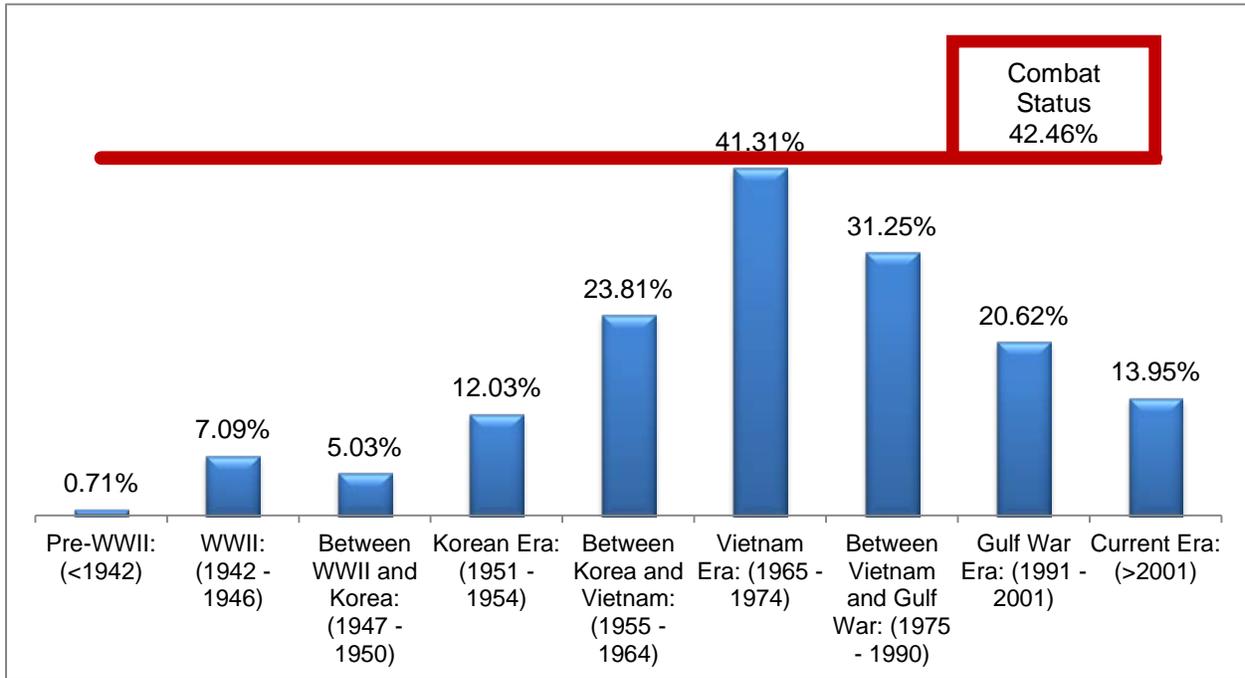
. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

In 2012, 41.31% of enrollees reported that they served during the Vietnam War era. The next most commonly reported period of service was between the Vietnam War and Gulf War (31.25%). There was a significant increase in the number of enrollees from 2011 to 2012 for the eras Between Vietnam and Gulf War, Gulf War, and Current Conflicts. All other periods of service showed significant decreases, with the exception of Vietnam Era. Veterans were allowed to report serving on more than one term of active duty; thus, percentages do not sum to 100%.

Table 14. 2012 Enrollee Active Duty Period of Service



Combat Duty

Just over 42% of enrollees consistently reported over the past three survey years that they had been involved in, or had been exposed to combat during at least one of their active duty military terms.

Table 15. During [any] term of military service, were you ever in or exposed to combat?

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	42.39%	3,308,532	42.53%	3,357,747	42.46%	3,402,764
No	55.04%	4,295,567	54.99%	4,341,652	53.63%	4,297,890
DK/REF	2.57%	200,541	2.48%	195,709	3.9%	312,654
Total	100.00%	7,804,639	100.00%	7,895,108	100.00%	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Health Status, Key Drivers of Enrollees Health Care Decision Making, and Planned Use of VHA Services

Health Status

In the past three survey years, the largest proportion of enrollees reported their health was *Good* (28.73% in 2010, 29.51% in 2011, and 30.47% in 2012) compared to other people their age. The next most common response, again across all three survey years, was *Very Good*, followed by *Fair*. From 2011 to 2012, there was a significant decrease in the proportion of Veterans who reported *Poor* health (12.90% in 2011 to 10.43% in 2012).

Table 16. Compared to other people your age would you say your health is?

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Excellent	13.00%	1,014,709	11.40%	899,710	11.27%	. 902,888
Very Good	23.55%	1,838,364	24.22%	1,911,897	25.68%	* 2,057,505
Good	28.73%	2,242,175	29.51%	2,329,943	30.47%	* 2,441,303
Fair	21.51%	1,678,991	21.52%	1,699,009	21.15%	. 1,695,145
Poor	12.70%	991,552	12.90%	1,018,135	10.43%	* 836,164
DK/REF	0.50%	38,845	0.46%	36,410	1.00%	* 80,299
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	- 8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below provides results for self-reported health status. Across these demographics, the majority of respondents self-reported that they were in good, very good, or excellent health. There was a significant increase in reported positive health from 2011 to 2012 among 45–64 year olds and respondents aged 65 or older. Additionally, there was a significant increase in reported positive health from 2011 to 2012 across all income levels and all priority groups. Finally, there was a significant increase in reported positive health from 2011 to 2012 in male respondents, and in respondents who did not participate in OEF/OIF/OND.

Table 17. Self-Reported Health Status (Excellent/Very Good/Good)

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	71.54%	750,343	71.21%	782,402	73.16%	. 858,973
Age 45–64	58.95%	1,914,347	60.66%	1,972,598	63.77%	* 2,139,769
Age 65 or Older	69.27%	2,430,558	67.33%	2,386,550	68.98%	* 2,402,955

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Annual Household Income <\$36,000	59.63%	2,318,519	59.79%	2,392,652	61.79%	* 2,448,340
Annual Household Income \$36,000 or more	74.04%	2,168,624	73.46%	2,133,235	75.52%	* 2,471,831
Priority Groups 1–3	57.24%	1,631,032	59.55%	1,736,060	61.44%	* 1,882,803
Priority Groups 4–6	63.65%	1,749,362	63.32%	1,768,806	66.53%	* 1,827,246
Priority Groups 7–8	77.72%	1,714,854	74.86%	1,636,684	76.82%	* 1,691,648
Male	65.00%	4,768,710	64.95%	4,811,922	67.23%	* 5,033,064
Female	69.69%	326,539	67.83%	329,629	70.02%	. 368,632
OEF/OIF/OND	74.06%	414,793	77.13%	521,795	75.86%	. 609,220
Not OEF/OIF/OND	64.61%	4,680,455	64.00%	4,619,756	66.47%	* 4,792,477

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

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The table below shows self-reported health status for the 21 VISN classifications. Across all VISNs, the majority of respondents reported positive health. Respondents in VISNs 7 and 20 reported a significant increase in self-reported excellent, very good, or good health.

Table 18. Self-Reported Health Status (Excellent/Very Good/Good)

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	72.16%	244,155	68.73%	228,253	68.27%	. 231,837
2	71.37%	145,993	69.37%	136,657	73.01%	. 145,088
3	71.75%	231,589	68.44%	211,690	71.51%	. 218,787
4	70.33%	317,851	65.78%	285,765	68.23%	. 297,171
5	69.67%	135,959	67.57%	136,177	70.71%	. 148,126
6	60.23%	264,246	64.52%	290,707	64.18%	. 294,721
7	57.61%	279,724	57.97%	292,057	63.17%	* 335,557
8	66.12%	436,136	67.17%	452,862	67.24%	. 407,046
9	55.69%	205,085	60.43%	218,913	63.38%	. 239,133
10	63.86%	180,397	65.46%	190,783	68.93%	. 205,904
11	65.07%	228,239	64.07%	230,143	66.91%	. 246,487
12	70.38%	236,810	70.09%	224,790	70.06%	. 239,181

VISN	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
15	61.45%	189,194	62.84%	201,174	65.90%	.	211,805
16	61.07%	376,774	59.70%	374,277	61.91%	.	397,629
17	59.32%	222,590	59.76%	231,694	63.44%	.	251,021
18	65.48%	214,739	65.22%	217,188	68.05%	.	231,233
19	69.27%	171,571	70.24%	178,422	71.13%	.	183,786
20	65.67%	231,053	64.29%	234,977	68.97%	*	259,265
21	67.60%	231,727	66.14%	224,602	70.08%	.	245,922
22	66.88%	271,353	67.90%	294,070	69.41%	.	304,017
23	71.10%	280,055	71.85%	286,339	73.31%	.	307,972

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

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Use of VA to Meet Health Care Needs

About 30% of enrollees across survey years 2010–2012 reported that they use VA services to meet all of their healthcare needs. About the same proportion in each survey year reported that they use the VA services to meet some of their healthcare needs. In each survey year, 5% of respondents reported that they have no healthcare needs. There was a significant decrease in the percentage of respondents reporting that they use VA to meet some or most of their healthcare needs.

Table 19. Please complete the following statement. I use VA services to meet...

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
All my healthcare needs	28.65%	2,236,063	29.92%	2,362,507	29.14%	.	2,335,336
Most of my healthcare needs	16.53%	1,290,298	17.27%	1,363,662	15.83%	*	1,268,531
Some of my healthcare needs	27.78%	2,167,854	28.04%	2,213,735	27.12%	*	2,173,460
None of my healthcare needs	21.68%	1,691,944	18.81%	1,484,922	21.70%	*	1,738,723

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	
I have no healthcare needs	4.53%	353,481	4.90%	386,542	4.75%	.	380,402
DK/REF	0.83%	64,996	1.06%	83,737	1.46%	*	116,852
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	-	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

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Key Drivers

A series of questions was developed to shed light on enrollees' perception of VA healthcare services. These questions were developed through focus groups with VHA staff and Veterans, both at VA headquarters and within the VISNs. They were used in both the 2007 and 2008 surveys; and, from this series, 17 questions were identified that led to significant predictors of VHA utilization. These 17 questions were asked in 2010, 2011, and 2012.

These questions focused on the subjects of quality, cost, availability, accessibility, knowledge of VA benefits, availability of non-VA insurance, and current or future uses of VHA. Enrollees were asked to indicate their agreement by using the following answers: *Completely Agree*, *Agree*, *Neither Agree nor Disagree*, *Disagree*, or *Completely Disagree*.

Availability and Accessibility

This domain is comprised of six questions. Within tables, data for these six questions are presented in descending order based on the proportion of enrollees that either completely agreed or agreed with each statement.

For example, in 2012, three of four (74.26%) enrollees either completely agreed or agreed that it is easy for Veterans like them to get around in the VA healthcare facility. From 2011 to 2012, the proportion reporting they completely agreed increased significantly, while the proportion reporting they agreed decreased significantly.

Table 20. It is easy for Veterans like me to get around in the VA healthcare facility

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	
Completely Agree	17.86%	1,393,602	14.79%	1,167,736	19.79%	*	1,585,669
Agree	64.30%	5,018,410	64.86%	5,120,587	54.47%	*	4,365,226
Neither Agree nor Disagree	7.06%	550,904	6.67%	526,625	13.69%	*	1,097,255
Disagree	4.85%	378,813	8.02%	633,273	6.37%	*	510,088

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Disagree	0.72%	56,297	1.40%	110,778	1.35%	108,419
DK/REF	5.21%	406,609	4.26%	336,107	4.33%	346,648
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OED/OIF/OND, the table below shows degree of respondent agreement that it is easy to get around in a VA healthcare facility. At least two-thirds of respondents across all demographics and in years 2010–2012 completely agreed or agreed that it was easy to get around in a VA healthcare facility. However, there was a significant decrease in this agreement from 2011 to 2012 across all demographics.

Table 21. It is easy for Veterans like me to get around in the VA healthcare facility (completely agree or agree)

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	78.71%	825,603	74.67%	820,378	70.21%	* 820,048
Age 45–64	83.77%	2,720,167	81.66%	2,655,645	76.88%	* 2,550,997
Age 65 or Older	81.69%	2,866,242	79.34%	2,812,300	75.97%	* 2,579,850
Annual Household Income <\$36,000	86.31%	3,356,145	84.35%	3,375,281	81.65%	* 3,176,873
Annual Household Income \$36,000 or more	78.56%	2,301,257	75.49%	2,192,161	69.47%	* 2,241,445
Priority Groups 1–3	83.12%	2,368,493	79.97%	2,331,386	75.68%	* 2,293,027
Priority Groups 4–6	84.09%	2,311,307	82.04%	2,291,946	78.81%	* 2,132,999
Priority Groups 7–8	78.50%	1,732,212	76.16%	1,664,989	71.06%	* 1,524,868
Male	82.37%	6,042,899	79.85%	5,916,250	75.91%	* 5,590,455
Female	78.77%	369,113	76.56%	372,073	69.57%	* 360,441
OEF/OIF/OND	78.89%	441,828	74.25%	502,309	70.78%	* 566,405
Not OEF/OIF/OND	82.41%	5,970,184	80.15%	5,786,014	76.03%	* 5,384,490

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below provides results on respondent agreement that their VA healthcare facility is easy to get around in. The majority of respondents across all VISNs completely agreed or agreed that their VA healthcare facility is easy to get around in. While small, VISN 16 was the only VISN to show an increase in respondent agreement (77.90% in 2011, to 78.67% in 2012). For 2012, values ranged from a high of 78.67% for VISN 16, to a low of 63.86% for VISN 3. A majority of VISNs showed significant decreases in agreement from 2011 to 2012.

Table 22. It is easy for Veterans like me to get around in the VA healthcare facility

VISN	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
1	80.02%	270,770	79.86%	265,222	74.03%	*	251,407
2	79.63%	162,881	82.86%	163,222	75.40%	*	149,840
3	75.68%	244,300	73.58%	227,589	63.86%	*	195,381
4	83.07%	375,444	78.83%	342,465	75.70%	.	329,702
5	78.47%	153,141	75.82%	152,811	66.72%	*	139,784
6	82.16%	360,470	79.79%	359,531	73.39%	*	337,017
7	82.84%	402,202	77.97%	392,822	72.43%	*	384,762
8	84.43%	556,893	82.38%	555,426	75.86%	*	459,257
9	82.81%	304,949	82.48%	298,777	74.73%	*	281,931
10	84.60%	238,969	82.79%	241,265	76.70%	*	229,121
11	84.03%	294,727	81.08%	291,249	76.98%	*	283,572
12	83.90%	282,283	81.57%	261,626	74.67%	*	254,927
15	83.44%	256,895	79.60%	254,827	74.97%	*	240,973
16	84.96%	524,165	77.90%	488,374	78.67%	.	505,260
17	77.97%	292,569	78.49%	304,325	73.59%	*	291,182
18	83.46%	273,697	83.74%	278,854	75.26%	*	255,731
19	79.91%	197,937	77.26%	196,254	72.59%	*	187,544
20	81.27%	285,937	76.67%	280,232	71.45%	*	268,568
21	82.27%	282,046	79.13%	268,740	77.29%	.	271,239
22	78.47%	318,385	76.14%	329,739	69.66%	*	305,112
23	84.63%	333,346	84.05%	334,963	78.22%	*	328,577

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

In 2012, three of four (73.02%) enrollees either completely agreed or agreed that it is easy to get to their local VA facility. As seen in the results below, the proportion reporting that they completely agreed increased significantly (from 15.24% in 2011 to 20.57% in 2012) from 2011 to 2012; however, the proportion reporting they agreed decreased significantly (from 61.42% to 52.46%) over the same time period.

Table 23. It is easy to get to my local VA facility

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	16.61%	1,296,725	15.24%	1,203,138	20.57%	* 1,648,204
Agree	60.75%	4,741,120	61.42%	4,848,823	52.46%	* 4,203,456
Neither Agree nor Disagree	5.42%	422,927	4.68%	369,666	9.01%	* 721,832
Disagree	12.64%	986,235	14.43%	1,138,884	12.31%	* 986,284
Completely Disagree	2.05%	159,871	2.59%	204,254	2.86%	. 229,347
DK/REF	2.53%	197,757	1.65%	130,340	2.80%	* 224,182
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	- 8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below shows degree of respondent agreement that it is easy to get to their local VA facility. Across survey years 2010–2012 and all demographics, no fewer than 70% of enrollees completely agreed or agreed with this statement. There was a significant decrease in agreement from 2011 to 2012 across all demographics except for female respondents and respondents under the age of 45.

Table 24. It is easy to get to my local VA facility (completely agree or agree)

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	72.59%	761,393	73.14%	803,544	71.33%	. 833,187
Age 45–64	78.08%	2,535,233	78.57%	2,554,934	74.99%	* 2,491,968
Age 65 or Older	78.13%	2,741,219	75.99%	2,693,482	74.38%	* 2,526,505
Annual Household Income <\$36,000	79.98%	3,110,086	78.22%	3,129,948	76.86%	* 2,992,078
Annual Household Income \$36,000 or more	75.74%	2,218,688	75.98%	2,206,523	72.19%	* 2,330,783

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Priority Groups 1–3	76.02%	2,166,125	75.48%	2,200,521	73.36%	* 2,227,237
Priority Groups 4–6	78.68%	2,162,611	77.87%	2,175,387	75.86%	* 2,056,047
Priority Groups 7–8	77.46%	1,709,109	76.67%	1,676,052	73.22%	* 1,568,375
Male	77.82%	5,709,019	77.02%	5,706,883	74.45%	* 5,484,845
Female	70.18%	328,826	71.01%	345,077	70.47%	. 366,815
OEF/OIF/OND	75.88%	424,977	75.93%	513,665	72.52%	* 580,156
Not OEF/OIF/OND	77.48%	5,612,868	76.72%	5,538,295	74.37%	* 5,271,504

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below shows degree of respondent agreement that their local VA facility is easy to get to. In 2012, the majority of respondents across all VISNs completely agreed or agreed; however, agreement with this statement ranges from 63.00% (VISN 5) to 79.99% (VISN 10). VISNs 1, 2, 3, 5, 6, 8, 18, and 22 reported significant decreases in agreement from 2011 to 2012.

Table 25. It is easy to get to my local VA facility (completely agree or agree)

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	76.15%	257,680	74.86%	248,619	70.79%	* 240,378
2	81.86%	167,448	83.00%	163,512	77.69%	* 154,397
3	72.11%	232,758	72.45%	224,097	66.81%	* 204,402
4	78.62%	355,334	77.46%	336,513	75.17%	. 327,418
5	71.38%	139,291	69.31%	139,694	63.00%	* 131,972
6	76.22%	334,403	77.75%	350,344	73.15%	* 335,915
7	74.89%	363,587	72.81%	366,837	70.05%	. 372,125
8	79.78%	526,196	80.36%	541,829	75.04%	* 454,262
9	75.78%	279,046	78.30%	283,637	75.64%	. 285,361
10	83.58%	236,086	82.34%	239,960	79.99%	. 238,952
11	79.41%	278,532	75.97%	272,890	73.52%	. 270,810
12	78.83%	265,243	77.69%	249,164	74.18%	. 253,276
15	81.97%	252,384	77.40%	247,777	73.86%	. 237,404
16	79.55%	490,798	75.82%	475,340	74.19%	. 476,488

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
17	74.71%	280,344	74.39%	288,416	72.50%	286,867
18	78.58%	257,695	77.05%	256,571	72.92%	247,769
19	72.18%	178,779	75.33%	191,361	72.76%	187,983
20	71.17%	250,398	72.90%	266,461	69.26%	260,336
21	77.87%	266,937	77.93%	264,660	74.33%	260,863
22	74.64%	302,841	76.37%	330,726	70.68%	309,573
23	81.76%	322,055	78.67%	313,543	75.01%	315,099

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

About two-thirds (64.29%) of enrollees in 2012 reported that they completely agreed or agreed that Veterans like them can get in and out of a VA appointment in a reasonable amount of time. In addition, as seen in previous questions, from 2011 to 2012, the proportion reporting they completely agreed increased significantly, while the proportion reporting they agreed decreased significantly. All categories show significant changes from 2011 to 2012, including in the proportion of respondents who neither agree nor disagree, which almost doubled; this pattern also is seen in the survey items presented above.

