

Report of the
2013 SURVEY OF VETERAN ENROLLEES'
HEALTH AND RELIANCE UPON VA

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Prologue

Veterans have many health care options in America and the recent implementation of the Patient Protection and Affordable Care Act, commonly known as the Affordable Care Act or ACA, has expanded the universe of health care coverage options for Veterans. For those Veterans enrolled in health care through the Department of Veterans Affairs (VA), the choice to use VA services is driven by many factors, including ease of access, available health coverage, perception of quality, understanding of benefits, and overall wellness.

Understanding these factors, as well as the overall needs, values, and expectations of Veterans is important to the Veterans Health Administration (VHA). The heart of VHA's strategic vision is to build a health care partnership with Veterans and their families. This partnership is vital to creating a shift that puts the Veterans we serve at the center of a personalized, proactive, and patient-driven system focused on health and wellness.

The Survey of Veteran Enrollees' Health and Reliance upon VA (Survey of Enrollees) provides a critical benchmark for VHA's understanding of enrolled Veterans' experiences of VA health care and of their health service preferences. It provides demographic information about the Veterans enrolled in VA health care that cannot be obtained elsewhere; this includes employment status, marital status, income, service era, race, and ethnicity. It also provides data on types of health insurance coverage, or lack of health insurance. Perhaps most importantly, the survey illuminates Veterans' responses to questions that have been shown to relate to utilization, such as self-reported health status, planned future use of VA services, satisfaction with the quality of VA health care, understanding of health care benefits, perceptions of availability and accessibility of VA health care, and access to non-VA health care alternatives. The 2013 survey also sought to estimate Veterans' understanding and the potential impact of the ACA. Furthermore, questions relating to travel issues and internet access were asked to help determine whether those factor into health care decisions of enrolled Veterans.

This report provides survey response data calculated as weighted estimates; the data are presented in an array of tables designed to allow comparisons with previous years as well as 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 Veterans enrolled in the VA's health care system. These Veterans are referred to as enrollees in this document. The survey is designed to provide VHA an in-depth understanding of enrollee demographics, available health care 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 have been used to analyze policy decisions, to 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 2013 Survey of Enrollees.

Survey Methodology

For 2013, the survey was administered using a multimode (telephone, mail, and Web) approach. All sampled Veterans received a pre-survey notification letter informing them that they would receive a telephone call or a mailed survey. All sampled Veterans had the option to self-select into a Web administered survey, as the web link was provided in the pre-notification letter.

The 2013 survey data collection began April 13, and concluded August 1 (total of 14 weeks). There were 164,740 surveys distributed, of which 42,046 were completed. The average completion time for the telephone survey was 17.2 minutes. The overall telephone cooperation rate was 77 percent, with cooperation rate defined as the percentage of contacted, eligible respondents (47,231) who completed the survey. Further detail on survey methodology can be found in *Appendix A*.

Select Findings

Survey results are weighted to represent the population of Veterans enrolled in the VA health care system. The enrollee population at the time of the survey weighting (September 30, 2012) was 8,303,957 (Note: this does not include enrollees who live outside of the United States or its territories). In 2013, the largest proportion of enrollees (40%) was enrolled in Priority Groups

1–3. The largest group of Veterans indicated they were 65 or older (47%). The median age was 64. The median reported income was \$33,500¹.

Demographic and Socioeconomic Characteristics of the Enrollee Population

The typical enrollee continues to be male, married, and White. However, the female enrollee population continued to grow in 2013 (6.8% in 2013 as compared to 6.6% in 2012, a statistically significant increase), and the overall enrollee population is becoming more racially diverse.

Almost half of enrollees (47%) report an income of \$36,000 or less.

The unemployment rate for enrolled Veterans decreased to 16 percent in 2013 from 18 percent in 2012. More than half of enrollees (59%) stated that they were not actively seeking employment (i.e., retired, a homemaker, or a student). This is a significant increase over the 57 percent of enrollees reporting the same in 2012.