Table 26. Veterans like me can get in and out of an appointment at VA in a reasonable time

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	14.81%	1,155,858	12.22%	964,803	15.96%	1,279,147
Agree	53.99%	4,213,600	58.07%	4,584,453	48.33%	3,872,909
Neither Agree nor Disagree	10.45%	815,391	9.18%	724,459	16.88%	1,352,994
Disagree	11.72%	914,903	12.01%	948,108	10.73%	859,762
Completely Disagree	2.75%	214,836	2.83%	223,815	3.31%	265,634
DK/REF	6.28%	490,048	5.69%	449,467	4.78%	382,859
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below shows degree of respondent agreement that Veterans can get in and out of appointments in a reasonable time. As with previous items, a majority of respondents across demographics and survey years 2010–2012 indicated that they completely agreed or agreed. However, there was a significant decrease in this agreement from 2011 to 2012 across all demographics except female respondents.

Table 27. Veterans like me can get in and out of an appointment at VA in a reasonable time (completely agree or agree)

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	52.67%	552,482	53.85%	591,634	50.49%	* 589,200
Age 45–64	67.90%	2,204,658	69.87%	2,272,261	64.20%	* 2,130,071
Age 65 or Older	74.45%	2,612,317	75.76%	2,685,360	71.67%	* 2,432,784
Annual Household Income <\$36,000	76.55%	2,976,496	77.19%	3,088,773	73.26%	* 2,849,862
Annual Household Income \$36,000 or more	61.08%	1,789,004	63.59%	1,846,517	56.96%	* 1,836,093
Priority Groups 1–3	65.26%	1,859,593	67.27%	1,961,069	62.44%	* 1,893,161
Priority Groups 4–6	72.26%	1,985,949	73.41%	2,050,962	70.21%	* 1,898,682
Priority Groups 7–8	69.06%	1,523,915	70.32%	1,537,224	63.48%	* 1,360,211
Male	69.55%	5,102,393	71.27%	5,280,681	66.35%	* 4,883,217
Female	57.00%	267,065	55.27%	268,575	51.80%	. 268,838
OEF/OIF/OND	54.93%	307,638	55.99%	378,804	51.12%	* 409,232
Not OEF/OIF/OND	69.87%	5,061,820	71.63%	5,170,452	67.00%	* 4,742,823

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below shows the degree of respondent agreement that Veterans can get in and out of appointments in a reasonable time. Again, the majority of respondents across all VISNs and survey years 2010–2012 completely agreed or agreed with the statement. However, all VISNs showed a decrease in agreement among respondents; significant decreases are seen in all but VISNs 4, 10, 16, and 21.

Table 28. Veterans like me can get in and out of an appointment at VA in a reasonable time (completely agree or agree)

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	71.74%	242,753	77.54%	257,512	69.70% *	236,688
2	70.76%	144,745	74.63%	147,020	69.81% *	138,734
3	65.36%	210,976	68.47%	211,788	56.82% *	173,834
4	73.11%	330,414	73.01%	317,187	70.53% .	307,207
5	62.98%	122,913	63.22%	127,426	56.58% *	118,532
6	65.78%	288,621	66.82%	301,068	60.36% *	277,177
7	65.61%	318,564	64.90%	326,991	57.72% *	306,613
8	73.35%	483,786	75.33%	507,924	67.84% *	410,704
9	68.40%	251,883	73.49%	266,212	65.06% *	245,452
10	70.53%	199,229	74.50%	217,127	70.66% .	211,069
11	72.74%	255,133	72.30%	259,696	67.12% *	247,229
12	73.64%	247,793	75.06%	240,732	69.36% *	236,801
15	73.50%	226,291	71.26%	228,132	66.85% *	214,857
16	70.81%	436,890	67.95%	425,980	65.25% .	419,062
17	56.46%	211,843	61.40%	238,050	56.63% *	224,055
18	65.74%	215,594	70.23%	233,868	60.62% *	205,987
19	66.73%	165,297	66.78%	169,651	61.87% *	159,868
20	64.97%	228,600	67.49%	246,656	61.58% *	231,486
21	67.27%	230,598	70.91%	240,812	67.58% .	237,171
22	63.99%	259,616	65.34%	282,973	58.37% *	255,647
23	75.63%	297,909	75.89%	302,442	69.96% *	293,871

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Approximately two-thirds (63.39%) of enrollees in 2012 reported that they completely agreed or agreed that there is a VA provider in their area that offers all the healthcare services that Veterans need. From 2011 to 2012, the proportion reporting that they completely agreed increased significantly (13.38% to 17.72%), the proportion reporting they agreed decreased significantly (53.84% to 45.67%), and the proportion that neither agreed nor disagreed with the statement doubled (6.52% to 12.49%). There were small but significant changes in all but the DK/REF category.

Table 29. There is a VA provider in my area that offers all of the healthcare services that Veterans like me need

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	14.73%	1,149,828	13.38%	1,056,012	17.72%	* 1,420,029
Agree	53.31%	4,161,000	53.84%	4,250,907	45.67%	* 3,659,840
Neither Agree nor Disagree	7.38%	576,281	6.52%	514,762	12.49%	* 1,000,532
Disagree	16.30%	1,272,378	18.71%	1,477,008	15.86%	* 1,271,218
Completely Disagree	2.91%	227,030	3.11%	245,623	3.72%	* 298,379
DK/REF	5.36%	418,119	4.44%	350,793	4.53%	. 363,307
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	- 8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below shows the degree of respondent agreement that there is a VA provider in their area that offers all the healthcare services that Veterans need. More than half of all respondents, regardless of demographic category or survey year, agreed with that statement. However, there was a significant decrease in agreement from 2011 to 2012 across all demographics except for female respondents and respondents under the age of 45.

Table 30. There is a VA provider in my area that offers all of the healthcare services that Veterans like me need (completely agree or agree)

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	62.65%	657,159	60.47%	664,410	58.92%	. 687,411
Age 45–64	68.00%	2,208,199	68.71%	2,234,413	65.36%	* 2,169,573
Age 65 or Older	69.70%	2,445,470	67.94%	2,408,095	65.41%	* 2,222,884
Annual Household Income <\$36,000	71.16%	2,766,774	69.62%	2,786,162	67.60%	* 2,631,822
Annual Household Income \$36,000 or more	66.54%	1,949,216	66.36%	1,927,045	62.21%	* 2,007,926
Priority Groups 1–3	64.81%	1,846,685	64.56%	1,882,209	62.43%	* 1,894,543
Priority Groups 4–6	70.92%	1,949,218	69.69%	1,947,021	67.14%	* 1,817,125

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Priority Groups 7–8	68.66%	1,514,924	67.59%	1,477,689	63.83% *	1,368,200
Male	68.70%	5,040,046	67.84%	5,026,730	65.02% *	4,789,165
Female	57.79%	270,782	57.66%	280,189	56.03% .	290,704
OEF/OIF/OND	64.17%	359,383	64.65%	437,405	60.48% *	483,773
Not OEF/OIF/OND	68.35%	4,951,445	67.46%	4,869,514	64.87% *	4,596,095

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below shows the degree of respondent agreement that there is a VA provider in their area that offers all the healthcare services that Veterans need. The majority (generally around 60–75%) of respondents across all VISNs and survey years 2010–2012 agreed with that statement. In 2012, the highest degree of agreement was in VISN 10 (70.34%) and the lowest (58.42%) was in VISN 20. VISNs 1–3, 5–6, 8–10, 22, and 23 reported significant decreases in agreement from 2011 to 2012.

Table 31. There is a VA provider in my area that offers all of the healthcare services that Veterans like me need (completely agree or agree)

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	67.01%	226,744	67.49%	224,121	62.64% *	212,717
2	72.45%	148,212	75.46%	148,659	69.45% *	138,022
3	66.10%	213,363	69.41%	214,700	61.14% *	187,039
4	72.24%	326,479	71.10%	308,863	68.02% .	296,281
5	68.09%	132,876	67.25%	135,533	62.17% *	130,241
6	65.89%	289,084	65.78%	296,382	60.42% *	277,448
7	64.13%	311,378	62.11%	312,903	59.24% .	314,695
8	68.98%	454,974	69.73%	470,177	64.71% *	391,769
9	65.07%	239,616	68.93%	249,688	64.83% *	244,584
10	74.67%	210,921	75.78%	220,831	70.34% *	210,121
11	68.35%	239,728	66.20%	237,778	62.90% .	231,713
12	69.55%	234,001	67.06%	215,089	66.70% .	227,719
15	72.31%	222,626	66.27%	212,156	62.40% .	200,573
16	67.01%	413,417	61.54%	385,813	61.64% .	395,897
17	64.92%	243,605	64.76%	251,083	62.23% .	246,214

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
18	70.51%	231,257	67.55%	224,938	63.60%	. 216,121
19	63.58%	157,485	62.99%	160,010	60.29%	. 155,767
20	63.72%	224,197	61.12%	223,388	58.42%	. 219,597
21	70.70%	242,382	69.30%	235,341	65.48%	. 229,800
22	66.61%	270,253	67.82%	293,697	63.76%	* 279,259
23	70.63%	278,221	71.70%	285,761	65.29%	* 274,280

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

While one in seven (14.20%) respondents completely agreed that Veterans do not wait a long time to see the doctor, 45.61% agreed with this statement (59.81% combined). The same trends are seen in these data as in the previous questions, with the proportion reporting they completely agree increasing significantly, the proportion reporting they agree decreasing significantly, and the proportion that neither agree nor disagree with the statement increasing considerably (from 11.19% in 2011 to 18.80% in 2012).

Table 32. When Veterans like me go to VA for an appointment, they do not wait a long time to see the doctor

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	13.78%	1,075,605	11.00%	868,675	14.20%	* 1,137,625
Agree	50.61%	3,949,963	53.69%	4,238,572	45.61%	* 3,655,003
Neither Agree nor Disagree	11.58%	903,392	11.19%	883,465	18.80%	* 1,506,500
Disagree	14.41%	1,124,857	14.88%	1,174,556	13.00%	* 1,042,062
Completely Disagree	2.92%	228,002	3.20%	252,680	3.54%	. 283,800
DK/REF	6.70%	522,817	6.04%	477,157	4.85%	* 388,315
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	- 8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OED/OIF/OND, the table below shows the degree of respondent agreement that Veterans do not wait a long time to see the doctor. From 2011 to 2012, there was a significant decrease in the proportion of enrollees that either agreed or completely agreed with this statement across all demographics, except for female respondents.

Table 33. When Veterans like me go to VA for an appointment, they do not wait a long time to see the doctor (completely agree or agree)

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	46.63%	489,063	47.43%	521,125	43.69%	* 510,494
Age 45–64	63.43%	2,059,558	64.87%	2,109,516	60.00%	* 1,994,500
Age 65 or Older	70.60%	2,476,946	69.87%	2,476,606	67.16%	* 2,287,634
Annual Household Income <\$36,000	71.68%	2,787,310	70.86%	2,835,760	67.90%	* 2,645,043
Annual Household Income \$36,000 or more	57.15%	1,673,892	58.97%	1,712,343	53.09%	* 1,715,564
Priority Groups 1–3	60.92%	1,736,073	62.57%	1,823,945	58.06%	* 1,763,343
Priority Groups 4–6	67.54%	1,856,298	66.95%	1,870,354	64.82%	* 1,757,977
Priority Groups 7–8	64.95%	1,433,196	64.63%	1,412,947	59.14%	* 1,271,307
Male	65.02%	4,769,641	65.54%	4,855,755	61.56%	* 4,541,915
Female	54.62%	255,927	51.75%	251,492	48.10%	. 250,713
OEF/OIF/OND	50.51%	282,881	50.09%	338,883	45.74%	* 366,049
Not OEF/OIF/OND	65.47%	4,742,687	66.06%	4,768,364	62.36%	* 4,426,579

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below shows the degree of respondent agreement that Veterans do not wait a long time to see the doctor. Overall, agreement with this statement was consistently over 50% across all three survey years; however, VISNs 2, 3, 5, 7–9, 12, 15, 18–20, 22, and 23 reported significant decreases in agreement from 2011 to 2012.

Table 34. When Veterans like me go to VA for an appointment, they do not wait a long time to see the doctor (completely agree or agree)

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	67.41%	228,096	69.35%	230,308	65.83%	. 223,537
2	68.29%	139,702	70.93%	139,731	63.87%	* 126,931
3	60.17%	194,234	60.56%	187,332	53.15%	* 162,596
4	67.14%	303,443	68.12%	295,945	66.52%	. 289,723
5	58.80%	114,756	58.34%	117,572	52.60%	* 110,201
6	62.55%	274,438	60.40%	272,140	57.24%	. 262,870

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
7	62.18%	301,905	61.41%	309,411	53.26% *	282,897
8	68.86%	454,198	69.49%	468,550	62.67% *	379,373
9	64.88%	238,924	69.16%	250,512	61.31% *	231,331
10	67.45%	190,520	71.20%	207,493	66.09% *	197,423
11	67.19%	235,681	66.80%	239,955	64.01% .	235,780
12	65.90%	221,727	70.93%	227,487	63.13% *	215,534
15	67.69%	208,395	67.04%	214,619	62.29% *	200,207
16	64.67%	399,010	59.91%	375,562	59.78% .	383,972
17	51.84%	194,532	55.24%	214,178	51.72% .	204,637
18	61.61%	202,051	63.60%	211,791	55.87% *	189,858
19	60.88%	150,806	61.72%	156,790	57.66% *	148,982
20	61.23%	215,441	63.17%	230,887	56.76% *	213,352
21	66.34%	227,416	64.24%	218,160	64.19% .	225,254
22	60.18%	244,164	58.32%	252,581	51.53% *	225,682
23	72.64%	286,121	71.82%	286,233	67.25% *	282,478

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

The last question in this domain asked how strongly respondents agreed or disagreed that Veterans like going to VA because they can talk to other Veterans. In all, 53.19% either completely agreed or agreed with this statement. As seen with other items, the proportion of Veterans who completely agreed increased significantly from 2011 to 2012, while the proportion of Veterans who agreed decreased significantly. In 2012, about one in four (26.51%) respondents neither agreed nor disagreed, a significant increase from 2011).

Table 35. Veterans like me like going to VA because you can talk to other Veterans

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	10.98%	856,605	9.12%	720,347	11.58% *	927,990
Agree	53.87%	4,204,344	51.14%	4,037,418	41.61% *	3,334,493
Neither Agree nor Disagree	16.96%	1,323,382	15.39%	1,215,178	26.51% *	2,124,384
Disagree	11.51%	898,092	17.90%	1,413,594	13.28% *	1,063,973
Completely Disagree	1.30%	101,300	2.64%	208,677	2.82% .	225,845

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
DK/REF	5.39%	420,914	3.80%	299,892	4.20%	. 336,620
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	- 8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below shows the degree of respondent agreement that they like going to the VA because they get to talk to other Veterans. Across all demographics, from 2011 to 2012, there are significant decreases in the proportions of enrollees that completely agree or agree with this statement.

Table 36. Veterans like me like going to VA because you can talk to other Veterans (completely agree or agree)

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	58.53%	613,916	60.22%	661,613	52.89%	* 616,849
Age 45–64	68.70%	2,230,895	64.62%	2,101,431	58.24%	* 1,927,786
Age 65 or Older	63.16%	2,216,137	56.28%	1,994,720	50.75%	* 1,717,847
Annual Household Income <\$36,000	71.96%	2,798,242	66.16%	2,647,420	60.89%	* 2,365,990
Annual Household Income \$36,000 or more	58.51%	1,713,761	55.22%	1,603,448	47.85%	* 1,539,062
Priority Groups 1–3	63.65%	1,813,890	60.66%	1,768,390	54.73%	* 1,656,491
Priority Groups 4–6	69.98%	1,923,306	64.57%	1,803,731	59.68%	* 1,611,747
Priority Groups 7–8	59.99%	1,323,753	54.23%	1,185,644	46.59%	* 994,244
Male	65.27%	4,788,386	60.48%	4,481,257	54.47%	* 4,001,180
Female	58.17%	272,562	56.90%	276,508	50.63%	* 261,303
OEF/OIF/OND	59.34%	332,352	58.12%	393,195	54.41%	* 435,115
Not OEF/OIF/OND	65.27%	4,728,596	60.46%	4,364,569	54.20%	* 3,827,368

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below shows the degree of respondent agreement that they like going to the VA because they can talk to other Veterans. For 2012, the majority of respondents in each VISN completely agreed or agreed. The exceptions, where fewer than half completely agreed or agreed with the statement, were VISNs 3, 5, 19, 20, and 22. Across the two most recent survey years, there was a significant decrease in agreement with the statement for most VISNs.

Table 37. Veterans like me like going to VA because you can to talk to other Veterans (completely agree or agree)

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	63.49%	214,818	61.31%	203,605	55.61%	* 188,825
2	65.97%	134,956	61.60%	121,351	54.99%	* 109,284
3	59.15%	190,942	59.24%	183,257	45.71%	* 139,838
4	69.15%	312,545	61.96%	269,184	56.93%	* 247,968
5	57.40%	112,012	55.80%	112,467	48.55%	* 101,705
6	65.16%	285,866	62.42%	281,240	53.26%	* 244,572
7	66.80%	324,316	59.65%	300,509	54.75%	* 290,851
8	63.57%	419,297	58.77%	396,261	51.63%	* 312,537
9	68.61%	252,658	64.95%	235,278	55.70%	* 210,152
10	67.77%	191,427	62.33%	181,633	54.45%	* 162,643
11	68.46%	240,128	64.30%	230,946	54.55%	* 200,934
12	69.27%	233,068	63.83%	204,720	52.05%	* 177,693
15	68.85%	211,971	59.61%	190,823	56.07%	. 180,231
16	69.13%	426,502	60.13%	376,951	57.17%	. 367,219
17	61.93%	232,362	59.83%	231,988	54.11%	* 214,106
18	62.24%	204,112	60.95%	202,968	51.69%	* 175,628
19	59.62%	147,682	55.74%	141,586	49.24%	* 127,236
20	58.80%	206,891	52.39%	191,465	48.71%	. 183,086
21	60.65%	207,921	57.29%	194,549	53.34%	. 187,205
22	59.32%	240,674	58.96%	255,355	47.91%	* 209,839
23	68.75%	270,791	63.14%	251,618	54.97%	* 230,921

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Cost

The cost domain is comprised of two questions.

Seven of ten respondents (69.24%) either completely agreed or agreed that the VA offers the best value for their healthcare dollar. As seen in previous tables, trends in the response pattern show that from 2011 to 2012, the proportion reporting they completely agreed increased significantly (15.98% to 21.42%), the proportion reporting they agreed decreased significantly (59.05% to 47.83%), and the proportion that neither agreed nor disagreed increased significantly (10.25% to 17.99%).

Table 38. VA offers Veterans like me the best value for our healthcare dollar

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	19.36%	1,511,357	15.98%	1,261,890	21.42% *	1,716,320
Agree	54.59%	4,260,436	59.05%	4,661,667	47.83% *	3,832,470
Neither Agree nor Disagree	10.47%	817,410	10.25%	809,316	17.99% *	1,441,852
Disagree	7.29%	568,702	8.03%	633,601	5.96% *	477,248
Completely Disagree	1.48%	115,861	1.54%	121,640	1.77% .	141,820
DK/REF	6.80%	530,870	5.15%	406,991	5.04% .	403,595
Total	100.00%	7,804,639	100.00%	7,895,107	100.00% -	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Examining this item as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the majority of respondents completely agreed or agreed that the VA was the best value for their healthcare dollar. From 2011 to 2012, there were significant decreases in agreement across all demographics except for female respondents.

Table 39. VA offers Veterans like me the best value for our healthcare dollar (completely agree or agree)

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	65.26%	684,508	65.79%	722,850	63.02% *	734,924
Age 45–64	75.76%	2,460,108	77.99%	2,536,176	73.02% *	2,418,887
Age 65 or Older	74.88%	2,627,176	75.18%	2,664,530	70.67% *	2,394,978
Annual Household Income <\$36,000	81.49%	3,168,426	82.21%	3,289,621	79.09% *	3,072,107

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Annual Household Income \$36,000 or more	67.55%	1,978,676	68.77%	1,997,079	62.10%	* 1,999,075
Priority Groups 1–3	73.06%	2,081,768	74.72%	2,178,425	70.18%	* 2,124,855
Priority Groups 4–6	77.40%	2,127,407	79.24%	2,213,794	76.16%	* 2,059,491
Priority Groups 7–8	70.82%	1,562,617	70.05%	1,531,337	63.89%	* 1,364,444
Male	74.28%	5,448,945	75.42%	5,588,047	70.79%	* 5,203,638
Female	68.90%	322,848	69.04%	335,510	66.74%	. 345,152
OEF/OIF/OND	65.26%	365,502	63.72%	431,100	61.74%	* 494,081
Not OEF/OIF/OND	74.63%	5,406,291	76.09%	5,492,457	71.52%	* 5,054,709

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the majority of respondents across all VISNs completely agreed or agreed that the VA offers the best value for their healthcare dollar. However, from 2011 to 2012, many VISNs showed a significant decrease in the proportion of respondents agreeing with the statement. In 2012, values range from a high of 73.56% (VISN 9), to a low of 60.38% (VISN 5).

Table 40. VA offers Veterans like me the best value for our healthcare dollar (completely agree or agree)

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	73.57%	248,936	74.40%	247,096	68.81%	* 233,682
2	72.92%	149,174	73.47%	144,733	67.99%	* 135,123
3	65.80%	212,391	68.84%	212,924	59.43%	* 181,831
4	74.39%	336,222	74.12%	321,975	71.51%	. 311,458
5	67.18%	131,110	67.12%	135,279	60.38%	* 126,493
6	71.82%	315,084	74.32%	334,860	67.52%	* 310,077
7	74.23%	360,398	73.58%	370,728	67.89%	* 360,605
8	77.21%	509,279	75.49%	508,963	69.52%	* 420,836
9	75.04%	276,345	77.41%	280,412	73.56%	* 277,517
10	73.56%	207,787	77.74%	226,570	71.62%	* 213,927
11	75.85%	266,031	76.82%	275,925	71.16%	* 262,125

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
12	75.54%	254,159	80.05%	256,727	71.25% *	243,265
15	76.49%	235,493	75.69%	242,291	69.80% *	224,357
16	78.55%	484,633	75.32%	472,206	73.12% .	469,623
17	66.89%	250,987	72.66%	281,711	68.37% *	270,535
18	73.09%	239,705	77.63%	258,500	72.38% *	245,932
19	69.96%	173,293	74.33%	188,823	67.94% *	175,530
20	72.04%	253,456	71.72%	262,130	66.10% *	248,480
21	75.16%	257,655	75.46%	256,246	71.48% .	250,837
22	73.98%	300,134	76.36%	330,676	65.23% *	285,686
23	78.58%	309,511	78.98%	314,770	71.62% *	300,859

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

The 2012 response pattern for the second question in this domain shows trends similar to those presented above. Seven of ten respondents (69.19%) either completely agreed or agreed that the VA is the most cost-effective healthcare provider for Veterans. Again, from 2011 to 2012, the proportion reporting they completely agreed increased significantly, the proportion reporting they agreed decreased significantly, and the proportion that neither agreed nor disagreed increased significantly. There are small but significant changes in the rest of the categories, with the exception of DK/REF.

Table 41. VA is the most cost-effective healthcare provider for Veterans like me

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	19.47%	1,519,218	16.37%	1,292,079	22.45% *	1,798,595
Agree	54.41%	4,246,310	58.14%	4,590,306	46.74% *	3,745,760
Neither Agree nor Disagree	10.12%	789,851	10.50%	828,990	17.83% *	1,428,407
Disagree	7.53%	587,617	8.36%	660,302	6.10% *	488,783
Completely Disagree	1.47%	114,420	1.27%	99,949	1.57% *	125,677
DK/REF	7.01%	547,220	5.36%	423,478	5.32% .	426,083
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below provides results on respondent agreement that the VA is the most cost-effective provider for Veterans. As before, while agreement was quite high, there was a significant decrease in agreement from 2011 to 2012 across all demographics, except among female respondents.

Table 42. VA is the most cost-effective healthcare provider for Veterans like me (completely agree or agree)

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	67.49%	707,914	68.22%	749,551	64.18%	* 748,386
Age 45–64	75.99%	2,467,537	77.54%	2,521,657	73.65%	* 2,440,938
Age 65 or Older	73.82%	2,590,077	73.67%	2,611,177	69.57%	* 2,355,031
Annual Household Income <\$36,000	81.45%	3,167,044	82.20%	3,289,455	79.62%	* 3,092,441
Annual Household Income \$36,000 or more	66.96%	1,961,273	67.22%	1,952,003	61.17%	* 1,969,241
Priority Groups 1–3	73.56%	2,096,207	74.39%	2,168,781	71.04%	* 2,151,550
Priority Groups 4–6	77.40%	2,127,433	79.08%	2,209,248	75.92%	* 2,051,690
Priority Groups 7–8	69.88%	1,541,887	68.81%	1,504,356	62.83%	* 1,341,115
Male	74.07%	5,433,586	74.88%	5,548,022	70.74%	* 5,197,378
Female	70.84%	331,942	68.80%	334,363	66.99%	. 346,977
OEF/OIF/OND	66.78%	374,000	64.87%	438,874	62.97%	* 503,883
Not OEF/OIF/OND	74.42%	5,391,528	75.41%	5,443,511	71.34%	* 5,040,472

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISNs, the table below provides results on respondent agreement that the VA is the most cost-effective healthcare provider for Veterans. The majority (59%–80%) of respondents across all VISNs and all three survey years completely agreed or agreed with that statement. However, all VISNs except 4, 9, 16, 17, and 21 showed significant decreases in the percentages that agreed.

Table 43. VA is the most cost-effective healthcare provider for Veterans like me (completely agree or agree)

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	72.41%	245,025	75.97%	252,299	69.31%	* 235,368
2	71.02%	145,275	74.73%	147,216	66.88%	* 132,918
3	64.55%	208,363	67.23%	207,949	59.56%	* 182,212
4	76.70%	346,628	73.95%	321,239	70.16%	. 305,585
5	69.03%	134,716	67.15%	135,337	60.15%	* 126,014
6	70.80%	310,635	74.79%	337,000	68.34%	* 313,829
7	75.23%	365,251	73.31%	369,366	67.38%	* 357,933
8	76.49%	504,541	77.08%	519,729	71.40%	* 432,224
9	76.07%	280,133	76.16%	275,869	73.40%	. 276,921
10	73.18%	206,708	76.93%	224,199	71.46%	* 213,458
11	76.17%	267,161	77.13%	277,034	70.99%	* 261,481
12	77.71%	261,487	80.33%	257,642	72.51%	* 247,570
15	78.26%	240,947	74.93%	239,857	69.77%	* 224,247
16	79.34%	489,504	74.02%	464,051	72.48%	. 465,554
17	68.32%	256,363	70.58%	273,677	67.64%	. 267,643
18	71.15%	233,332	77.75%	258,900	70.25%	* 238,695
19	69.28%	171,597	72.80%	184,934	68.44%	* 176,831
20	70.68%	248,679	70.04%	255,990	65.04%	* 244,495
21	74.65%	255,917	74.62%	253,401	72.03%	. 252,774
22	71.17%	288,743	73.56%	318,551	65.13%	* 285,243
23	77.31%	304,511	77.32%	308,137	72.21%	* 303,350

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Quality

This domain contains two questions relating to quality of care that Veterans received.

Eight of ten respondents (78.87%) either completely agreed or agreed that VA healthcare providers treat their patients with respect. As observed in other key drivers, responses show similar trends: a significant increase in the *completely agree* category, a significant decrease in the *agree* category, and a near doubling of the *neither agree nor disagree* category.

Table 44. VA healthcare providers treat their patients with respect

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	24.61%	1,920,819	22.30%	1,760,230	27.98%	* 2,241,862
Agree	58.85%	4,592,804	61.65%	4,867,162	50.89%	* 4,077,847
Neither Agree nor Disagree	6.98%	544,749	6.75%	532,860	12.40%	* 993,722
Disagree	4.01%	312,713	4.15%	327,267	3.66%	* 293,000
Completely Disagree	0.93%	72,734	1.09%	85,670	1.14%	. 91,155
DK/REF	4.62%	360,817	4.08%	321,916	3.94%	. 315,718
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	- 8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below provides results on respondent agreement that VA providers treat patients with respect. Across the demographic categories, a majority of respondents completely agreed or agreed that VA providers treat patients with respect. Except among female respondents, all demographic categories showed significant decreases in agreement from 2011 to 2012.

Table 45. VA healthcare providers treat their patients with respect (completely agree or agree)

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	78.50%	823,347	76.28%	838,050	72.11%	* 841,994
Age 45–64	83.14%	2,699,509	83.84%	2,726,436	79.46%	* 2,637,197
Age 65 or Older	85.24%	2,990,766	86.41%	3,062,906	83.59%	* 2,840,518
Annual Household Income <\$36,000	87.36%	3,396,810	88.13%	3,526,482	85.55%	* 3,328,873
Annual Household Income \$36,000 or more	80.72%	2,364,393	80.43%	2,335,512	74.74%	* 2,411,179
Priority Groups 1–3	82.67%	2,355,691	83.31%	2,428,666	79.00%	* 2,394,988
Priority Groups 4–6	85.21%	2,341,985	85.85%	2,398,228	83.46%	* 2,260,707
Priority Groups 7–8	82.30%	1,815,946	82.36%	1,800,498	77.60%	* 1,664,014
Male	83.75%	6,144,232	84.42%	6,254,975	80.57%	* 5,934,411
Female	78.83%	369,391	76.63%	372,417	74.19%	. 385,298

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
OEF/OIF/OND	79.74%	446,623	78.96%	534,157	74.38%	* 595,276
Not OEF/OIF/OND	83.75%	6,067,000	84.41%	6,093,235	80.80%	* 5,724,433

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Categorized by VISN classification, the majority of respondents across all VISNs completely agreed or agreed that VA providers treat patients with respect; however, most VISNs showed significant decreases in agreement from 2011 to 2012.

Table 46. VA healthcare providers treat patients with respect (completely agree or agree)

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	83.60%	282,881	88.27%	293,157	81.61%	* 277,131
2	83.46%	170,722	84.58%	166,613	79.29%	* 157,564
3	80.18%	258,813	80.96%	250,444	70.90%	* 216,911
4	86.11%	389,167	85.59%	371,827	80.63%	* 351,213
5	78.30%	152,797	78.76%	158,743	70.88%	* 148,488
6	83.74%	367,389	81.47%	367,080	74.89%	* 343,915
7	79.23%	384,676	80.73%	406,732	77.75%	. 413,034
8	85.71%	565,359	87.85%	592,315	82.07%	* 496,817
9	84.53%	311,271	87.23%	315,963	79.75%	* 300,904
10	83.33%	235,390	84.06%	244,989	80.29%	. 239,825
11	85.07%	298,378	87.18%	313,149	81.14%	* 298,894
12	84.70%	284,984	84.90%	272,284	80.41%	* 274,538
15	86.09%	265,070	81.69%	261,515	79.30%	. 254,885
16	85.94%	530,200	80.78%	506,423	79.73%	. 512,120
17	77.77%	291,825	82.17%	318,584	76.81%	* 303,928
18	81.55%	267,453	84.42%	281,142	78.35%	* 266,225
19	82.05%	203,236	84.72%	215,212	79.75%	* 206,057
20	83.06%	292,240	82.36%	301,031	78.46%	* 294,909
21	82.65%	283,334	81.02%	275,149	81.84%	. 287,207
22	83.05%	336,942	82.83%	358,701	73.83%	* 323,360

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
23	86.69%	341,486	89.41%	356,329	83.74% *	351,774

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

One-half (49.28%) of 2012 respondents agreed that Veterans who use VA are satisfied with the healthcare they receive; 18.34% completely agreed with this statement. This means that 67.54% either completely agreed or agreed with this statement in 2012, compared to 73.05% in 2011. Significant differences are noted in the table.

Table 47. Veterans like me who use VA are satisfied with the healthcare they receive

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	17.87%	1,395,023	14.80%	1,168,537	18.26% *	1,463,578
Agree	55.82%	4,356,545	58.25%	4,599,118	49.28% *	3,948,808
Neither Agree nor Disagree	10.59%	826,674	10.81%	853,679	18.34% *	1,469,924
Disagree	8.42%	657,137	8.92%	704,143	7.17% *	574,712
Completely Disagree	1.89%	147,621	1.86%	147,087	2.01% .	161,378
DK/REF	5.40%	421,636	5.35%	422,540	4.93% .	394,905
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below shows how strongly enrollees agreed that Veterans like them were satisfied with the healthcare they received. While the majority of respondents in each category completely agreed or agreed with the statement, agreement has decreased significantly from 2011 to 2012 across all demographics except female respondents.

Table 48. Veterans like me who use VA are satisfied with the healthcare they receive (completely agree or agree)

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	61.24%	642,314	60.33%	662,864	55.37% *	645,685
Age 45–64	73.15%	2,375,398	73.29%	2,383,487	68.75% *	2,280,459
Age 65 or Older	77.92%	2,733,855	76.78%	2,721,304	73.32% *	2,486,242
Annual Household Income <\$36,000	79.24%	3,081,230	78.91%	3,157,703	75.74% *	2,943,458
Annual Household Income \$36,000 or more	69.11%	2,024,374	68.29%	1,983,235	61.74% *	1,988,805
Priority Groups 1–3	71.74%	2,044,342	71.16%	2,074,630	66.55% *	2,015,560
Priority Groups 4–6	76.14%	2,092,592	76.22%	2,129,210	72.63% *	1,965,087
Priority Groups 7–8	73.18%	1,614,632	71.53%	1,563,816	66.91% *	1,431,738
Male	74.29%	5,449,856	73.72%	5,461,960	69.32% *	5,099,912
Female	64.39%	301,711	62.91%	305,696	60.43% .	312,474
OEF/OIF/OND	64.32%	360,244	60.07%	406,360	56.77% *	454,176
Not OEF/OIF/OND	74.42%	5,391,324	74.27%	5,361,296	70.09% *	4,958,211

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by VISN, the table below shows that the majority of respondents across all VISNs completely agreed or agreed that Veterans were satisfied with the healthcare they received. For 2012, values ranged from 59.21% (VISN 5) to 74.63% (VISN 23). Many VISNs showed statistically significant decreases in agreement from 2011 to 2012.

Table 49. Veterans like me who use VA are satisfied with the healthcare they receive (completely agree or agree)

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	75.61%	255,850	77.16%	256,252	69.30% *	235,318
2	72.99%	149,307	76.03%	149,775	69.43% *	137,970
3	69.39%	223,983	68.84%	212,943	60.51% *	185,113
4	76.60%	346,182	76.21%	331,081	72.93% .	317,660
5	66.68%	130,119	67.38%	135,791	59.21% *	124,041
6	71.29%	312,793	69.46%	312,988	64.64% *	296,845

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
7	71.28%	346,061	68.72%	346,224	64.46%	* 342,422
8	77.00%	507,871	75.67%	510,168	70.14%	* 424,617
9	75.90%	279,508	75.81%	274,620	69.77%	* 263,248
10	73.84%	208,587	74.52%	217,184	69.81%	. 208,539
11	75.14%	263,567	75.89%	272,577	69.41%	* 255,694
12	75.80%	255,035	76.89%	246,598	69.00%	* 235,570
15	77.89%	239,818	70.30%	225,048	67.60%	. 217,287
16	77.59%	478,690	71.75%	449,832	69.60%	. 447,013
17	65.56%	245,984	66.72%	258,710	63.62%	. 251,705
18	70.48%	231,135	77.41%	257,773	68.83%	* 233,894
19	70.25%	174,016	72.94%	185,282	64.16%	* 165,764
20	69.07%	243,014	68.97%	252,063	63.43%	* 238,439
21	73.14%	250,720	72.45%	246,032	70.26%	. 246,579
22	72.59%	294,510	70.84%	306,777	61.92%	* 271,181
23	79.92%	314,809	80.28%	319,929	74.63%	* 313,478

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Knowledge of VA Benefits

Veterans were asked to indicate how much they agreed or disagreed that they know what is available to them through their VA benefits. Consistently across the previous three survey years, one in 10 enrollees completely agreed with this statement. In 2012, 61.80% of enrollees either completely agreed (10.89%) or agreed (50.91%). The proportion completely agreeing increased slightly but significantly from 2011 to 2012 (from 9.31% to 10.89%), while the proportion that agreed decreased significantly over the same period (from 59.62% to 50.91%).

Table 50. I feel I know what is available to me through my VA benefits

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	10.20%	796,259	9.31%	735,159	10.89%	* 872,757
Agree	58.22%	4,543,620	59.62%	4,706,849	50.91%	* 4,079,662
Neither Agree nor Disagree	8.61%	672,043	8.02%	633,196	13.77%	* 1,103,780
Disagree	16.35%	1,276,434	17.06%	1,347,183	16.59%	. 1,329,148

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Disagree	2.47%	193,012	2.60%	204,898	4.20% *	336,942
DK/REF	4.14%	323,267	3.39%	267,820	3.63% .	291,014
Total	100.00%	7,804,639	100.00%	7,895,107	100.00% -	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below shows Veterans' perceptions of their knowledge of VA benefits; it shows that the majority of respondents, regardless of demographic category, agree that they know what benefits are available through the VA. However, there was a significant decrease in this agreement from 2011 to 2012 across all demographics except female respondents.

Table 51. I feel I know what is available to me through my VA benefits (completely agree or agree)

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	56.65%	594,230	58.27%	640,196	51.35% *	599,782
Age 45–64	67.52%	2,192,400	68.70%	2,234,131	61.79% *	2,052,802
Age 65 or Older	72.77%	2,553,248	72.44%	2,567,681	67.57% *	2,299,835
Annual Household Income <\$36,000	72.51%	2,819,336	71.88%	2,876,271	67.22% *	2,618,207
Annual Household Income \$36,000 or more	65.31%	1,913,127	66.90%	1,942,845	58.11% *	1,878,297
Priority Groups 1–3	69.52%	1,981,130	70.97%	2,069,029	64.61% *	1,961,105
Priority Groups 4–6	68.68%	1,887,760	68.56%	1,915,436	64.09% *	1,736,274
Priority Groups 7–8	66.67%	1,470,989	66.67%	1,457,542	58.39% *	1,255,040
Male	68.84%	5,050,262	69.38%	5,140,584	62.95% *	4,641,675
Female	61.81%	289,617	62.03%	301,424	59.74% .	310,744
OEF/OIF/OND	58.84%	329,568	61.08%	413,232	53.53% *	428,256
Not OEF/OIF/OND	69.16%	5,010,311	69.66%	5,028,776	63.78% *	4,524,164

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below shows degree of respondent agreement that they know what is available through VA benefits. The majority of respondents across all VISNs (for example, between 54.15% and 66.46% in 2012) completely agreed or agreed that they know what is available through VA benefits. All VISNs, except for 11 and 21, showed significant decreases in agreement from 2011 to 2012.