Veterans who served in Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn (OEF/OIF/OND) had a lower unemployment rate (12%) than those who did not (17%).

In 2013, the majority of enrolled Veterans indicated that they had served one term of active duty (80%).

Over half a million enrollees have served three or more terms of active duty.

The largest percentage of enrollees indicated that they had served during the Vietnam Era (41%). However, enrollees from current conflicts (i.e., served since 2001), were the fastest growing population. The percentage of enrollees from current conflicts rose from 14 percent in 2012 to 16 percent in 2013, a statistically significant increase.

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

Overall, 68 percent of enrollees stated that their health was “Excellent”, “Very Good”, or “Good” as compared to other people their age.

Seventy-nine percent of enrollees concurred with the statement that “VA healthcare providers treat their patients with respect.”

¹ Enrollees reported income either via a specific income value or via an income range. If an enrollee reported an income range the range midpoint was assigned as the enrollee's income. Median income was then calculated for all enrollees with an income value. Don't know/Refusal responses are not included in this calculation.

Sixty-six percent of enrollees concurred with the statement that “Veterans like me who use VA are satisfied with the healthcare they receive.”

Public and Private Health Insurance Coverage of the Veteran Enrollee Population

Approximately one in seven (14%) enrollees said they were not enrolled in VA health care, evidence that they lacked awareness of their enrollment status. This was a statistically significant increase from the 13 percent of enrollees who said they were not enrolled in VA in 2012. However, from 2012 (5%) to 2013 (3%) there was a significant decrease in enrollees stating that they did not remember enrolling in VA health care.

In addition, there was a significant decrease in 2013 (21%) from 2012 (22%) in the number of enrollees that indicated they were uninsured, and a significant increase in the number of enrollees that indicated they were insured (78% in 2012 to 79% in 2013).

Of the entire enrollee population, 52 percent reported additional coverage through Medicare. The increase from 50 percent of enrollees reporting Medicare coverage in 2012 is a statistically significant change.

In 2013, 6 percent of enrollees indicated they had Medicaid coverage.

Enrollees covered by TRICARE or TRICARE for Life increased slightly, but statistically significantly, from 18 to 19 percent of enrollees.

Pharmaceutical Benefits Use

Thirty-three percent of enrollees responded that they did not have prescription drug coverage through VA, which may indicate lack of awareness about benefits available to enrollees.

In 2013, the percent of enrollees not participating in the Medicare Part D prescription drug coverage plan was 57 percent of the 4,318,730 enrollees who said they had Medicare. This was a statistically significant decrease from 59 percent reported in 2012.

Institutionalized Long Term Care

In 2013, 8 percent of enrollees indicated that they had long-term health care coverage that covered nursing home care, assisted living, or long-term care services in the home. Only 4 percent of enrollees reported that they had ever been a patient in a nursing home, assisted living, convalescent, or rest home. Of that population (369,125), 53 percent indicated that their stay was 30 days or less.

Access to Care

In 2013, three questions were asked regarding travel and barriers to accessing health care. Results showed that 44 percent of enrollees indicated that travel never impacted their decision to access health care. When asked how many minutes, one way, they would be willing to travel for primary health care, 48 percent of enrollees reported that they would travel between zero and 30 minutes. The majority of respondents (54%) indicated that they had no problems accessing primary health care.

As virtual modalities can enhance access to care, in 2013, enrollees were asked about their ability to access the internet. Just under 30 percent of enrollees responded that they did not access the internet.

Awareness of Health Care Reform Law

The ACA was signed into law on March 23, 2010, with the majority of provisions to be phased in by January 2014. In order to gauge enrollee understanding of the ACA and the act's potential impact on enrollees' use of VHA, the survey asked how well enrollees understood the act, and how it would change their use of the VA Health Care System. Almost 65 percent of respondents indicated that they did not understand the ACA, while 52 percent of respondents indicated that the new law would not change their use of the VA Health Care System.