Table 52. I feel I know what is available to me through my VA benefits (completely agree or agree)

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	68.70%	232,456	73.15%	242,942	63.04% *	214,084
2	70.98%	145,206	70.57%	139,013	60.59% *	120,403
3	64.17%	207,132	65.41%	202,324	54.15% *	165,653
4	69.55%	314,318	67.22%	292,035	61.74% *	268,904
5	65.79%	128,387	66.80%	134,641	56.13% *	117,579
6	63.64%	279,201	68.08%	306,768	60.12% *	276,075
7	67.56%	327,998	64.67%	325,801	59.10% *	313,933
8	70.23%	463,210	71.35%	481,084	62.49% *	378,300
9	70.78%	260,652	71.00%	257,176	64.58% *	243,655
10	67.27%	190,018	70.57%	205,672	62.46% *	186,569
11	69.20%	242,719	67.73%	243,272	64.82% .	238,783
12	68.48%	230,430	69.25%	222,088	61.48% *	209,907
15	70.13%	215,914	68.72%	219,980	61.76% *	198,515
16	72.90%	449,748	69.16%	433,556	64.55% *	414,571
17	64.60%	242,395	68.94%	267,304	61.72% *	244,215
18	69.67%	228,481	70.28%	234,050	64.54% *	219,299
19	63.03%	156,115	68.86%	174,922	60.59% *	156,548
20	65.92%	231,937	65.91%	240,895	59.70% *	224,421
21	70.43%	241,462	67.55%	229,416	63.49% .	222,812
22	66.40%	269,409	66.74%	289,030	59.14% *	259,005
23	71.77%	282,681	75.28%	300,029	66.46% *	279,179

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

The second question in this domain indicates how much Veterans agree or disagree that they understand how their VA benefits work. Similar to the other question in this domain, 60.95% either completely agreed or agreed with this statement. One in five respondents in 2012 (20.42%) either disagreed or completely disagreed, indicating that they do not understand how their VA health benefits work. Significant differences are noted in *Table 53*.

Table 53. I understand how my VA health benefits work

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	10.29%	802,756	9.50%	750,404	10.28%	* 823,522
Agree	58.79%	4,588,708	60.15%	4,748,931	50.67%	* 4,060,314
Neither Agree nor Disagree	9.46%	738,547	8.81%	695,770	14.91%	* 1,194,850
Disagree	15.10%	1,178,768	15.99%	1,262,038	16.44%	. 1,317,090
Completely Disagree	2.28%	178,306	2.49%	196,614	3.98%	* 318,894
DK/REF	4.07%	317,551	3.06%	241,348	3.73%	* 298,634
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	- 8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

For 2012, over 50% of respondents across all demographics indicated that they understood how VA health benefits work. However, there was a significant decrease in this agreement from 2011 to 2012 across all demographics.

Table 54. I understand how my VA health benefits work (completely agree or agree)

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	58.95%	618,260	60.82%	668,220	51.28%	* 598,809
Age 45–64	68.91%	2,237,749	69.64%	2,264,664	61.38%	* 2,036,058
Age 65 or Older	72.26%	2,535,455	72.41%	2,566,449	66.36%	* 2,248,969
Annual Household Income <\$36,000	73.29%	2,849,879	72.20%	2,889,089	66.49%	* 2,582,976
Annual Household Income \$36,000 or more	65.76%	1,926,303	68.13%	1,978,505	57.43%	* 1,852,740
Priority Groups 1–3	70.76%	2,016,407	72.58%	2,115,989	65.32%	* 1,979,081
Priority Groups 4–6	69.41%	1,907,879	69.21%	1,933,444	62.35%	* 1,685,843
Priority Groups 7–8	66.49%	1,467,178	66.32%	1,449,900	56.96%	* 1,218,912

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Male	69.51%	5,099,468	69.88%	5,177,849	62.12% *	4,568,790
Female	62.32%	291,996	66.15%	321,485	60.68% *	315,047
OEF/OIF/OND	59.28%	332,042	61.50%	416,093	52.88% *	423,077
Not OEF/OIF/OND	69.84%	5,059,422	70.42%	5,083,241	63.06% *	4,460,760

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISNs, the table below shows degree of respondent agreement that they understand how VA health benefits work. The majority of respondents across all VISNs agreed that they know what is available through VA benefits. For 2012, values range from 51.73% (VISN 3) to 65.48% (VISN 9). All VISNs (with the exception of VISN 16) experienced significant decreases in agreement from 2011 to 2012.

Table 55. I understand how my VA health benefits work (completely agree or agree)

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	69.81%	236,217	74.07%	246,001	62.01% *	210,576
2	69.65%	142,478	70.58%	139,042	58.86% *	116,966
3	63.46%	204,842	64.59%	199,807	51.73% *	158,253
4	71.57%	323,470	66.87%	290,498	61.89% *	269,552
5	64.95%	126,750	67.31%	135,669	54.16% *	113,459
6	68.30%	299,658	68.76%	309,807	60.77% *	279,055
7	70.02%	339,939	68.83%	346,797	57.67% *	306,338
8	71.88%	474,141	73.09%	492,832	64.13% *	388,246
9	70.37%	259,127	73.01%	264,474	65.48% *	247,042
10	69.37%	195,947	69.56%	202,728	61.20% *	182,800
11	70.38%	246,870	70.20%	252,139	61.91% *	228,060
12	68.69%	231,109	69.69%	223,509	60.63% *	206,994
15	73.22%	225,419	70.10%	224,419	60.24% *	193,616
16	72.03%	444,407	68.34%	428,438	64.19% .	412,257
17	64.01%	240,197	69.40%	269,093	60.75% *	240,366
18	69.64%	228,390	71.88%	239,351	63.15% *	214,570
19	63.80%	158,030	69.05%	175,414	60.77% *	157,020

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
20	66.19%	232,867	66.03%	241,347	58.30% *	219,159
21	69.22%	237,310	67.41%	228,915	62.80% *	220,371
22	65.70%	266,572	67.39%	291,855	56.72% *	248,442
23	70.50%	277,716	74.57%	297,191	64.44% *	270,684

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Availability of Non-VA Benefits

This domain is comprised of two questions.

In 2012, 15.4% of respondents completely agreed that they have a doctor outside the VA that they really like and trust; the largest proportion (36.23%) agreed with this statement. Combined, a little more than half (51.61%) completely agreed or agreed with this statement in 2012, compared to 60.05% in 2010 and 56.53% in 2011. Changes in all categories from 2011 to 2012 are statistically significant.

Table 56. I have a doctor outside VA who I really like and trust

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	12.69%	990,040	11.69%	923,281	15.38% *	1,232,624
Agree	47.37%	3,696,797	44.83%	3,539,751	36.23% *	2,903,045
Neither Agree nor Disagree	5.64%	439,903	5.88%	464,011	11.35% *	909,870
Disagree	25.30%	1,974,452	27.41%	2,164,418	22.51% *	1,804,078
Completely Disagree	6.84%	534,179	8.09%	638,479	11.02% *	882,849
DK/REF	2.17%	169,265	2.09%	165,165	3.50% *	280,838
Total	100.00%	7,804,639	100.00%	7,895,107	100.00% -	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, *Table 57* shows degree of respondent agreement that they have a non-VA doctor they like and trust. In 2012, less than half of respondents younger than 45 (37.42%) and those 45–64 (43.37%) reported that they completely agreed or agreed with this statement. Similarly, less than half of respondents with an annual household income of less than \$36,000 (42.8%), less than half of those in Priority Groups 4–6 (41.55%), less than half of females (47.10%), and less than half of OEF/OIF/OND respondents (41.20%) reported that they

completely agreed or agreed with this statement. There were significant decreases in agreement from 2011 to 2012 across all demographics except female respondents and respondents who participated in OEF/OIF/OND.

Table 57. I have a doctor outside VA who I really like and trust (completely agree or agree)

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	45.85%	480,957	40.42%	444,123	37.42%	* 436,827
Age 45–64	50.06%	1,625,449	47.32%	1,538,787	43.37%	* 1,434,178
Age 65 or Older	73.55%	2,580,431	69.97%	2,480,121	66.60%	* 2,264,663
Annual Household Income <\$36,000	51.27%	1,993,716	47.78%	1,911,981	42.82%	* 1,663,208
Annual Household Income \$36,000 or more	70.41%	2,062,288	67.55%	1,961,511	63.44%	* 2,047,888
Priority Groups 1–3	58.23%	1,659,384	55.13%	1,607,210	51.59%	* 1,562,633
Priority Groups 4–6	50.07%	1,376,146	46.57%	1,301,141	41.55%	* 1,121,082
Priority Groups 7–8	74.84%	1,651,307	71.11%	1,554,680	67.60%	* 1,451,954
Male	60.72%	4,454,443	57.02%	4,224,659	52.90%	* 3,890,880
Female	49.60%	232,394	49.05%	238,373	47.10%	. 244,789
OEF/OIF/OND	47.97%	268,644	42.83%	289,739	41.20%	. 329,410
Not OEF/OIF/OND	60.99%	4,418,193	57.81%	4,173,293	53.80%	* 3,806,259

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by VISN, the table below shows that between 43.58% (VISN 18) and 62.40% (VISN 3) of respondents completely agreed or agreed that they have a non-VA doctor they like and trust. Several decreases from 2011 to 2012 are statistically significant.

Table 58. I have a doctor outside VA who I really like and trust (completely agree or agree)

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	66.07%	223,548	63.87%	212,099	59.14%	* 200,833
2	64.27%	131,465	61.21%	120,570	57.48%	. 114,232
3	69.98%	225,901	66.64%	206,147	62.40%	* 190,915
4	69.82%	315,542	62.58%	271,852	57.79%	* 251,726
5	62.77%	122,500	57.17%	115,220	55.88%	. 117,059
6	61.73%	270,816	55.14%	248,434	52.36%	. 240,454
7	59.80%	290,356	55.83%	281,266	54.46%	. 289,292
8	56.31%	371,436	56.99%	384,263	52.11%	* 315,480

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
9	54.88%	202,115	52.94%	191,767	49.84%	. 188,034
10	62.02%	175,188	59.43%	173,196	54.80%	. 163,707
11	62.28%	218,445	61.28%	220,125	54.48%	* 200,685
12	59.52%	200,275	55.28%	177,290	51.82%	. 176,929
15	59.96%	184,612	59.02%	188,931	52.03%	* 167,223
16	57.99%	357,770	54.55%	341,959	46.24%	* 296,977
17	60.49%	226,958	53.75%	208,396	47.20%	* 186,743
18	53.48%	175,390	48.30%	160,835	43.58%	* 148,084
19	56.32%	139,495	53.88%	136,870	47.29%	* 122,198
20	54.22%	190,763	50.59%	184,893	46.02%	* 172,997
21	55.54%	190,403	52.77%	179,222	47.14%	* 165,413
22	53.38%	216,571	50.85%	220,227	43.61%	* 190,991
23	65.32%	257,277	60.09%	239,462	56.11%	. 235,688

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

In 2012, one in nine (11.03%) respondents completely agreed that their family has a health insurance plan that covers them and the rest of the family; however, the largest proportion (30.09%) disagreed with this statement. Combined, almost two in five (37.67%) completely agreed or agreed, while 51.11% disagreed or completely disagreed. Changes in all categories from 2011 to 2012 are statistically significant.

Table 59. My family has a health insurance plan that covers me and the rest of the family

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	8.27%	645,296	7.36%	580,878	11.03%	* 883,748
Agree	35.92%	2,803,054	32.65%	2,577,584	26.64%	* 2,134,563
Neither Agree nor Disagree	3.37%	263,374	3.39%	267,552	6.65%	* 533,174
Disagree	36.40%	2,840,648	38.53%	3,041,925	30.09%	* 2,410,863
Completely Disagree	12.62%	984,847	14.39%	1,136,121	21.02%	* 1,684,390
DK/REF	3.43%	267,416	3.69%	291,045	4.57%	* 366,567
	100.00%	7,804,639	100.00%	7,895,107	100.00%	- 8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below provides results on respondent agreement that they have a health insurance plan that covers self and family. The majority of respondents in households earning \$36,000 or more annually (56.61%), and respondents with OEF/OIF/OND status (52.77%) completely agreed or agreed with this statement, compared to less than half of the respondents in the other demographic categories. There was a significant increase in this agreement from 2011 to 2012 among respondents under the age of 45, and respondents with OEF/OIF/OND status. Significant decreases are seen among respondents aged 65 or older, those in households earning less than \$36,000 per year, respondents in Priority Groups 1–3, male respondents, and respondents who did not participate in OEF/OIF/OND.

Table 60. My family has a health insurance plan that covers me and the rest of the family (completely agree or agree)

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	48.92%	513,147	44.32%	486,928	47.38% *	552,739
Age 45–64	40.00%	1,299,012	36.48%	1,186,197	35.08% .	1,163,943
Age 65 or Older	46.63%	1,636,191	41.91%	1,485,335	38.41% *	1,301,630
Annual Household Income <\$36,000	31.05%	1,207,153	26.68%	1,067,469	23.39% *	908,878
Annual Household Income \$36,000 or more	61.55%	1,803,027	57.75%	1,677,007	56.61% .	1,825,669
Priority Groups 1–3	49.01%	1,396,694	44.41%	1,294,707	42.30% *	1,280,800
Priority Groups 4–6	31.48%	865,306	28.28%	790,010	26.83% .	724,562
Priority Groups 7–8	53.77%	1,186,351	49.12%	1,073,744	47.25% .	1,012,950
Male	44.39%	3,256,419	40.09%	2,970,007	38.22% *	2,810,804
Female	40.96%	191,931	38.78%	188,455	40.03% .	207,508
OEF/OIF/OND	55.04%	308,279	50.12%	339,097	52.77% *	421,893
Not OEF/OIF/OND	43.34%	3,140,071	39.06%	2,819,365	36.71% *	2,596,419

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

In 2012, a minority of respondents across all VISNs completely agreed or agreed that they have a health insurance plan that covers self and family. There were significant decreases in agreement from 2011 to 2012 in three VISNs: 3, 17, and 19.

Table 61. My family has a health insurance plan that covers me and the rest of the family (completely agree or agree)

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	47.41%	160,440	44.11%	146,500	41.78%	141,886
2	50.09%	102,473	44.38%	87,430	42.73%	84,917
3	47.83%	154,393	48.10%	148,776	43.05%	131,710
4	51.27%	231,737	42.37%	184,045	40.79%	177,660
5	52.52%	102,490	46.56%	93,831	46.67%	97,769
6	39.50%	173,285	38.32%	172,641	36.38%	167,066
7	42.48%	206,225	38.03%	191,612	35.66%	189,438
8	39.00%	257,214	36.38%	245,278	35.18%	212,968
9	40.66%	149,747	37.70%	136,560	34.95%	131,877
10	44.98%	127,056	42.38%	123,522	41.34%	123,479
11	45.38%	159,174	42.77%	153,611	39.03%	143,771
12	45.02%	151,490	38.87%	124,681	39.70%	135,558
15	44.61%	137,337	39.96%	127,931	37.99%	122,092
16	41.40%	255,453	34.39%	215,584	32.88%	211,166
17	43.71%	163,996	39.39%	152,728	34.81%	137,748
18	41.00%	134,457	37.43%	124,638	35.07%	119,173
19	44.27%	109,664	43.43%	110,320	39.13%	101,106
20	43.58%	153,325	37.40%	136,680	34.88%	131,100
21	46.00%	157,698	38.08%	129,332	34.59%	121,382
22	39.92%	161,981	37.30%	161,527	33.71%	147,646
23	50.45%	198,707	47.98%	191,225	44.94%	188,791

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Current and Future Uses of VA

In 2012, two-thirds (64.62%) of respondents either completely agreed or agreed that they would use the VA more if the cost of healthcare increased for them; half (48.70%) agreed and 15.92% completely agreed with this statement. Almost one in five 2012 enrollees neither agreed nor disagreed. Changes in all categories from 2011 to 2012 are statistically significant.

Table 62. If the cost of healthcare to me increases, I will use VA more¹

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	11.44%	636,995	11.61%	642,530	15.92% *	966,771
Agree	58.87%	3,278,253	58.93%	3,260,591	48.70% *	2,957,475
Neither Agree nor Disagree	10.95%	609,617	9.22%	510,098	17.96% *	1,090,802
Disagree	13.56%	755,036	15.04%	831,913	10.69% *	648,942
Completely Disagree	1.40%	78,017	1.69%	93,550	2.37% *	143,987
DK/REF	3.78%	210,655	3.50%	193,916	4.36% *	264,498
Total	100.00%	5,568,575	100.00%	5,532,600	100.00% -	6,072,477

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below shows degree of respondent agreement that they would use VA more if the cost of healthcare increases for them. In 2012, the majority of respondents (between 62.18% and 69.08%) across all demographics completely agreed or agreed with this statement. However, from 2011 to 2012 and across all demographics except female respondents, there were significant decreases in the proportion that completely agreed or agreed.

Table 63. If the cost of healthcare to me increases, I will use VA more (completely agree or agree)

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	66.02%	525,311	66.11%	549,398	62.18% *	571,409
Age 45–64	72.07%	1,438,525	72.43%	1,407,264	66.83% *	1,514,458
Age 65 or Older	70.28%	1,951,411	70.56%	1,946,458	66.66% *	1,838,378
Annual Household Income <\$36,000	74.89%	1,794,409	74.82%	1,808,183	69.08% *	1,786,279
Annual Household Income \$36,000 or more	68.40%	1,656,144	68.90%	1,632,519	64.69% *	1,787,352
Priority Groups 1–3	69.54%	1,385,693	68.22%	1,372,537	65.73% *	1,464,543

¹ Not asked of Veterans who report using VA for all of their healthcare needs

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Priority Groups 4–6	71.62%	1,230,292	73.21%	1,252,372	66.71% *	1,228,033
Priority Groups 7–8	69.92%	1,299,262	70.62%	1,278,212	65.73% *	1,231,669
Male	70.50%	3,700,370	70.94%	3,687,610	66.18% *	3,679,534
Female	67.25%	214,878	64.44%	215,511	63.88% .	244,712
OEF/OIF/OND	67.36%	301,087	65.81%	359,033	63.61% *	415,770
Not OEF/OIF/OND	70.57%	3,614,161	71.07%	3,544,087	66.33% *	3,508,476

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

The majority of respondents across all VISNs either completely agreed or agreed that they would use VA more if the cost of healthcare increases for them. In fact, percentages in 2012 do not fall below 60% or rise above 68%. However, all significant differences between 2011 and 2012 show a decrease in agreement.

Table 64. If the cost of healthcare to me increases, I will use VA more (completely agree or agree)

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	67.70%	170,855	75.09%	189,794	65.65% *	175,735
2	72.42%	111,910	74.59%	109,658	66.35% *	102,958
3	69.36%	181,025	71.07%	171,923	62.09% *	161,868
4	73.29%	257,954	70.87%	231,455	65.52% *	224,911
5	70.89%	104,453	65.30%	95,876	60.32% *	101,088
6	69.18%	216,850	71.58%	221,687	65.92% *	228,258
7	69.46%	233,513	71.70%	244,310	67.05% *	270,781
8	69.19%	318,680	67.62%	300,610	64.30% .	291,909
9	71.02%	171,495	68.54%	158,216	65.94% .	179,623
10	72.50%	146,378	73.70%	153,992	61.40% *	137,591
11	73.39%	179,362	73.91%	184,865	62.25% *	174,162
12	72.32%	171,809	71.07%	156,213	67.49% .	172,033
15	72.39%	151,812	70.67%	160,216	62.22% *	150,516
16	72.46%	294,844	66.51%	282,065	66.26% .	304,272
17	68.13%	175,013	69.32%	184,635	65.26% .	190,716
18	68.51%	158,099	72.33%	157,481	62.92% *	154,511

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
19	67.31%	125,664	69.20%	126,639	64.77% *	127,609
20	67.87%	172,665	68.89%	175,790	62.66% *	175,432
21	70.51%	169,207	69.30%	161,582	65.54% .	170,900
22	65.77%	183,432	69.56%	212,665	65.32% .	214,019
23	73.03%	220,218	74.29%	223,436	63.62% *	215,346

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

The second question in this domain asked if Veterans would only use VA if they did not have access to any other source of healthcare; one-half (49.78%) of the 2012 respondents either completely agreed or agreed with this statement. Similar to trends in other questions, from 2011 to 2012, the proportion of respondents who completely agreed increased significantly, while the proportion that agreed decreased significantly. All other changes from 2011 to 2012 also are significant.