FULL FINDINGS

Purpose of the Survey of Enrollees

The annual Survey of Enrollees queries over 40,000 Veterans enrolled in VHA in order to gain an in-depth understanding of enrollee demographics, available health care options, and perceptions and usage of VA health care services. This report is intended to provide a user-friendly synopsis of all information collected by the 2013 Survey.

Brief History of the Survey of Enrollees

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 health care system to give VHA the ability to plan to meet both immediate and future needs of Veterans enrolled in the VA health care system. The enrollment requirement became effective on October 1, 1998, which was the beginning of Fiscal Year (FY) 1999. A full description of priority levels can be found at the following website:

http://www.va.gov/healthbenefits/resources/priority_groups.asp

The Survey of Enrollees was developed in 1999 to support VHA’s planning efforts and to inform the VA EHCPM, VHA’s tool for projecting enrollment, utilization, and expenditures. Over the years, data from the survey also have been used to analyze policy decisions, to 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, health care use (VA and non-VA), pharmaceutical use, attitudes and perceptions about VHA services (i.e., Key Drivers), perceived health status, as well as barriers to accessing health care, and understanding of the new health care law.

Data Presentation

The majority of tables throughout this report provide three year trended data, displaying both the weighted percent and weighted population counts. Percentage and population counts are rounded. Where applicable, the 2013 columns also contain a denotation if there is a statistically significant difference in response data compared to 2012. This significance is indicated by an asterisk (“*”). Statistical significance was set at the 95 percent confidence level.

Due to rounding, totals may not always sum to 100%. *Don’t Know* and *Refused* responses are presented as *DK* and *REF*, respectively. A narrative summary of each data table identifies results of interest and significant changes in 2013 as compared to 2012.

When reviewing the data, it should be noted that the change in data collection format from a single mode (telephone) to a multimode (telephone, mail, and Web) survey began in 2012 and was continued in 2013. This change was made to better represent the enrollee population, including enrollees who prefer not to respond to or who are not available for telephone surveys, as well as enrollees for whom VHA does not have a current telephone number. While the 2012 and 2013 data better represent VHA’s enrolled population, comparisons with 2011 data should be considered with this format change in mind. Some differences may be an effect of the survey mode change rather than an actual change in enrollee responses.

Demographic Characteristics and Socioeconomic Status of 2013 Enrollees

In 2013, the largest proportion of enrollees (40%) was in Priority Groups 1–3. Most enrollees were aged 65 or older (47%). Almost half of enrollees (47%) reported household incomes of less than \$36,000 a year.

Table 1. 2013 Survey of Enrollees weighted Count and Percent of Enrollees

2013				
Priority Group	1–3	4–6	7–8	Total
	3,336,835	2,780,260	2,186,862	8,303,957
	40.18%	33.48%	26.34%	
Age Group	<45	45–64	65 or older	
	1,255,880	3,181,992	3,866,085	
	15.12%	38.32%	46.56%	
Income Group	<\$36,000	\$36,000 or more	DK/REF	
	3,936,192	3,434,584	933,181	
	47.40%	41.36%	11.24%	

Enrollees were most likely to be in Priority Groups 5 and 8 (both at 24%); they were least likely to be in Priority Group 4 (2%).

Table 2. Survey of Enrollee Priority Group Populations

Priority Group	1	2	3	4	5	6	7	8
2011							7/8 Combined	
Enrollees	1,178,316	625,199	1,111,755	203,600	2,110,750	479,305	2,186,183	
Percent	14.92%	7.92%	14.08%	2.58%	26.73%	6.07%	27.69%	
2012							7/8 Combined	
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%	
2013							7	8
Enrollees	1,509,790	680,768	1,146,278	206,748	2,033,429	540,083	165,594	2,021,268
Percent	18.18%	8.20%	13.80%	2.49%	24.49%	6.50%	1.99%	24.34%

In 2013, almost half of enrollees (47%) reported an annual income of less than \$36,000. However, the largest income group (23%) indicated that their annual household income was \$56,000 or more. The median income was \$33,500.