Table 65. I would only use VA if I did not have access to any other source of healthcare

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	8.68%	677,716	9.05%	714,505	12.53% *	1,003,777
Agree	44.07%	3,439,117	45.45%	3,587,979	37.25% *	2,985,063
Neither Agree nor Disagree	7.20%	562,184	6.63%	523,444	12.31% *	986,640
Disagree	31.62%	2,467,531	31.07%	2,453,256	26.09% *	2,090,743
Completely Disagree	6.08%	474,808	5.59%	441,301	8.67% *	694,725
DK/REF	2.35%	183,281	2.21%	174,620	3.15% *	252,356
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below provides results on respondent agreement that they would only use VA if they did not have access to any other source of healthcare. From 2011 to 2012, and across all demographics except females, there were significant decreases in the proportion that completely agreed or agreed.

Table 66. I would only use VA if I did not have access to any other source of healthcare (completely agree or agree)

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	47.26%	495,708	50.01%	549,465	46.46%	* 542,189
Age 45–64	50.53%	1,640,638	51.94%	1,688,940	48.28%	* 1,599,870
Age 65 or Older	56.45%	1,980,486	58.23%	2,064,079	54.23%	* 1,846,782
Annual Household Income <\$36,000	53.03%	2,061,959	55.36%	2,215,335	50.30%	* 1,957,776
Annual Household Income \$36,000 or more	52.97%	1,551,663	54.27%	1,575,891	51.32%	* 1,659,025
Priority Groups 1–3	48.46%	1,380,927	49.71%	1,449,238	46.18%	* 1,400,936
Priority Groups 4–6	53.11%	1,459,720	56.07%	1,566,451	51.22%	* 1,384,747
Priority Groups 7–8	57.84%	1,276,186	58.86%	1,286,795	55.97%	* 1,203,157
Male	53.28%	3,908,862	55.03%	4,076,999	51.08%	* 3,763,127
Female	44.38%	207,971	46.40%	225,485	43.37%	. 225,713
OEF/OIF/OND	48.21%	269,989	49.53%	335,116	47.04%	* 376,310
Not OEF/OIF/OND	53.10%	3,846,844	54.96%	3,967,369	50.97%	* 3,612,530

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below provides results on respondent agreement that they would only use VA if they did not have access to any other source of healthcare. From 45.46% to 58.31% of respondents completely agreed or agreed with that statement. All significant differences from 2011 to 2012 are decreases in agreement.

Table 67. I would only use VA if I did not have access to any other source of healthcare (completely agree or agree)

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	52.06%	176,152	58.03%	192,718	53.04%	* 180,118
2	54.28%	111,029	54.20%	106,776	52.09%	. 103,527
3	61.46%	198,378	62.05%	191,929	58.31%	. 178,378
4	57.16%	258,330	57.34%	249,086	49.99%	* 217,733
5	55.75%	108,789	55.91%	112,691	51.32%	* 107,514
6	52.22%	229,127	50.94%	229,507	47.05%	. 216,090

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
7	50.43%	244,836	52.85%	266,287	49.49%	. 262,908
8	50.68%	334,293	54.65%	368,449	51.08%	. 309,211
9	49.41%	181,955	51.78%	187,554	46.30%	* 174,670
10	52.81%	149,184	59.19%	172,490	48.33%	* 144,382
11	51.34%	180,081	52.41%	188,252	48.36%	. 178,145
12	56.09%	188,741	58.57%	187,834	53.15%	* 181,476
15	50.31%	154,898	56.86%	182,032	47.03%	* 151,153
16	52.81%	325,838	51.35%	321,913	46.30%	* 297,369
17	53.62%	201,189	55.41%	214,850	50.46%	* 199,649
18	52.81%	173,191	53.36%	177,688	51.47%	. 174,900
19	49.83%	123,418	53.77%	136,593	47.94%	* 123,863
20	50.24%	176,780	52.66%	192,458	50.56%	. 190,044
21	51.01%	174,884	53.57%	181,910	51.60%	. 181,069
22	55.15%	223,772	55.39%	239,863	51.53%	. 225,680
23	51.27%	201,956	50.58%	201,594	45.46%	* 190,951

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

The third question in this domain asked if Veterans agreed or disagreed with the statement, “Veterans who can afford to use other sources of healthcare should leave the VA to those who really need it.” The largest proportion (one-third, or 32.83%) of respondents in 2012 agreed with this statement, and 26.80% disagreed. Combining agreement categories, 41.66% either agreed or completely agreed, while 36.98% disagreed or completely disagreed. Changes in all categories from 2011 to 2012 are statistically significant.

Table 68. Veterans who can afford to use other sources of healthcare should leave the VA to those who really need it

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	7.08%	552,744	7.23%	571,092	8.83%	* 707,369
Agree	40.29%	3,144,711	42.13%	3,326,159	32.83%	* 2,630,801
Neither Agree nor Disagree	11.33%	884,439	10.79%	852,026	17.82%	* 1,428,256
Disagree	31.26%	2,439,848	30.98%	2,445,996	26.80%	* 2,147,580

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Disagree	6.66%	519,577	5.92%	467,071	10.18% *	815,584
DK/REF	3.37%	263,316	2.95%	232,762	3.54% *	283,715
Total	100.00%	7,804,639	100.00%	7,895,107	100.00% -	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, 2012 results showed that between 32.28% (female enrollees) and 47.06% (enrollees aged 65 or older) of respondents agreed or completely agreed that Veterans who can afford to use other sources of healthcare should leave the VA to those who really need it. From 2011 to 2012 and across all demographics except females, there were significant decreases in the proportion that completely agreed or agreed.

Table 69. Veterans who can afford to use other sources of healthcare should leave the VA to those who really need it (completely agree or agree)

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	40.69%	426,790	43.52%	478,127	36.83% *	429,789
Age 45–64	43.34%	1,407,168	46.20%	1,502,518	39.23% *	1,302,688
Age 65 or Older	53.11%	1,863,497	54.07%	1,916,605	47.06% *	1,605,692
Annual Household Income <\$36,000	49.49%	1,924,446	51.74%	2,070,472	44.56% *	1,735,441
Annual Household Income \$36,000 or more	47.02%	1,377,392	48.28%	1,401,921	40.64% *	1,316,382
Priority Groups 1–3	42.03%	1,197,690	43.36%	1,263,981	36.45% *	1,106,828
Priority Groups 4–6	50.17%	1,378,917	52.45%	1,465,275	46.07% *	1,247,365
Priority Groups 7–8	50.80%	1,120,847	53.43%	1,167,995	45.65% *	983,977
Male	48.14%	3,531,544	50.35%	3,730,382	42.96% *	3,170,165
Female	35.41%	165,911	34.34%	166,869	32.28% .	168,005
OEF/OIF/OND	41.24%	230,959	42.50%	287,541	36.15% *	289,324
Not OEF/OIF/OND	47.85%	3,466,496	50.01%	3,609,710	42.95% *	3,048,847

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

In 2012, and across all VISNs, fewer than 50% of respondents completely agreed or agreed that Veterans who can afford to use other sources of healthcare should leave the VA to those who really need it. All VISNs except 7 and 16 showed a significant decrease in agreement among respondents from 2011 to 2012, perhaps indicating greater support for all Veterans to use VA services.

Table 70. Veterans who can afford to use other sources of healthcare should leave the VA to those who really need it (completely agree or agree)

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	47.21%	159,739	50.53%	167,817	44.54% *	151,247
2	49.16%	100,562	52.09%	102,608	40.87% *	81,214
3	51.63%	166,649	57.24%	177,067	48.31% *	147,787
4	51.23%	231,554	51.93%	225,573	40.64% *	177,024
5	48.49%	94,630	48.04%	96,828	40.25% *	84,316
6	46.75%	205,097	46.57%	209,815	40.03% *	183,831
7	46.73%	226,868	45.51%	229,268	42.45% .	225,516
8	48.27%	318,399	51.13%	344,761	44.32% *	268,284
9	45.62%	168,008	47.96%	173,717	38.51% *	145,277
10	44.91%	126,856	54.98%	160,234	39.63% *	118,385
11	44.96%	157,693	49.53%	177,923	41.45% *	152,670
12	47.61%	160,194	49.92%	160,120	43.38% *	148,094
15	45.26%	139,351	48.42%	155,008	40.14% *	129,021
16	47.15%	290,928	47.51%	297,880	43.39% .	278,695
17	48.52%	182,066	48.77%	189,087	39.13% *	154,812
18	49.14%	161,153	49.12%	163,568	39.78% *	135,171
19	42.17%	104,460	48.39%	122,917	41.79% *	107,979
20	46.21%	162,586	46.18%	168,793	40.26% *	151,322
21	45.84%	157,145	49.33%	167,541	41.66% *	146,192
22	50.52%	204,967	51.29%	222,117	43.94% *	192,435
23	45.33%	178,541	46.32%	184,600	37.82% *	158,887

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Future Use

Respondents were asked to indicate the primary way they planned to use VA healthcare in the future. As shown, the largest proportion in all three survey years (45.13% in 2010, 47.49% in 2011, and 42.89% in 2012) reported they will use VA as their primary source of healthcare (the decrease from 2011 to 2012 was statistically significant). In 2012, 16.25% planned to use VA healthcare as a safety net, only if needed; this was a significant increase from 2011. In 2012, the third most frequent response included plans to use VA care as a backup to non-VA care for some minor services; this was reported by 11.35% of respondents, a significant decrease from 2011).

Table 71. Please choose the one that best describes the primary way you plan to use VA healthcare in the future. Do you plan to use VA as...

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Primary Care	45.13%	3,521,905	47.49%	3,749,190	42.89%	*	3,436,523
Safety Net	12.26%	956,675	11.78%	929,873	16.25%	*	1,302,095
Backup Care	13.43%	1,048,486	13.06%	1,031,459	11.35%	*	909,768
Prescriptions	8.19%	639,292	8.30%	655,546	7.89%		632,624
Specialized Care	3.64%	283,913	3.74%	294,893	3.49%		279,885
No Plans	13.58%	1,059,550	11.52%	909,144	10.32%	*	827,241
Other	1.09%	84,903	1.07%	84,824	1.17%		93,744
DK/REF	2.69%	209,910	3.04%	240,176	6.63%	*	531,423
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	-	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Public and Private Health Insurance Coverage

VA Health Care

Understanding enrollees with multiple coverages is critical to coordinating care. The Survey of Enrollees asks a series of questions related to insurance coverage and benefits, including Medicare, Medicaid, Tricare, and Private Insurance.

The percent of enrollees with no insurance other than their VA benefits was 22.5 percent. This is a slight decline from 23 percent in 2011.

In the past three survey years, about 80% of respondents reported that they were enrolled in VA healthcare. As all respondents are enrolled in VHA, this question shows respondent awareness of their enrollment. From 2011 to 2012, the proportion dropped from 81.03% to 78.79%, a significant decrease. The proportion reporting that they did not remember enrolling increased significantly from 2011 to 2012 (less than 1% in 2011 to 4.60% of respondents in 2012).

Table 72. Are you enrolled in VA healthcare?

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	79.75%	6,224,374	81.03%	6,397,152	78.79%	* 6,313,371
No	16.29%	1,271,683	14.79%	1,167,645	13.37%	* 1,071,634
I do not remember enrolling	0.47%	36,605	0.52%	41,325	4.60%	* 368,486
DK/REF	3.48%	271,974	3.66%	288,983	3.24%	* 259,815
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	- 8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below indicates levels of enrollment in VA healthcare. Across survey years 2010–2012 and all demographics, the majority of respondents reported enrollment in VA healthcare. From 2011 to 2012, there was a significant decrease in VA healthcare enrollment among all groups except enrollees less than 45 years old, female enrollees, and enrollees that participated in OEF/OIF/OND.

Table 73. Are you enrolled in VA healthcare?

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	71.81%	753,196	72.87%	800,665	71.03%	. 834,016
Age 45–64	82.03%	2,663,501	83.71%	2,722,171	81.19%	* 2,724,154
Age 65 or Older	80.02%	2,807,676	81.09%	2,874,316	79.09%	* 2,755,200
Annual Household Income <\$36,000	86.77%	3,275,599	88.27%	3,419,855	86.53%	* 3,319,197
Annual Household Income \$36,000 or more	77.62%	2,182,410	79.63%	2,219,296	75.63%	* 2,403,807
Priority Groups 1–3	84.91%	2,336,624	86.10%	2,430,191	83.26%	* 2,481,370
Priority Groups 4–6	82.98%	2,196,431	86.28%	2,316,978	83.84%	* 2,222,938
Priority Groups 7–8	79.26%	1,691,319	78.64%	1,649,981	75.83%	* 1,609,062
Male	82.55%	5,852,992	84.19%	6,017,439	81.45%	* 5,903,078
Female	83.89%	371,382	82.71%	379,712	81.02%	. 410,293
OEF/OIF/OND	76.63%	403,496	76.18%	484,066	75.26%	. 575,534
Not OEF/OIF/OND	83.08%	5,820,878	84.83%	5,913,086	82.10%	* 5,737,836

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below provides data on VA healthcare enrollment. Across all VISNs and survey years, VA enrollment was between 70% and 86%. However, the majority of VISNs showed a decrease in enrollment from 2010 to 2012. In 2012, values ranged from a high of 82.53% (VISN 9), to a low of 70.20% (VISN 5). VISNs 2, 7, 8, 9, 12, 15, and 18 showed a significant decrease in reported VA healthcare enrollment from 2011 to 2012.

Table 74. Are you enrolled in VA healthcare?

VISN	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	
1	80.56%	272,589	81.68%	271,243	78.76%	.	267,450
2	78.33%	160,226	83.19%	163,868	77.73%	*	154,470
3	76.43%	246,691	73.27%	226,651	72.24%	.	221,003
4	78.43%	354,484	79.45%	345,165	77.16%	.	336,058
5	75.72%	147,759	73.58%	148,287	70.20%	.	147,069
6	79.60%	349,217	79.72%	359,217	77.98%	.	358,089
7	79.67%	386,821	80.47%	405,408	76.51%	*	406,433
8	83.36%	549,825	85.42%	575,921	80.68%	*	488,440
9	80.43%	296,198	86.01%	311,563	82.53%	*	311,387
10	80.40%	227,104	82.02%	239,034	77.68%	.	232,047
11	78.46%	275,199	79.59%	285,872	78.91%	.	290,659
12	80.15%	269,693	82.11%	263,356	76.86%	*	262,419
15	81.89%	252,115	81.19%	259,919	76.59%	*	246,162
16	83.55%	515,499	79.84%	500,509	81.86%	.	525,780
17	74.45%	279,349	81.93%	317,687	79.34%	.	313,941
18	81.55%	267,463	85.16%	283,602	79.76%	*	271,036
19	77.50%	191,961	78.77%	200,102	81.05%	.	209,405
20	79.77%	280,658	79.14%	289,245	79.91%	.	300,376
21	77.80%	266,720	82.45%	280,017	81.71%	.	286,763
22	79.11%	320,948	79.93%	346,167	78.78%	.	345,054
23	79.68%	313,846	81.38%	324,307	80.78%	.	339,322

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Medicare Coverage

All survey respondents reported on whether they were covered by Medicare. In 2012, one-half (49.9%) reported they were covered. This was similar to the proportions seen in 2011 (50.97%) and 2010 (51.44%), though the decrease between 2011 and 2012 was statistically significant. From 2011 to 2012, the proportion of enrollees without Medicare coverage increased significantly (47.43% to 48.48%).

Table 75. Are you covered by Medicare?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Yes	51.44%	4,015,013	50.97%	4,024,035	49.93%	*	4,001,098
No	47.14%	3,679,235	47.43%	3,744,887	48.48%	*	3,884,769
DK/REF	1.41%	110,390	1.60%	126,184	1.59%		127,440
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	-	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table shows Medicare coverage. Across survey years 2010–2012, about 93% of respondents aged 65 or older reported they were enrolled in Medicare. Individuals with an annual household income of less than \$36,000 were more likely to be enrolled in Medicare across all three survey cycles, as were men and Priority Groups 7–8 respondents. Respondents who had participated in OEF/OIF/OND were less likely to be enrolled in Medicare than were those who had not. There were statistically significant decreases between 2011 and 2012 in respondents in Priority Groups 4–6 and 7–8.

Table 76. Respondents covered by Medicare

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Age <45	5.81%	60,942	5.00%	54,936	4.31%	.	50,546
Age 45–64	21.51%	698,438	21.11%	686,470	22.04%	.	739,420
Age 65 or Older	92.79%	3,255,631	92.61%	3,282,628	92.17%	.	3,211,130
Annual Household Income <\$36,000	56.74%	2,206,344	55.18%	2,208,125	54.62%	.	2,164,264
Annual Household Income \$36,000 or more	41.95%	1,228,926	43.21%	1,254,776	42.36%	.	1,386,534
Priority Groups 1–3	40.08%	1,142,032	41.07%	1,197,365	41.83%	.	1,281,759
Priority Groups 4–6	49.69%	1,365,790	48.17%	1,345,717	46.27%	*	1,270,830

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Priority Groups 7–8	68.31%	1,507,189	67.74%	1,480,952	65.78%	*	1,448,508
Male	53.22%	3,904,465	52.78%	3,910,686	51.93%	.	3,887,882
Female	23.59%	110,547	23.32%	113,349	21.51%	.	113,215
OEF/OIF/OND	4.41%	24,698	4.10%	27,763	4.48%	.	35,984
Not OEF/OIF/OND	55.08%	3,990,314	55.36%	3,996,272	54.99%	.	3,965,113

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below provides data on Medicare coverage. In 2012, Medicare coverage ranged from a high of 58.29% (VISN 3) to a low of 41.11% (VISN 5). The majority of VISNs saw Medicare coverage among Veterans decrease in 2012, however the only statistically significant decrease was for VISN 4.

Table 77. Respondents covered by Medicare

VISN	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
1	59.59%	201,642	58.96%	195,804	56.34%	.	191,313
2	52.05%	106,480	52.89%	104,193	51.20%	.	101,757
3	58.22%	187,910	58.96%	182,381	58.29%	.	178,330
4	57.44%	259,615	62.39%	271,051	56.88%	*	247,765
5	44.44%	86,730	42.82%	86,306	41.11%	.	86,121
6	48.74%	213,823	46.76%	210,679	48.21%	.	221,406
7	51.77%	251,367	43.99%	221,640	46.30%	.	245,969
8	55.19%	364,063	57.63%	388,585	55.07%	.	333,387
9	50.65%	186,505	51.70%	187,261	48.20%	.	181,848
10	51.05%	144,213	52.24%	152,238	50.57%	.	151,043
11	50.19%	176,053	50.68%	182,048	52.65%	.	193,954
12	50.71%	170,622	52.33%	167,837	49.88%	.	170,287
15	52.82%	162,623	50.84%	162,753	48.40%	.	155,577
16	48.29%	297,958	49.63%	311,117	48.80%	.	313,421
17	46.06%	172,836	45.07%	174,763	44.16%	.	174,741
18	51.01%	167,302	49.15%	163,689	51.21%	.	173,995
19	44.67%	110,642	46.20%	117,370	47.88%	.	123,708

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
20	47.89%	168,490	46.70%	170,698	46.59%	175,114
21	48.52%	166,328	48.07%	163,249	47.73%	167,495
22	46.79%	189,834	42.13%	182,450	42.33%	185,395
23	58.38%	229,964	57.19%	227,913	54.39%	228,461

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Respondents with Medicare were asked to report whether they chose to obtain Medicare coverage through a Medicare Advantage Plan (*yes* in the table below). In each survey year, about one in five respondents chose this option, while the majority obtained their Medicare coverage through the Original Medicare Plan (*no* in the table below). The increase in the proportion of respondents who did not choose a Medicare Advantage Plan was significant between 2011 and 2012 (58.26% to 61.82%); the decrease in the proportion of respondents who did not know or refused to answer this question was also significant over the same period (20.55% to 17.07%).