Table 3. 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+
2011						
Count	1,541,835	1,412,660	1,096,781	782,357	597,155	1,547,013
Percent	19.53%	17.89%	13.89%	9.91%	7.56%	19.59%
2012						
Count	1,535,809	1,386,492	1,084,205	832,312	587,996	1,865,881
Percent	19.17%	17.30%	13.53%	10.39%	7.34%	23.28%
2013						
Count	1,502,444	1,344,786	1,088,962	858,171	643,307	1,933,106
Percent	18.09%	16.19%	13.11%	10.33%	7.75%	23.28%

Ethnicity and Race

Through a series of questions, the 2013 survey asked enrollees to describe their ethnicity and race. In 2013, six percent of enrollees reported that they are of Hispanic or Latino ethnicity.

Table 4. Would you describe yourself as Hispanic or Latino?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	6.25%	493,768	5.67%	453,969	6.06%	502,808
No	92.26%	7,283,914	91.96%	7,368,685	91.81%	7,623,658
DK/REF	1.49%	117,426	2.38%	190,653	2.14%	177,490
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

- Not tested, not applicable

In 2013, the largest proportion of enrollees (79%) described their race as White; this was followed by enrollees who described themselves as Black/African American (12%). The least commonly selected racial group was Native Hawaiian/Other Pacific Islander (1%). There was a statistically significant decrease from 2012 in the number of enrollees that indicated they were White (80% to 79%), and a statistically significant increase from 2012 in the number of enrollees that indicated they were Asian (1.1% to 1.4%).

Table 5. Enrollee Populations by Race Categories (not mutually exclusive)

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
White	80.85%	6,383,099	80.25%	6,430,720	79.10%	* 6,568,617
Black/African American	11.74%	926,598	12.39%	993,157	12.37%	1,027,174
Native American/ Alaska Native	4.23%	334,217	4.09%	327,716	4.19%	348,050
Asian	0.95%	74,754	1.08%	86,631	1.37%	* 113,736
Native Hawaiian or Other Pacific Islander	0.72%	56,832	0.63%	50,617	0.74%	61,341
Enrollees who chose >1 race	2.69%	212,736	2.94%	235,865	2.93%	243,259
DK/REF	4.40%	347,471	3.24%	259,782	3.86%	320,423
Denominator		7,895,108		8,013,308		- 8,303,957

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

- Not tested, not applicable

Respondents indicating more than one race were counted in each race category indicated, plus the > 1 race category

Marital Status

The majority of enrollees in 2011, 2012, and 2013 reported that they were married. Between 2012 and 2013, there were significant decreases in the number of respondents who indicated they were widowed (7% to 5%), and divorced (18% to 13%). In contrast, between 2012 and 2013, there were significant increases in the number of respondents who indicated they were separated (3% to 4%), and single-never married (11% to 13%).

Table 6. Which of the following best describes your current marital status?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Married	62.35%	4,922,958	61.14%	4,899,349	60.85%	5,052,781
Widowed	7.19%	568,043	7.36%	589,882	5.10% *	423,142
Divorced	16.10%	1,270,916	17.55%	1,406,437	12.56% *	1,043,155
Separated	2.66%	210,359	2.61%	209,103	3.86% *	320,218
Single - Never Married	11.42%	901,982	10.54%	844,560	13.30% *	1,104,119
Registered Civil Partnership	--	--	--	--	0.74% -	61,754
Registered Common Law Partnership	--	--	--	--	2.47% -	205,375
DK/REF	0.26%	20,850	0.80%	63,976	1.12% *	93,414
Total	100.00%	7,895,108	100.00%	8,013,308	100.00% -	8,303,957

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

- Not tested, not applicable

-- Response options not presented in year

Employment Status

The largest proportion of enrollees (59% in 2011, 57% in 2012, and 59% in 2013) reported that they were intentionally not employed (e.g., retired, homemaker, student, etc.), but not unemployed (unemployed, looking for work, or laid off). In 2013, six percent of enrollees reported that they were unemployed, looking for work, or laid off, a statistically significant decrease from 2012 (7%).

Table 7. How would you best characterize your employment status?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Employed full-time	19.92%	1,573,051	22.66%	1,815,580	22.96%	1,906,429
Self-employed full-time	3.12%	246,708	2.96%	237,227	2.89%	240,305
Employed part-time	4.88%	385,328	5.08%	407,141	5.04%	418,190
Self-employed part-time	2.91%	230,001	2.92%	233,840	2.72%	226,034
Unemployed, looking for work, or laid off	8.80%	695,021	7.20%	577,010	6.35% *	527,581
Currently not employed - either retired, a homemaker, student, etc.	59.46%	4,694,397	57.14%	4,578,763	58.52% *	4,859,141
DK/REF	0.89%	70,602	2.04%	163,747	1.52% *	126,277
Total	100.00%	7,895,108	100.00%	8,013,308	100.00% -	8,303,957

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

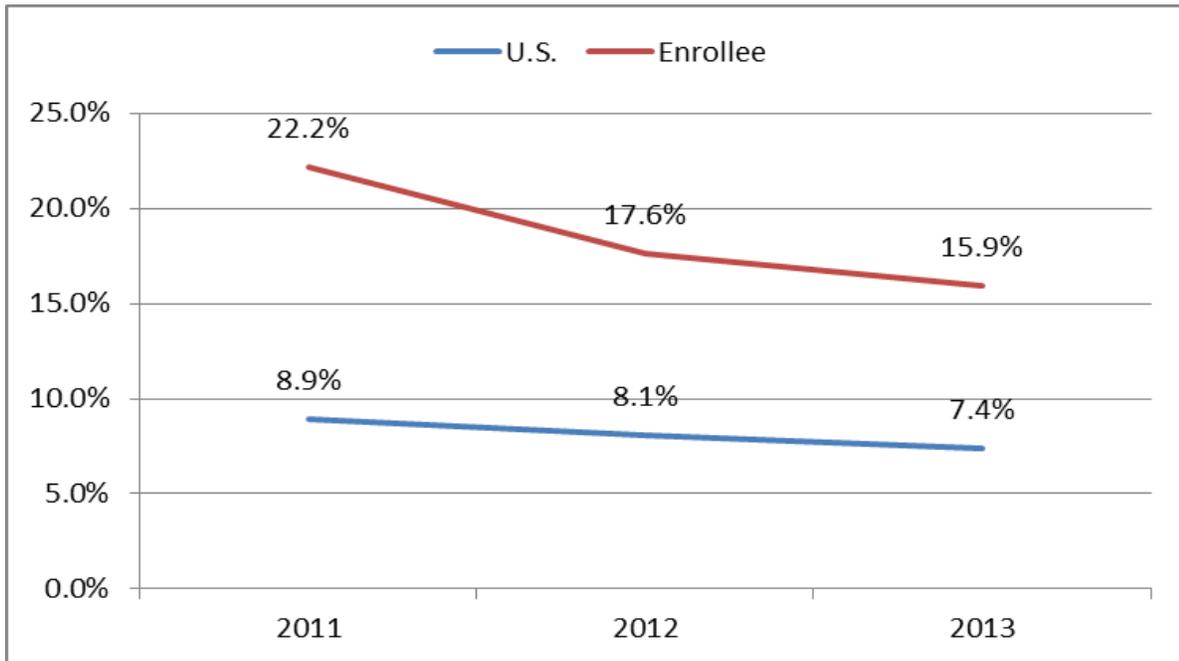
- Not tested, not applicable

Unemployment Rate

The U.S. Department of Labor’s Bureau of Labor Statistics 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 1*, the enrollee unemployment rate is compared to 2nd quarter U.S. unemployment figures obtained from the U.S. Department of Labor. Unemployment rates historically have been higher among enrollees than in the general U.S. population. In 2013, the enrollee unemployment rate was 16 percent, while the U.S. unemployment rate was 8 percent. Since 2011, the unemployment rate of enrollees has fallen more rapidly than that of the general U.S. population.