Table 78. Did you choose to receive your Medicare coverage through a Medicare Advantage Plan and not through the Original Medicare Plan?

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	20.68%	830,484	21.19%	852,736	21.12%	845,015
No	59.59%	2,392,474	58.26%	2,344,479	61.82%	2,473,280
DK/REF	19.73%	792,054	20.55%	826,820	17.07%	682,801
Total	100.00%	4,015,013	100.00%	4,024,035	100.00%	4,001,098

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below provides results for respondents who said they obtained their Medicare coverage through a Medicare Advantage Plan (MAP). The proportion of respondents with a MAP increased with age and with increasing Priority Group number. Respondents with OEF/OIF/OND status were less likely to be enrolled through a MAP (for instance 14.50% in 2011, and 15.61% in 2012). There were no statistically significant changes between 2011 and 2012.

Table 79. Has Medicare coverage through Medicare Advantage Plan

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	13.77%	8,390	12.03%	6,611	11.32%	5,721
Age 45–64	17.15%	119,755	17.84%	122,495	17.81%	131,713
Age 65 or Older	21.57%	702,337	22.04%	723,629	22.04%	707,581
Annual Household Income <\$36,000	22.07%	486,922	22.24%	490,989	22.42%	485,178
Annual Household Income \$36,000 or more	18.75%	230,466	20.79%	260,919	20.39%	282,697
Priority Groups 1–3	15.50%	176,983	17.04%	204,032	16.55%	212,080
Priority Groups 4–6	21.58%	294,759	22.46%	302,261	21.49%	273,110
Priority Groups 7–8	23.80%	358,740	23.39%	346,442	24.84%	359,824
Male	20.84%	813,725	21.37%	835,543	21.24%	825,752
Female	15.16%	16,758	15.17%	17,193	17.01%	19,263
OEF/OIF/OND	17.15%	4,236	14.50%	4,026	15.61%	5,616
Not OEF/OIF/OND	20.71%	826,247	21.24%	848,709	21.17%	839,399

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below provides data on Medicare coverage through a MAP. A minority of respondents across all VISNs indicated that their Medicare coverage was through a Medicare Advantage Plan. The only significant difference between 2011 and 2012 was in VISN 23, which decreased from 24.42% to 19.35%.

Table 80. Has Medicare coverage through Medicare Advantage Plan

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	16.33%	32,920	16.77%	32,831	19.03%	36,407
2	24.01%	25,561	25.75%	26,832	23.68%	24,091
3	15.99%	30,043	20.19%	36,821	21.39%	38,139
4	25.76%	66,876	23.72%	64,283	22.05%	54,635
5	13.31%	11,542	13.11%	11,311	15.05%	12,963
6	19.80%	42,332	15.72%	33,125	18.69%	41,379
7	21.61%	54,314	19.09%	42,309	20.71%	50,938

VISN	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
8	22.98%	83,658	22.62%	87,909	21.77%	.	72,567
9	18.87%	35,188	19.16%	35,877	22.67%	.	41,224
10	23.31%	33,619	26.58%	40,470	27.69%	.	41,824
11	20.30%	35,737	22.73%	41,379	21.27%	.	41,248
12	20.62%	35,188	20.81%	34,925	19.64%	.	33,449
15	18.15%	29,508	21.15%	34,419	18.36%	.	28,571
16	18.82%	56,090	16.53%	51,428	17.05%	.	53,425
17	14.46%	24,986	18.95%	33,123	18.04%	.	31,522
18	23.13%	38,703	24.82%	40,631	22.18%	.	38,584
19	19.21%	21,252	20.23%	23,742	19.70%	.	24,374
20	20.90%	35,207	19.27%	32,896	19.04%	.	33,340
21	22.53%	37,472	23.57%	38,478	25.86%	.	43,309
22	29.23%	55,497	29.76%	54,288	31.72%	.	58,804
23	19.47%	44,783	24.42%	55,649	19.35%	*	44,213

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Respondents with the Original Medicare Plan were asked a series of follow-up questions. First, respondents were asked whether their coverage paid for care if they were hospitalized. In 2012, about 86% of respondents said *yes*, about 4% said *no*, and close to 10% *did not know*. Compared to 2011, the proportion indicating *yes* significantly increased, while the proportion reporting they did not know significantly decreased.

Table 81. Does your Medicare coverage pay for care if you are hospitalized?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Yes	84.36%	2,686,431	84.34%	2,674,692	85.96%	*	2,712,909
No	4.93%	156,992	4.32%	137,132	4.10%	.	129,503
DK/REF	10.71%	341,104	11.34%	359,474	9.94%	*	313,670
Total	100.00%	3,184,528	100.00%	3,171,299	100.00%	-	3,156,082

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below shows the proportions of respondents reporting Medicare coverage that pays for hospitalization. The majority of respondents across all demographics indicated that their Medicare coverage paid for hospitalization. The following groups showed a significant increase from 2011 to 2012: respondents aged 45–64 and 65 or older, respondents with annual household incomes of \$36,000 or more, respondents in Priority Groups 1–3, male respondents, and respondents who did not participate in OEF/OIF/OND.

Table 82. Has Medicare coverage that pays for hospitalization

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	
Age <45	67.51%	35,478	72.53%	35,049	71.79%	.	32,180
Age 45–64	77.97%	451,187	78.46%	442,509	81.86%	*	497,483
Age 65 or Older	86.15%	2,199,765	85.86%	2,197,133	87.21%	*	2,183,245
Annual Household Income <\$36,000	83.36%	1,433,283	83.12%	1,427,333	84.15%	.	1,412,939
Annual Household Income \$36,000 or more	87.60%	874,648	87.15%	866,146	89.14%	*	983,934
Priority Groups 1–3	81.88%	790,211	83.28%	827,228	85.27%	*	912,094
Priority Groups 4–6	82.39%	882,401	81.81%	853,694	83.52%	.	833,270
Priority Groups 7–8	88.28%	1,013,818	87.59%	993,769	88.87%	.	967,544
Male	84.34%	2,606,670	84.40%	2,595,522	86.00%	*	2,633,399
Female	85.04%	79,761	82.33%	79,169	84.63%	.	79,509
OEF/OIF/OND	65.81%	13,466	65.39%	15,521	71.07%	.	21,583
Not OEF/OIF/OND	84.48%	2,672,964	84.48%	2,659,170	86.10%	*	2,691,326

* Tested, significant; 95% confidence level; 5% significance level

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- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below provides data on Medicare coverage that pays for hospitalization. A majority of 2012 respondents (80% or more) across all VISNs indicated that their Medicare coverage pays for hospitalization. The only significant difference between 2011 and 2012 was in VISN 18, where the proportion of respondents with Medicare hospitalization coverage increased from 80.29% to 86.50%.

Table 83. Has Medicare coverage that pays for hospitalization

VISN	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
1	86.15%	145,358	87.80%	143,089	88.74%	.	137,458
2	81.28%	65,774	85.42%	66,082	83.81%	.	65,091
3	88.24%	139,305	90.07%	131,109	87.58%	.	122,786
4	86.07%	165,881	85.06%	175,879	84.31%	.	162,827
5	88.20%	66,313	87.16%	65,366	87.10%	.	63,722
6	80.69%	138,380	85.24%	151,344	85.86%	.	154,569
7	87.44%	172,305	84.93%	152,305	88.38%	.	172,363
8	84.62%	237,293	81.98%	246,500	83.76%	.	218,459
9	82.33%	124,579	83.76%	126,800	87.85%	.	123,533
10	83.62%	92,476	80.95%	90,472	85.21%	.	93,070
11	85.71%	120,270	85.03%	119,612	86.23%	.	131,673
12	86.10%	116,613	84.54%	112,358	87.03%	.	119,094
15	85.73%	114,124	84.78%	108,800	87.98%	.	111,736
16	83.38%	201,662	84.74%	220,057	86.46%	.	224,799
17	85.57%	126,511	85.77%	121,477	86.07%	.	123,269
18	83.10%	106,864	80.29%	98,809	86.50%	*	117,135
19	82.94%	74,143	84.11%	78,748	87.70%	.	87,116
20	84.75%	112,955	84.00%	115,758	80.82%	.	114,579
21	79.13%	101,963	79.01%	98,581	83.58%	.	103,790
22	80.97%	108,777	78.95%	101,181	84.52%	.	106,992
23	83.63%	154,875	87.28%	150,356	86.21%	.	158,837

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

In all three survey years, over three-quarters of enrollees with the Original Medicare Plan reported that Medicare pays for doctor's office visits. The proportion of enrollees who did not know whether their Medicare coverage paid for doctor's office visits decreased significantly from 2011 to 2012 (9.92% to 9.04%).

Table 84. Does your Medicare coverage pay for doctor's office visits?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Yes	77.62%	2,471,956	77.54%	2,459,138	77.90%	.	2,458,521
No	12.90%	410,862	12.53%	397,511	13.06%	.	412,110
DK/REF	9.47%	301,710	9.92%	314,649	9.04%	*	285,450
Total	100.00%	3,184,528	100.00%	3,171,299	100.00%	-	3,156,082

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below shows the proportions of respondents reporting Medicare coverage that pays for doctor's office visits. The majority of respondents across all demographics reported that their Medicare coverage paid for doctor's office visits. There were no statistically significant changes from 2011 to 2012.

Table 85. Medicare coverage pays for doctor's office visits

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Age <45	64.41%	33,849	66.34%	32,057	68.95%	.	30,906
Age 45–64	65.82%	380,917	64.60%	364,304	66.34%	.	403,136
Age 65 or Older	80.57%	2,057,188	80.61%	2,062,777	80.86%	.	2,024,479
Annual Household Income <\$36,000	74.73%	1,284,845	73.85%	1,268,185	74.46%	.	1,250,207
Annual Household Income \$36,000 or more	82.80%	826,732	83.37%	828,530	83.07%	.	916,968
Priority Groups 1–3	76.10%	734,366	75.58%	750,807	75.64%	.	809,118
Priority Groups 4–6	72.20%	773,258	72.65%	758,065	72.62%	.	724,511
Priority Groups 7–8	83.97%	964,331	83.76%	950,265	84.96%	.	924,891
Male	77.57%	2,397,593	77.49%	2,383,009	77.83%	.	2,383,249
Female	79.29%	74,363	79.17%	76,129	80.12%	.	75,271
OEF/OIF/OND	73.38%	15,014	67.05%	15,915	69.81%	.	21,200
Not OEF/OIF/OND	77.65%	2,456,942	77.62%	2,443,222	77.98%	.	2,437,320

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below provides data on Medicare coverage that pays for doctor's office visits. A majority of respondents across all VISNs indicated that their Medicare coverage pays for doctor's office visits. There were no significant differences between 2011 and 2012 for any VISN.

Table 86. Medicare coverage pays for doctor's office visits

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	80.28%	135,446	79.53%	129,617	80.60%	124,856
2	75.31%	60,942	75.65%	58,527	72.22%	56,090
3	84.09%	132,757	83.88%	122,101	82.62%	115,824
4	75.06%	144,667	75.47%	156,043	77.53%	149,738
5	80.58%	60,589	79.50%	59,620	79.88%	58,441
6	80.69%	138,377	82.17%	145,902	79.14%	142,482
7	79.56%	156,767	76.40%	137,010	79.42%	154,887
8	78.53%	220,207	80.33%	241,533	80.48%	209,903
9	77.05%	116,587	75.01%	113,546	77.21%	108,572
10	73.67%	81,474	71.72%	80,159	74.52%	81,386
11	75.03%	105,282	74.72%	105,103	77.20%	117,887
12	77.24%	104,603	77.38%	102,848	77.80%	106,457
15	78.05%	103,898	78.93%	101,291	78.17%	99,286
16	78.85%	190,705	77.13%	200,307	78.39%	203,803
17	79.87%	118,084	79.38%	112,438	80.10%	114,718
18	74.56%	95,888	73.17%	90,043	77.52%	104,971
19	76.70%	68,557	78.12%	73,140	75.52%	75,011
20	73.69%	98,212	76.09%	104,858	75.25%	106,677
21	71.70%	92,384	73.09%	91,196	73.82%	91,673
22	72.59%	97,518	72.52%	92,945	74.25%	93,992
23	80.46%	149,002	81.79%	140,899	76.99%	141,857

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Respondents with the Original Medicare Plan were asked to indicate whether they purchased private healthcare coverage to supplement their Medicare plan. In 2012, 43.70% of enrollees purchased a supplemental private plan; this was a significant decrease from 46.90% the prior year. From 2011 to 2012, changes in the proportion of enrollees who did not purchase supplemental healthcare, as well as those who did not know, also were statistically significant.

Table 87. Do you purchase any private healthcare coverage to supplement Medicare; that is, to pay for services Medicare does not pay for?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Yes	47.31%	1,506,570	46.90%	1,487,210	43.70%	*	1,379,314
No	50.82%	1,618,302	50.84%	1,612,332	52.94%	*	1,670,940
DK/REF	1.87%	59,656	2.26%	71,756	3.35%	*	105,827
Total	100.00%	3,184,528	100.00%	3,171,299	100.00%	-	3,156,082

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below shows the proportions of respondents who purchased private healthcare coverage for services not covered by Medicare. The proportion of respondents who reported they purchased private healthcare coverage increased with age; however, between 2011 and 2012, there was a significant decrease (from 52.51% to 48.87%) in the proportion of respondents aged 65 or older who purchased this type of coverage. There also were significant decreases for respondents in both household income groups, for Priority Groups 7–8 respondents, for male respondents, and for respondents who had not participated in OEF/OIF/OND.

Table 88. Respondents purchased private healthcare coverage for services not covered by Medicare

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	
Age <45	17.87%	9,390	17.48%	8,445	13.77%	.	6,173
Age 45–64	25.50%	147,560	23.95%	135,061	24.61%	.	149,532
Age 65 or Older	52.86%	1,349,619	52.51%	1,343,702	48.87%	*	1,223,608
Annual Household Income <\$36,000	44.26%	761,038	42.77%	734,447	40.69%	*	683,279
Annual Household Income \$36,000 or more	51.82%	517,354	52.16%	518,370	46.97%	*	518,427
Priority Groups 1–3	36.69%	354,109	36.01%	357,730	34.15%	.	365,262
Priority Groups 4–6	36.16%	387,329	36.30%	378,735	33.57%	.	334,907
Priority Groups 7–8	66.62%	765,131	66.17%	750,744	62.38%	*	679,144
Male	47.64%	1,472,353	47.19%	1,451,037	43.96%	*	1,346,201
Female	36.48%	34,216	37.62%	36,172	35.24%	.	33,113

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	
OEF/OIF/OND	21.66%	4,431	20.89%	4,959	18.32%	.	5,562
Not OEF/OIF/OND	47.47%	1,502,139	47.09%	1,482,251	43.95%	*	1,373,752

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below provides data on respondents who purchased private healthcare coverage for services not covered by Medicare. For 2012, values ranged from a high of 57.97% (VISN 23) to a low of 31.80% (VISN 22). Enrollees in VISNs 6 and 12 showed significant decreases between 2011 and 2012.

Table 89. Respondents purchased private healthcare coverage for services not covered by Medicare

VISN	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	
1	53.09%	89,576	53.56%	87,283	51.66%	.	80,019
2	50.28%	40,683	49.60%	38,373	45.30%	.	35,186
3	56.85%	89,753	57.62%	83,875	53.61%	.	75,159
4	56.59%	109,075	54.16%	111,980	52.05%	.	100,523
5	50.49%	37,964	50.98%	38,233	45.32%	.	33,157
6	40.11%	68,784	50.83%	90,243	39.06%	*	70,311
7	40.52%	79,839	42.28%	75,826	38.27%	.	74,635
8	47.77%	133,949	45.09%	135,580	43.69%	.	113,947
9	45.77%	69,252	45.47%	68,840	40.77%	.	57,332
10	46.12%	51,001	40.53%	45,304	44.00%	.	48,060
11	49.93%	70,056	48.59%	68,357	51.01%	.	77,899
12	59.07%	79,996	58.74%	78,072	52.27%	*	71,526
15	52.57%	69,974	49.32%	63,295	48.56%	.	61,669
16	38.77%	93,774	40.49%	105,155	35.69%	.	92,792
17	42.11%	62,254	43.31%	61,339	39.70%	.	56,855
18	39.57%	50,886	38.51%	47,395	34.56%	.	46,803
19	43.11%	38,532	46.06%	43,126	42.45%	.	42,163
20	43.36%	57,787	38.29%	52,765	34.46%	.	48,856
21	44.16%	56,906	38.37%	47,874	36.51%	.	45,340

VISN	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
22	35.17%	47,241	33.38%	42,778	31.80%	.	40,260
23	59.01%	109,279	58.93%	101,506	57.97%	.	106,813

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Respondents with any kind of Medicare (the Original Medicare Plan or a Medicare Advantage Plan) were asked to report whether they had Medicare prescription drug coverage, commonly known as “Part D.” One-third (34.25%) of enrollees in 2012 had obtained this type of coverage; this was a significant decrease from 2011 (36.43%). The increase (56.22% to 58.79%) in those who did not have Part D coverage also was statistically significant.

Table 90. Do you have Medicare prescription drug coverage “Part D?”

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Yes	36.21%	1,453,683	36.43%	1,466,009	34.25%	*	1,370,424
No	57.05%	2,290,606	56.22%	2,262,258	58.79%	*	2,352,442
DK/REF	6.74%	270,723	7.35%	295,768	6.95%	.	278,230
Total	100.00%	4,015,013	100.00%	4,024,035	100.00%	-	4,001,098

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

In 2012, fewer than 40% of respondents across all demographics indicated that they had Medicare prescription drug coverage. There was a significant decrease from 2011 to 2012 for the following respondent categories: those aged 45–64 and 65 or older, those with annual household incomes less than \$36,000, respondents in Priority Groups 1–3, males, and respondents who had not participated in OEF/OIF/OND.

Table 91. Respondents with Medicare prescription drug coverage Part D

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Age <45	33.51%	20,420	33.43%	18,367	28.91%	.	14,613
Age 45–64	30.30%	211,658	32.47%	222,916	27.91%	*	206,363
Age 65 or Older	37.52%	1,221,604	37.31%	1,224,725	35.80%	*	1,149,448
Annual Household Income <\$36,000	37.54%	828,222	38.24%	844,371	35.21%	*	762,073

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	
Annual Household Income \$36,000 or more	34.39%	422,595	33.24%	417,058	32.89%	.	456,005
Priority Groups 1–3	29.20%	333,430	29.54%	353,722	26.86%	*	344,286
Priority Groups 4–6	41.08%	561,113	39.88%	536,636	37.52%	.	476,763
Priority Groups 7–8	37.10%	559,139	38.87%	575,650	37.93%	.	549,374
Male	36.23%	1,414,453	36.49%	1,426,973	34.44%	*	1,339,161
Female	35.49%	39,229	34.44%	39,035	27.61%	.	31,263
OEF/OIF/OND	25.73%	6,353	25.56%	7,097	26.82%	.	9,652
Not OEF/OIF/OND	36.27%	1,447,329	36.51%	1,458,911	34.32%	*	1,360,772

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below shows the percentage and number of respondents who indicated that they have Medicare prescription drug coverage Part D. In 2012, between 28.79% (VISN 20) and 43.76% (VISN 22) of enrollees reported they had Medicare Part D. There were no significant differences between 2011 and 2012 for any VISN.