Figure 1. 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 (46%), defined as enrollees receiving aid and attendance or housebound benefits, or enrollees determined by VA to be catastrophically disabled.

Table 8. 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	500,290	365,754	583,801	32,325	760,303	323,176	54,737	698,152
Unemployed Enrollees	94,616	42,375	67,556	14,862	198,828	25,790	8,918	74,635
Unemployment Rate	18.91%	11.59%	11.57%	45.98%	26.15%	7.98%	16.29%	10.69%

The table below shows unemployment rates by age. Enrollees ages 50 through 64 reported the highest unemployment rate at 18 percent. Note that about one in seven enrollees aged 65 or older was unemployed (14%).

Table 9. Population Counts, Unemployed Population Counts, and Unemployment Rates by Age

Category	Aged <30	Aged 30–49	Aged 50–64	Aged 65 or Older
2011				
Enrollees in the Labor Force	270,388	909,325	1,485,663	464,734
Unemployed Enrollees	65,518	174,786	377,812	76,906
Unemployment Rate	24.23%	19.22%	25.43%	16.55%
2012				
Enrollees in the Labor Force	246,423	1,070,816	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%
2013				
Enrollees in the Labor Force	275,367	1,110,466	1,384,670	548,035
Unemployed Enrollees	41,645	151,660	255,759	78,517
Unemployment Rate	15.12%	13.66%	18.47%	14.33%

The table below shows unemployment rates by OEF/OIF/OND status. Enrollees who did not serve in OEF/OIF/OND reported the highest unemployment rate at 17 percent. Over the past three years, enrollees who served in OEF/OIF/OND have consistently reported a lower unemployment rate.

Table 10. Population Counts, Unemployed Population Counts, and Unemployment Rates by OEF/OIF/OND

Category	OEF/OIF/OND	Not OEF/OIF/OND
2011		
Enrollees in the Labor Force	536,630	2,593,480
Unemployed Enrollees	83,481	611,540
Unemployment Rate	15.56%	23.58%
2012		
Enrollees in the Labor Force	640,092	2,630,706
Unemployed Enrollees	92,023	484,987
Unemployment Rate	14.38%	18.44%
2013		
Enrollees in the Labor Force	755,232	2,563,307
Unemployed Enrollees	91,030	436,550
Unemployment Rate	12.05%	17.03%

Female Enrollee Population

There has been a steady increase in female enrollees over the past three years, with a statistically significant increase from 2012 to 2013 (6.6% to 6.8%).

Table 11. Enrollees by Gender

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Female Enrollees	6.16%	485,964	6.60%	526,432	6.82%	* 566,800
Male Enrollees	93.84%	7,409,144	93.40%	7,486,876	93.18%	7,737,157
Total	100%	7,895,108	100%	8,013,308	100%	- 8,030,957

* Tested, significant; 95% confidence level; 5% significance level
 - Not tested, not applicable

Number of Dependents

All enrollees were asked to report on their number of dependents, defined as “anyone who relies on you for at least half of their financial support.” Across survey years 2011–2013, almost 60 percent 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?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
0	40.55%	3,201,687	39.29%	3,148,166	39.66%	3,293,100
1+	59.09%	4,664,878	59.25%	4,747,987	58.66%	4,871,474
DK/REF	0.36%	28,543	1.46%	117,156	1.68%	139,383
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

- Not tested, not applicable

Terms of Active Duty

In 2013, 80 percent of enrollees reported that they had served one term of active duty. Over the past three years, approximately one in nine enrollees have reported serving two terms of active duty. Over half a million enrollees have served more than three terms of active duty.