Table 92. Respondents with Medicare prescription drug coverage Part D

VISN	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	
1	37.41%	75,439	39.19%	76,742	38.48%	.	73,622
2	34.30%	36,525	38.69%	40,308	33.87%	.	34,468
3	44.71%	84,013	42.31%	77,164	36.95%	.	65,900
4	39.22%	101,828	37.04%	100,400	33.96%	.	84,130
5	29.16%	25,293	32.31%	27,882	30.97%	.	26,670
6	38.95%	83,282	36.81%	77,555	31.55%	.	69,852
7	34.92%	87,775	34.40%	76,235	32.32%	.	79,498
8	36.86%	134,209	36.86%	143,233	37.77%	.	125,934
9	34.02%	63,453	29.53%	55,303	31.69%	.	57,630
10	40.02%	57,716	41.18%	62,699	37.76%	.	57,035
11	29.26%	51,505	36.24%	65,967	34.49%	.	66,892

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
12	29.12%	49,678	34.48%	57,866	34.83%	. 59,305
15	35.16%	57,185	32.00%	52,086	33.40%	. 51,961
16	34.35%	102,341	34.12%	106,146	30.05%	. 94,172
17	32.66%	56,453	32.81%	57,339	31.93%	. 55,789
18	38.13%	63,791	37.64%	61,620	33.54%	. 58,359
19	36.29%	40,151	34.20%	40,139	35.26%	. 43,620
20	33.77%	56,898	33.45%	57,103	28.79%	. 50,406
21	35.55%	59,136	39.13%	63,881	38.04%	. 63,721
22	46.15%	87,617	48.71%	88,868	43.76%	. 81,121
23	34.52%	79,383	33.99%	77,465	30.78%	. 70,330

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Medicaid Coverage

All enrollees were asked whether they were covered by Medicaid at that time. A significant decrease from 7.39% in 2011, 6.15% of 2012 enrollees reported this type of coverage. About 3% of enrollees across the three survey years did not know whether they had this type of coverage.

Table 93. Are you currently covered by Medicaid (sometimes referred to as “Medical Assistance”) for any of your healthcare?

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	8.60%	670,937	7.39%	583,513	6.15%	* 492,505
No	87.82%	6,854,381	89.17%	7,040,034	90.65%	* 7,264,149
DK/REF	3.58%	279,319	3.44%	271,559	3.20%	. 256,653
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	- 8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below provides data on current Medicaid coverage. In 2012, Medicaid coverage increased with age (2.34% aged less than 45, 4.50% aged

45–64, and 9.01% aged 65 or older); however, among the oldest enrollees with Medicaid coverage, numbers significantly decreased from 2011 to 2012. The higher income earners, respondents in Priority Groups 1–3 and 7–8, males, and OEF/OIF/OND non-participants also showed significant decreases.

Table 94. Respondents currently covered by Medicaid for any healthcare

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Age <45	1.91%	20,039	2.07%	22,797	2.34%	27,501
Age 45–64	5.35%	173,699	4.58%	148,899	4.50%	150,942
Age 65 or Older	13.60%	477,198	11.62%	411,816	9.01%	314,061
Annual Household Income <\$36,000	11.19%	435,237	9.16%	366,558	8.74%	346,422
Annual Household Income \$36,000 or more	4.71%	137,984	4.81%	139,719	2.88%	94,143
Priority Groups 1–3	5.78%	164,835	5.58%	162,673	4.45%	136,246
Priority Groups 4–6	11.31%	310,880	9.11%	254,489	9.15%	251,450
Priority Groups 7–8	8.85%	195,221	7.61%	166,351	4.76%	104,807
Male	8.88%	651,390	7.63%	565,364	6.28%	469,827
Female	4.17%	19,547	3.73%	18,149	4.31%	22,678
OEF/OIF/OND	1.98%	11,083	1.91%	12,933	1.93%	15,473
Not OEF/OIF/OND	9.11%	659,854	7.90%	570,579	6.62%	477,032

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below provides data on current Medicaid coverage. A minority of respondents across all VISNs indicated that they were covered by Medicaid at that time. The lowest 2012 Medicaid enrollment was among enrollees in VISNs 6 (4.71%) and 16 (4.44%). The decrease in Medicaid coverage rates between 2011 and 2012 was significant for VISNs 2, 4, 8, 16, 21, and 23.

Table 95. Respondents currently covered by Medicaid for any healthcare

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	14.07%	47,599	9.85%	32,716	9.59%	32,580
2	9.96%	20,365	9.87%	19,451	7.08%	14,066
3	11.47%	37,030	8.54%	26,411	8.05%	24,618

VISN	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
4	10.51%	47,521	9.60%	41,698	6.90%	*	30,073
5	9.33%	18,212	7.24%	14,589	7.07%	.	14,804
6	7.30%	32,009	5.43%	24,482	4.71%	.	21,646
7	8.66%	42,067	6.59%	33,212	5.59%	.	29,707
8	9.55%	62,965	8.64%	58,277	5.80%	*	35,098
9	8.57%	31,570	5.46%	19,790	5.78%	.	21,797
10	8.55%	24,161	6.63%	19,311	6.96%	.	20,778
11	7.74%	27,146	8.65%	31,064	7.13%	.	26,246
12	11.06%	37,227	8.71%	27,936	6.83%	.	23,305
15	6.68%	20,556	6.84%	21,906	5.19%	.	16,689
16	6.67%	41,127	7.23%	45,330	4.44%	*	28,545
17	7.39%	27,743	6.91%	26,805	5.14%	.	20,348
18	7.84%	25,720	6.49%	21,612	5.54%	.	18,831
19	5.23%	12,943	6.73%	17,090	6.64%	.	17,158
20	5.63%	19,824	6.57%	24,024	5.60%	.	21,057
21	6.56%	22,475	4.96%	16,831	7.43%	*	26,067
22	7.09%	28,766	5.35%	23,159	5.18%	.	22,698
23	11.15%	43,902	9.49%	37,809	6.28%	*	26,384

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

TRICARE Coverage

About two of eleven (18.13%) enrollees were covered by TRICARE or TRICARE For Life in 2012; this was a significant increase from 16.36% in 2011.

Table 96. Are you currently covered by the Department of Defense’s TRICARE or TRICARE For Life healthcare programs?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Yes	16.94%	1,321,881	16.36%	1,291,524	18.13%	*	1,452,870
No	75.37%	5,882,223	75.42%	5,954,336	75.35%	.	6,037,883

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
DK/REF	7.69%	600,534	8.22%	649,247	6.52%	*	522,554
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	-	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below shows data for respondents that indicated they are currently covered by TRICARE. In 2012, TRICARE coverage ranged from approximately 8.5% of the lower income earners and respondents in Priority Groups 4–6, to one-third of Priority Groups 1–3 (32.29%); 32.94% of enrollees who participated in OEF/OIF/OND responded affirmatively. There was a significant increase in TRICARE coverage from 2011 to 2012 for the following groups: respondents aged 45–64, respondents aged 65 or older, respondents across both income brackets, respondents across all Priority Groups, male respondents, and respondents regardless of OEF/OIF/OND status.

Table 97. Respondents currently covered by TRICARE or TRICARE For Life programs

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Age <45	18.52%	194,273	19.45%	213,737	18.10%	.	212,500
Age 45–64	19.00%	616,943	18.20%	591,781	20.98%	*	704,010
Age 65 or Older	14.55%	510,664	13.71%	486,004	15.40%	*	536,360
Annual Household Income <\$36,000	8.77%	340,994	7.87%	314,898	8.64%	*	342,171
Annual Household Income \$36,000 or more	27.29%	799,390	27.35%	794,247	29.65%	*	970,498
Priority Groups 1–3	30.89%	880,218	31.00%	903,662	32.29%	*	989,639
Priority Groups 4–6	8.30%	228,129	7.32%	204,558	8.46%	*	232,333
Priority Groups 7–8	9.68%	213,533	8.38%	183,303	10.48%	*	230,897
Male	16.47%	1,208,055	15.78%	1,169,156	17.52%	*	1,312,059
Female	24.29%	113,826	25.18%	122,368	26.75%	.	140,811
OEF/OIF/OND	31.05%	173,932	30.21%	204,367	32.94%	*	264,539
Not OEF/OIF/OND	15.85%	1,147,948	15.06%	1,087,156	16.48%	*	1,188,330

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below provides data on current TRICARE coverage. A minority of respondents across all VISNs indicated that they were covered by TRICARE at that time. For 2012, coverage ranged from a high of 30.09% for VISN 5 to a low of 6.34% for VISN 3. There were significant increases between 2011 and 2012 for VISNs 4, 6, 8, 18, and 20.

Table 98. Respondents currently covered by TRICARE or TRICARE For Life programs

VISN	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
1	10.90%	36,885	11.32%	37,594	12.81%	.	43,507
2	10.47%	21,409	11.93%	23,498	12.99%	.	25,820
3	6.18%	19,947	6.84%	21,155	6.34%	.	19,396
4	12.84%	58,015	9.64%	41,893	13.50%	*	58,791
5	24.01%	46,853	28.24%	56,915	30.09%	.	63,033
6	23.76%	104,254	20.58%	92,723	25.78%	*	118,368
7	25.20%	122,332	25.59%	128,924	25.40%	.	134,913
8	17.96%	118,461	14.97%	100,940	19.60%	*	118,640
9	14.54%	53,534	15.46%	56,011	17.73%	.	66,903
10	11.30%	31,906	9.86%	28,735	11.20%	.	33,470
11	12.08%	42,357	10.70%	38,443	11.31%	.	41,678
12	9.99%	33,624	8.10%	25,977	8.58%	.	29,284
15	14.90%	45,884	14.14%	45,276	16.00%	.	51,430
16	17.75%	109,540	21.67%	135,881	21.85%	.	140,333
17	27.54%	103,323	26.70%	103,527	26.18%	.	103,566
18	20.88%	68,488	18.19%	60,566	21.85%	*	74,246
19	19.55%	48,424	20.51%	52,090	21.27%	.	54,968
20	18.51%	65,136	18.90%	69,077	22.01%	*	82,721
21	17.24%	59,091	15.51%	52,655	16.09%	.	56,450
22	17.77%	72,111	16.60%	71,901	18.29%	.	80,114
23	15.31%	60,297	11.98%	47,731	13.15%	.	55,230

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Additional Health Coverage

Over the past three survey years, the proportion of enrollees who were covered by another individual or group health plan was consistent, at slightly less than three in ten (30.67% in 2010, 29.17% in 2011, and 28.92% in 2012).

Table 99. Are you currently covered by any other individual or group health plan that either you or an employer, or someone else such as a family member obtains for you?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Yes	30.67%	2,393,323	29.17%	2,302,827	28.92%	.	2,317,256
No	68.49%	5,345,053	70.08%	5,532,521	69.64%	.	5,580,624
DK/REF	0.85%	66,261	0.76%	59,758	1.44%	*	115,427
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	-	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below shows the proportions of respondents currently covered by other individual or group health plans. There was a significant increase from 2011 to 2012 among respondents aged less than 45 years. There was a significant decrease among individuals aged 65 or older, as well as those with an annual household income of less than \$36,000.

Table 100. Respondents currently covered by other individual or group health plans

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Age <45	43.46%	455,840	38.51%	423,146	43.38%	*	509,336
Age 45–64	35.15%	1,141,271	33.25%	1,081,189	31.93%	.	1,071,390
Age 65 or Older	22.69%	796,211	22.53%	798,492	21.14%	*	736,529
Annual Household Income <\$36,000	18.54%	721,088	18.00%	720,400	16.35%	*	647,717
Annual Household Income \$36,000 or more	46.86%	1,372,534	44.60%	1,295,199	44.45%	.	1,454,775
Priority Groups 1–3	34.03%	969,575	31.68%	923,545	31.14%	.	954,389
Priority Groups 4–6	22.79%	626,286	22.25%	621,585	22.04%	.	605,383
Priority Groups 7–8	36.14%	797,461	34.66%	757,696	34.40%	.	757,483
Male	30.44%	2,233,046	28.84%	2,136,881	28.77%	.	2,154,005

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Female	34.21%	160,277	34.15%	165,946	31.01%	163,251
OEF/OIF/OND	42.28%	236,797	40.23%	272,162	40.80%	327,650
Not OEF/OIF/OND	29.77%	2,156,525	28.13%	2,030,664	27.59%	1,989,605

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below provides data on respondents currently covered by other individual or group health plans. In 2012, between 22.88% (VISN 8) and 41.16% (VISN 3) of enrollees reported that they were covered by other individual or group health plans. There were significant changes between 2011 and 2012 for VISN 5 (increase) and VISN 18 (decrease).

Table 101. Respondents currently covered by other individual or group health plans

VISN	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	34.16%	115,583	33.66%	111,770	31.03%	105,363
2	41.04%	83,956	38.65%	76,134	39.57%	78,642
3	40.85%	131,858	42.34%	130,981	41.16%	125,936
4	35.61%	160,924	34.84%	151,334	32.11%	139,878
5	38.76%	75,646	31.26%	63,007	35.83%	75,057
6	27.47%	120,512	27.19%	122,495	29.24%	134,290
7	26.16%	127,018	27.53%	138,712	26.24%	139,388
8	25.11%	165,643	23.74%	160,069	22.88%	138,502
9	26.96%	99,291	25.75%	93,257	24.96%	94,181
10	32.50%	91,805	32.49%	94,691	30.19%	90,176
11	36.31%	127,364	32.51%	116,784	31.92%	117,564
12	35.57%	119,696	30.26%	97,040	33.10%	112,996
15	29.38%	90,463	27.22%	87,135	27.73%	89,130
16	26.86%	165,714	22.73%	142,498	24.61%	158,064
17	26.53%	99,544	24.65%	95,562	26.66%	105,468
18	25.43%	83,407	28.36%	94,427	23.92%	81,272
19	30.69%	76,016	28.05%	71,248	26.07%	67,351
20	32.44%	114,140	27.88%	101,890	26.58%	99,906

VISN	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
21	33.84%	116,002	31.54%	107,094	29.88%	.	104,860
22	26.72%	108,420	26.59%	115,165	26.77%	.	117,237
23	30.54%	120,308	33.00%	131,521	33.80%	.	141,984

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Respondents with other individual or group health plans were asked three follow-up questions:

- 1) Who provides the coverage?
- 2) Does the plan include prescription drug coverage?
- 3) Is the coverage provided through an HMO or other managed care organization?

As shown below, the largest proportion of 2012 enrollees (40.13%), as well those as in previous years (34.88% in 2011, and 37.23% in 2010) reported that their additional coverage was provided by a current employer. The next most common response in survey years 2010–2012 was that the additional coverage was provided by a former employer. *Table 102* displays results in descending order based on 2012 data.

Table 102. Who provides this coverage? If more than one source applies, please indicate the primary source

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Current Employer, Including COBRA	37.23%	891,051	34.88%	803,289	40.13%	*	929,937
Former Employer	22.30%	533,661	22.31%	513,849	19.76%	*	457,880
Family Member	15.45%	369,830	17.46%	402,179	16.36%	.	379,173
Individually Purchased Coverage	14.14%	338,394	14.86%	342,137	12.09%	*	280,173
Federal, State, Country, or local community health services program	7.63%	182,650	6.85%	157,675	6.71%	.	155,585
Other	1.62%	38,844	1.50%	34,546	1.95%	.	45,298
DK/REF	1.62%	38,891	2.13%	49,148	2.99%	*	69,208
Total	100.00%	2,393,323	100.00%	2,302,827	100.00%	-	2,317,256

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Slightly more than 80% of enrollees with additional coverage in the past three survey years reported that it included prescription drug benefits. Compared to 2011, a larger proportion of enrollees had prescription coverage (80.99% in 2011; 82.91% in 2012) and a smaller proportion (15.67% in 2011; 13.40% in 2012) did not have prescription drug coverage through their additional healthcare coverage; these differences were statistically significant.

Table 103. Does this coverage include prescription drug coverage?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Yes	82.26%	1,968,791	80.99%	1,864,961	82.91%	*	1,921,259
No	14.92%	357,050	15.67%	360,965	13.40%	*	310,507
DK/REF	2.82%	67,481	3.34%	76,900	3.69%	.	85,489
Total	100.00%	2,393,323	100.00%	2,302,827	100.00%	-	2,317,256

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized as a function of year, respondent age, household income, priority group, respondent gender, and participation in OEF/OIF/OND, the table below shows the proportions of respondents with additional coverage that included prescription drug coverage. The majority of respondents, regardless of demographic category, reported that their additional coverage included prescription drug coverage. From 2011 to 2012, there was a significant increase in the proportion of respondents reporting such coverage; these groups included respondents aged 45–64; with an annual household income of \$36,000 or more; respondents in Priority Groups 7–8; males; and respondents who had not participated in OEF/OIF/OND.

Table 104. Respondents with additional healthcare coverage that included prescription drug coverage

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Age <45	90.11%	410,769	89.07%	376,889	89.00%	.	453,316
Age 45–64	86.44%	986,464	84.37%	912,242	87.14%	*	933,577
Age 65 or Older	71.78%	571,557	72.11%	575,829	72.55%	.	534,366
Annual Household Income <\$36,000	72.39%	521,986	73.10%	526,612	72.49%	.	469,539
Annual Household Income \$36,000 or more	87.77%	1,204,680	86.15%	1,115,812	88.41%	*	1,286,131
Priority Groups 1–3	85.30%	827,033	83.60%	772,050	85.17%	.	812,873
Priority Groups 4–6	80.35%	503,191	81.52%	506,701	82.56%	.	499,817

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Priority Groups 7–8	80.07%	638,567	77.37%	586,208	80.34%	*	608,569
Male	81.93%	1,829,511	80.55%	1,721,200	82.49%	*	1,776,801
Female	86.90%	139,280	86.63%	143,761	88.49%	.	144,458
OEF/OIF/OND	86.70%	205,295	87.14%	237,175	88.29%	.	289,288
Not OEF/OIF/OND	81.77%	1,763,496	80.16%	1,627,785	82.02%	*	1,631,971

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below shows the proportions of respondents with additional coverage, including prescription drug coverage. A majority of respondents across all VISNs indicated that they currently had prescription drug benefits provided by their additional coverage. There were significant increases between 2011 and 2012 for VISNs 2, 12, and 18.

Table 105. Respondents with additional healthcare coverage that included prescription drug coverage

VISN	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
1	81.95%	94,722	82.88%	92,633	82.17%	.	86,581
2	81.79%	68,669	84.19%	64,098	90.23%	*	70,961
3	86.12%	113,555	83.66%	109,574	84.00%	.	105,784
4	81.45%	131,074	77.80%	117,745	81.83%	.	114,464
5	83.88%	63,448	85.27%	53,728	85.45%	.	64,134
6	83.22%	100,286	83.69%	102,517	81.53%	.	109,485
7	78.34%	99,508	78.25%	108,536	81.97%	.	114,258
8	82.93%	137,370	82.48%	132,019	80.68%	.	111,739
9	84.95%	84,352	81.88%	76,358	82.50%	.	77,701
10	85.54%	78,531	85.65%	81,107	84.83%	.	76,500
11	82.55%	105,139	78.74%	91,954	82.47%	.	96,960
12	78.64%	94,132	73.65%	71,468	80.28%	*	90,713
15	77.41%	70,030	77.92%	67,894	83.50%	.	74,421
16	79.75%	132,150	79.15%	112,786	81.25%	.	128,422
17	86.05%	85,654	83.88%	80,153	81.19%	.	85,629
18	87.91%	73,326	78.29%	73,925	87.66%	*	71,245

VISN	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
19	84.49%	64,229	78.66%	56,045	84.40%	.	56,843
20	79.46%	90,691	78.68%	80,172	84.54%	.	84,465
21	85.94%	99,697	85.39%	91,452	85.42%	.	89,575
22	83.69%	90,738	87.16%	100,383	87.97%	.	103,130
23	76.04%	91,478	76.34%	100,403	76.23%	.	108,237

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Of respondents with an additional individual or group healthcare plan in 2012, one-half (49.58%) reported that their coverage was provided through an HMO or another managed care organization. This was a significant increase from 45.38% in 2011. The proportion reporting DK/REF decreased significantly from 12.36% in 2011 to 9.76% in 2012.

Table 106. Is this coverage provided through an HMO or other managed care organization?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Yes	47.71%	1,141,780	45.38%	1,045,042	49.58%	*	1,148,864
No	40.69%	973,910	42.26%	973,108	40.66%	.	942,133
DK/REF	11.60%	277,632	12.36%	284,676	9.76%	*	226,259
Total	100.00%	2,393,323	100.00%	2,302,827	100.00%	-	2,317,256

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

One-third (32.90%) of respondents aged 65 or older, compared to almost 60% of younger enrollees, reported additional healthcare coverage through an HMO or other managed care; the proportion of younger enrollees with this type of coverage increased significantly from 2011 to 2012. Respondents with annual household incomes of \$36,000 or more were more likely than lower income earners to have HMO or managed care coverage. The number of covered respondents increased significantly from 2011 to 2012 (from 50.41% to 53.60%); the increases were significant in all demographic categories except for enrollees aged 65 or older.

Table 107. Respondents with other coverage provided through an HMO or other managed care organization

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Age <45	56.59%	257,948	52.97%	224,149	58.83%	*	299,656
Age 45–64	53.50%	610,572	50.18%	542,520	56.64%	*	606,856
Age 65 or Older	34.32%	273,260	34.86%	278,373	32.90%	.	242,351
Annual Household Income <\$36,000	41.46%	298,958	38.98%	280,844	42.69%	*	276,533
Annual Household Income \$36,000 or more	52.00%	713,660	50.41%	652,925	53.60%	*	779,690
Priority Groups 1–3	50.75%	492,100	48.38%	446,782	52.21%	*	498,298
Priority Groups 4–6	46.95%	294,012	44.54%	276,855	49.74%	*	301,099
Priority Groups 7–8	44.60%	355,667	42.42%	321,404	46.14%	*	349,465
Male	47.29%	1,055,899	45.45%	971,114	49.11%	*	1,057,890
Female	53.58%	85,881	44.55%	73,927	55.73%	*	90,973
OEF/OIF/OND	52.18%	123,561	50.46%	137,346	55.04%	*	180,328
Not OEF/OIF/OND	47.22%	1,018,219	44.70%	907,696	48.68%	*	968,535

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by the 21 VISN classifications, the table below provides data on other healthcare coverage provided through an HMO or managed care. In 2012, VISNs 22 (68.42%) and 23 (39.78%) had the highest and lowest proportions, respectively, of enrollees reporting that they had coverage provided by an HMO or managed care. There were significant increases between 2011 and 2012 for VISNs 8, 9, 10, 16, and 18.

Table 108. Respondents with other healthcare coverage provided through an HMO or other managed care organization

VISN	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
1	49.94%	57,718	48.75%	54,491	53.34%	.	56,200
2	46.70%	39,203	48.20%	36,700	48.74%	.	38,328
3	48.00%	63,295	48.43%	63,430	45.77%	.	57,646
4	48.77%	78,484	46.77%	70,776	45.92%	.	64,234
5	44.59%	33,732	45.46%	28,643	48.04%	.	36,058

VISN	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
6	48.00%	57,849	41.43%	50,752	47.67%	.	64,021
7	42.06%	53,420	46.52%	64,534	47.34%	.	65,983
8	46.77%	77,464	38.46%	61,562	47.97%	*	66,442
9	45.77%	45,445	38.41%	35,824	50.34%	*	47,415
10	50.50%	46,365	44.58%	42,217	55.59%	*	50,133
11	44.61%	56,817	46.29%	54,057	42.64%	.	50,134
12	48.33%	57,844	48.06%	46,640	52.85%	.	59,714
15	44.91%	40,631	47.62%	41,495	47.89%	.	42,684
16	47.86%	79,308	32.58%	46,421	46.69%	*	73,794
17	43.31%	43,109	48.60%	46,446	49.65%	.	52,362
18	50.97%	42,514	46.52%	43,927	57.03%	*	46,346
19	40.43%	30,734	43.63%	31,087	49.12%	.	33,080
20	45.95%	52,442	40.99%	41,768	42.65%	.	42,607
21	61.66%	71,524	62.55%	66,986	61.96%	.	64,973
22	68.43%	74,191	61.47%	70,791	68.42%	.	80,219
23	32.99%	39,683	35.35%	46,488	39.78%	.	56,482

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Pharmaceutical Use

Prescription Drug Coverage Through VA

All respondents were asked to report on their prescription medication use and benefits.

In 2012, over half (55.74%) of enrollees indicated that they had VA prescription drug benefits. This was a significant decrease from 60.19% in 2011. One in ten (10.42%) 2012 enrollees did not know or refused to indicate whether they had this type of VA benefit; this was a significant increase from 2011.

Table 109. Do you currently have a prescription drug benefit from VA?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Yes	60.37%	4,711,886	60.19%	4,751,701	55.74%	*	4,466,877
No	35.18%	2,745,672	34.43%	2,718,506	33.83%	.	2,711,190

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
DK/REF	4.45%	347,079	5.38%	424,900	10.42%	*	835,239
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	-	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Regardless of age, annual household income, Priority Group, or gender, the proportion of enrollees who currently had VA prescription drug benefits significantly decreased from 2011 to 2012. The only change not significant was for Veterans with OEF/OIF/OND status. This group (at 37.07%) and enrollees younger than age 45 (38.29%) also were least likely to report that they currently had VA prescription benefits.

Table 110. Respondents with current VA prescription drug benefits

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Age <45	43.59%	457,196	41.79%	459,190	38.29%	*	449,595
Age 45–64	63.40%	2,058,582	63.37%	2,060,842	58.25%	*	1,954,578
Age 65 or Older	62.59%	2,196,108	62.96%	2,231,667	59.21%	*	2,062,703
Annual Household Income <\$36,000	68.82%	2,676,041	67.41%	2,697,562	64.79%	*	2,567,553
Annual Household Income \$36,000 or more	49.99%	1,464,428	51.54%	1,496,613	45.31%	*	1,482,977
Priority Groups 1–3	64.63%	1,841,772	65.15%	1,899,348	61.21%	*	1,875,691
Priority Groups 4–6	60.23%	1,655,386	59.67%	1,666,986	56.49%	*	1,551,692
Priority Groups 7–8	55.05%	1,214,727	54.22%	1,185,366	47.20%	*	1,039,494
Male	60.46%	4,435,351	60.40%	4,475,434	56.00%	*	4,192,751
Female	59.02%	276,535	56.85%	276,266	52.07%	*	274,126
OEF/OIF/OND	39.06%	218,780	37.20%	251,659	37.07%	.	297,688
Not OEF/OIF/OND	62.02%	4,493,106	62.34%	4,500,041	57.82%	*	4,169,189

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Organized by VISN, the table below shows the proportions of respondents currently receiving VA prescription drug benefits. For 2012, values ranged from a high of 60.92% for VISN 11, to a low of 42.81% for VISN 5. There were significant decreases between 2011 and 2012 for VISNs 1, 3, 5, 6, 7, 8, 9, 12, 17, 18, and 23.

Table 111. Respondents with current VA prescription drug benefits

VISN	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
1	61.53%	208,197	62.60%	207,892	55.11%	*	187,146
2	53.46%	109,349	55.19%	108,718	51.08%	.	101,507
3	46.25%	149,288	48.86%	151,150	40.40%	*	123,584
4	59.17%	267,407	60.19%	261,483	58.88%	.	256,452
5	50.90%	99,339	51.14%	103,069	42.81%	*	89,678
6	59.63%	261,630	58.09%	261,761	53.37%	*	245,099
7	61.21%	297,194	60.73%	305,968	54.25%	*	288,193
8	65.05%	429,046	64.83%	437,109	59.23%	*	358,569
9	63.80%	234,957	64.84%	234,864	59.26%	*	223,589
10	63.18%	178,452	59.30%	172,806	54.81%	.	163,736
11	64.09%	224,796	64.01%	229,934	60.92%	.	224,414
12	61.56%	207,138	64.73%	207,606	55.25%	*	188,640
15	67.17%	206,798	62.56%	200,274	59.37%	.	190,838
16	67.10%	413,990	59.01%	369,960	59.67%	.	383,226
17	55.91%	209,802	61.26%	237,528	56.88%	*	225,043
18	59.97%	196,680	62.43%	207,907	56.60%	*	192,332
19	54.84%	135,828	57.99%	147,308	57.51%	.	148,587
20	58.29%	205,090	58.67%	214,420	56.17%	.	211,138
21	58.01%	198,851	58.26%	197,835	55.85%	.	196,003
22	56.72%	230,112	54.89%	237,696	51.27%	.	224,562
23	62.94%	247,932	64.34%	256,403	58.21%	*	244,532

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Over the Counter (OTC) Medications

All respondents were asked to report the number of different OTC medications they had taken in the last 30 days. In 2012, 36.15% of respondents reported that they did not take any OTC medications; this was similar to the proportions in 2011 (34.32%) and 2010 (34.65%), yet this represents a significant increase from 2011. Approximately the same proportion of enrollees (36.89% in 2012) reported taking one or two OTC medications in the past 30 days; this was a significant decrease from 2011.

Table 112. How many different over the counter medications did you use in the last 30 days?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
0	34.65%	2,704,368	34.32%	2,709,533	36.15%	*	2,896,740
1–2	37.81%	2,950,719	38.05%	3,004,375	36.89%	*	2,956,481
3–4	15.61%	1,218,074	15.81%	1,247,929	15.60%	.	1,250,244
5+	10.21%	796,976	9.82%	775,581	9.24%	*	740,327
DK/REF	1.72%	134,499	2.00%	157,688	2.12%	.	169,514
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	-	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Enrollees who took at least one OTC medication in the last 30 days were asked to report the number of medications they obtained from the VA. About 83% of respondents in each of the past three survey years (82.90% in 2010, 82.92% in 2011, and 83.33% in 2012) reported obtaining none of their OTC medications from the VA. Significant differences are noted in the table below.

Table 113. Of these over the counter medications, how many did you obtain from VA?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
0	82.90%	4,116,440	82.92%	4,169,136	83.33%	.	4,122,331
1–2	9.49%	471,369	9.88%	496,582	9.73%	.	481,235
3–4	3.43%	170,198	3.46%	174,060	3.25%	.	160,841
5+	3.67%	182,369	3.17%	159,418	2.76%	*	136,678
DK/REF	0.51%	25,392	0.57%	28,687	0.93%	*	45,965
Total	100.00%	4,965,770	100.00%	5,027,886	100.00%	-	4,947,053

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Prescription Medications

All enrollees were asked to report the number of different prescription medications they had taken in the last 30 days.

In 2012, the largest proportion (41.14%) of enrollees reported taking five or more prescription medications in the past 30 days. This also was the most common response in 2010 (43.55%) and 2011 (42.67%). Approximately one in five enrollees in each survey year reported taking 1–2 and

then 3–4 prescription medications in the past 30 days. All changes from 2011 to 2012 are statistically significant.

Table 114. How many different prescription medications did you use in the last 30 days?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
0	14.34%	1,119,542	15.19%	1,199,138	16.40%	*	1,314,453
1–2	19.09%	1,490,128	18.65%	1,472,593	19.71%	*	1,579,038
3–4	21.61%	1,686,611	21.93%	1,731,388	20.81%	*	1,667,321
5+	43.55%	3,399,113	42.67%	3,368,647	41.14%	*	3,296,432
DK/REF	1.40%	109,243	1.56%	123,341	1.95%	*	156,062
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	-	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Enrollees who took at least one prescription medication in the last 30 days were next asked to report the number of medications they obtained from the VA. The largest proportion in each survey year (36.38% in 2010, 34.38% in 2011, and 37.44% in 2012) reported that they obtained none of their prescription medications from the VA. The next most common response in all three survey years was that five or more of the Veteran’s prescription medications came from the VA (31.00% in 2010, 31.07% in 2011, and 29.04% in 2012). The proportion of enrollees obtaining none of their prescription medications from the VA increased significantly from 2011 to 2012, while the proportion of enrollees obtaining three or more prescription medications from VA decreased significantly.

Table 115. Of these prescription medications, how many did you obtain from VA?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
0	36.38%	2,392,189	34.38%	2,259,879	37.44%	*	2,449,660
1–2	16.02%	1,053,755	16.88%	1,109,748	16.87%	.	1,103,963
3–4	16.33%	1,073,528	17.25%	1,133,479	15.86%	*	1,037,830
5+	31.00%	2,038,540	31.07%	2,042,066	29.04%	*	1,899,833
DK/REF	0.27%	17,838	0.42%	27,454	0.79%	*	51,504
Total	100.00%	6,575,852	100.00%	6,572,628	100.00%	-	6,542,792

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Long-Term Care Use and Benefits

In 2012, but not in prior years, enrollees were asked a series of questions about long-term healthcare coverage and long-term healthcare they may have received.

Of 2012 enrollees, 7.82% reported that they had a long-term care policy that covered nursing home care, assisted living, or long-term home care services (excluded Medicare Supplemental policies, which were covered in another series of questions).

Table 116. Excluding any Medicare Supplement Policy, do you have a long-term care policy that covers nursing home care, assisted living, or long-term care services in the home?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Yes	--	--	--	--	7.82%	-	626,953
No	--	--	--	--	88.57%	-	7,097,616
DK/REF	--	--	--	--	3.60%	-	288,737
Total	--	--	--	--	100.00%	-	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Of 2012 enrollees, 4.53% reported that they had ever been a patient in a nursing home, assisted living, convalescent, or rest home.

Table 117. How many times have you ever been a patient in a nursing home, assisted living, convalescent, or rest home? A one-time discharge from a nursing home assisted living convalescent or rest home would be considered one time.

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
0	--	--	--	--	94.32%	-	7,558,372
1+	--	--	--	--	4.53%	-	362,958
DK/REF	--	--	--	--	1.15%	-	91,976
Total	--	--	--	--	100.00%	-	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Enrollees who had been patients in a long-term care facility were asked to report whether their stay lasted 1–30 days, 31–60 days, 61–90 days, 91–180 days, or 181 or more days. As shown, slightly more than half of the enrollees (53.07%) reported that their stay was one month or less.

Table 118. How long were you there the last time? If you are currently a patient, please include the entire duration up to today.

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
1–30 Days	--	--	--	--	53.07%	-	192,626
31+ Days	--	--	--	--	44.53%	-	161,642
DK/REF	--	--	--	--	2.39%	-	8,690
Total	--	--	--	--	100.00%	-	362,958

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Enrollees who had been patients in a long-term care facility were asked to report the sources of payment for the first month or billing period. Almost half (44.57%) reported that payment came from Medicare. Smaller proportions reported that payment came from a VA program (21.05%); self, private, or out-of-pocket payments (18.12%); and private insurance (16.68%). The table is presented in descending order; a total percentage is not relevant since respondents could select multiple responses.

Table 119. For the most recent admission, what were all of the sources of payment that covered or will cover the cost of your nursing home, assisted living, convalescent, or rest home care for that first month or billing period?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Medicare (including Medicare HMO)	--	--	--	--	44.57%	-	161,763
Department of Veterans Affairs contract or other Department of Veterans Affairs Programs	--	--	--	--	21.05%	-	76,403
Self / Private Pay / Out-of-Pocket	--	--	--	--	18.12%	-	65,774
Private Insurance	--	--	--	--	16.68%	-	60,535
Medicaid (including Medicaid HMO)	--	--	--	--	7.28%	-	26,439
Other	--	--	--	--	10.51%	-	38,145
DK/REF	--	--	--	--	8.01%	-	29,077
Total	--	--	--	--	N/A	-	362,958

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Enrollees who had been patients in a long-term care facility were asked to report the payment sources for the most recent month or billing period. About 30% of enrollees reported that payment came from Medicare; 28.31% reported that payment came from a VA program and 25.61% reported personal, private, or out-of-pocket payments. The table is presented in descending order; a total percentage is not relevant since respondents could select multiple responses.

Table 120. What were all the sources of payment that covered or will cover the cost of your care for the most recent month or billing period?

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Medicare (including Medicare HMO)	--	--	--	--	29.94%	- 51,001
Department of Veterans Affairs contract or other Department of Veterans Affairs Programs	--	--	--	--	28.31%	- 48,224
Self / Private Pay / Out-of-Pocket	--	--	--	--	25.61%	- 43,617
Private Insurance	--	--	--	--	11.14%	- 18,975
Medicaid (including Medicaid HMO)	--	--	--	--	11.06%	- 18,837
Other	--	--	--	--	11.20%	- 19,073
DK/REF	--	--	--	--	11.28%	- 19,212
Total	--	--	--	--	N/A	- 170,332

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

All enrollees were asked to report how many times, in the past 30 days, they received home nursing services from someone such as a visiting nurse, home health aide, or nurse's aide. Almost all enrollees reported that they did not receive any such visits in the past 30 days.

Table 121. In the last 30 days how many times did you receive nursing services at home from someone such as a visiting nurse, home health aide, or nurse’s aide? Please count each separate visit as a separate time.

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
0	--	--	--	--	95.68%	-	7,666,951
1+	--	--	--	--	2.98%	-	238,580
DK/REF	--	--	--	--	1.34%	-	107,776
Total	--	--	--	--	100.00%	-	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Cigarette Smoking

Consistently from 2010 to 2012, approximately two-thirds of enrollees reported that they had smoked at least 100 cigarettes in their life. The decrease from 67.28% in 2011 to 65.40% in 2012 was statistically significant. From 2011 to 2012, the increase in the proportion of enrollees reporting that they had not smoked 100 cigarettes in their life also was significant.

Table 122. Have you smoked at least 100 cigarettes in your entire life?

	2010		2011		2012		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Yes	67.00%	5,229,136	67.28%	5,311,910	65.40%	*	5,240,674
No	32.32%	2,522,251	32.02%	2,527,806	33.49%	*	2,683,958
DK/REF	0.68%	53,250	0.70%	55,391	1.11%	*	88,674
Total	100.00%	7,804,639	100.00%	7,895,107	100.00%	-	8,013,308

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Of enrollees who had smoked at least 100 cigarettes in their life or responded “Don’t Know/Refused” to answer to the questions, 28.6% reported now smoking either every day (20.04%) or some days (8.59%). Across survey years 2010–2012, about 70% of enrollees who had smoked at least 100 cigarettes in their life reported that they now do not smoke at all. From 2011 to 2012, the decrease in the proportion of respondents who now do not smoke at all was significant.

Table 123. Do you now smoke cigarettes every day, some days, or not at all?

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Every day	20.92%	1,104,876	19.77%	1,060,854	20.04%	1,067,780
Some days	7.68%	405,664	8.97%	481,424	8.59%	457,848
Not at all	70.97%	3,748,720	70.96%	3,808,401	69.83%	3,721,315
DK/REF	0.44%	23,125	0.31%	16,620	1.55%	82,404
Total	100.00%	5,282,387	100.00%	5,367,301	100.00%	5,329,349

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%

Among 2012 enrollees who had smoked at least 100 cigarettes in their lives, 25.99% reported that, during the past 12 months, they had stopped smoking for more than one day because they were trying to quit smoking. This was a significant increase from 24.28% in 2011. Other significant changes are noted in *Table 124*.

Table 124. During the past 12 months, have you stopped smoking for more than one day because you were trying to quit smoking?

	2010		2011		2012	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	24.46%	1,292,191	24.28%	1,303,175	25.99%	1,384,996
No	74.59%	3,940,192	74.62%	4,004,916	68.38%	3,644,086
DK/REF	0.95%	50,003	1.10%	59,209	5.63%	300,267
Total	100.00%	5,282,387	100.00%	5,367,301	100.00%	5,329,349

* Tested, significant; 95% confidence level; 5% significance level

. Tested, not significant; 95% confidence level; 5% significance level

- Not tested, not applicable

S Estimates considered statistically unreliable are suppressed where denominator <30 sample cases, or where relative standard error of the estimate >30%