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

Terms of Active Duty	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1	83.12%	6,562,728	79.89%	6,401,937	80.39%	6,675,512
2	11.33%	894,724	11.68%	936,049	11.51%	955,627
3	2.15%	169,889	2.89%	231,445	2.72%	225,463
4	0.90%	71,107	1.30%	103,798	1.45%	120,209
5	0.63%	49,555	1.13%	90,592	1.07%	88,649

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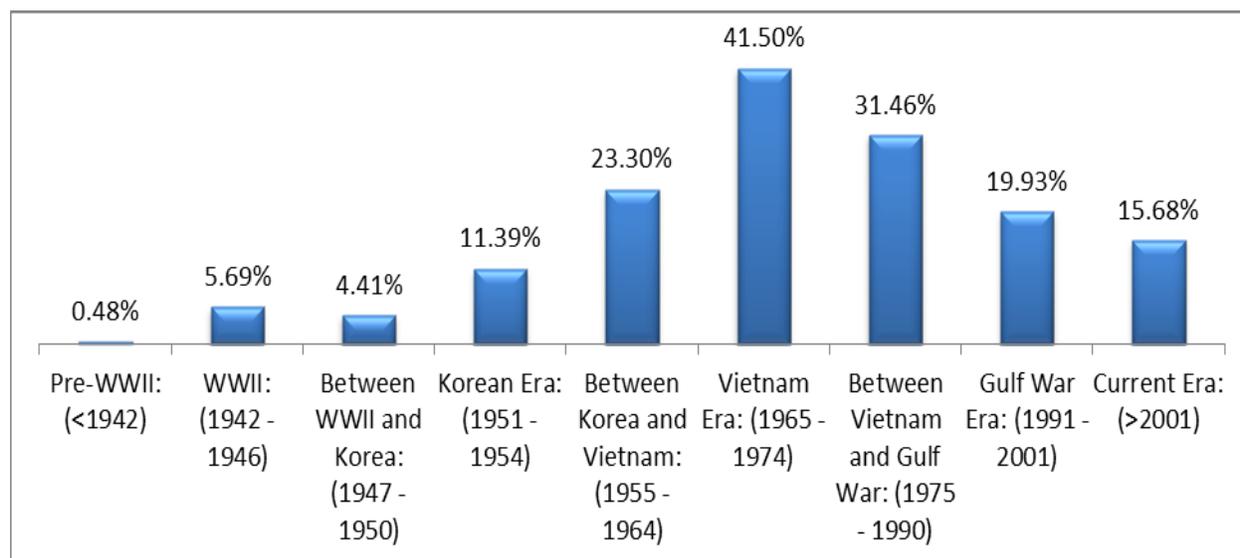
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Terms of Active Duty	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
6	0.46%	35,940	0.77%	61,585	0.81%	67,530
DK/REF	1.41%	111,164	2.34%	187,902	2.06% *	170,968
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

* Tested, significant; 95% confidence level; 5% significance level
 - Not tested, not applicable

In 2013, 42 percent of enrollees reported that they had served during the Vietnam War era. The next most commonly reported period of service was between the Vietnam War and Gulf War (31%). Enrollees were allowed to report serving more than one term of active duty; thus, percentages do not sum to 100 percent. The most rapidly growing cohort of enrollees is those who have served since 2001. The percentage of enrollees from the current era increased from 14 percent in 2012 to 16 percent in 2013, a statistically significant increase. In addition, there was a statistically significant decrease from 2012 to 2013 in the number of enrollees that reported they served during Pre-WWII, WWII, between WWII and Korea, and Korean Era, respectively.

Table 14. Enrollee Active Duty Periods of Service



Combat Duty

Over the past three survey years, just over 40 percent of enrollees consistently reported that they had been involved in, or had been exposed to combat during at least one of their active duty military terms. Between 2012 and 2013, there was a statistically significant increase in the number of enrollees who indicated that they had been exposed to combat (from 42% to 43%).

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

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	42.53%	3,357,747	42.46%	3,402,764	43.45%	* 3,607,827
No	54.99%	4,341,652	53.63%	4,297,890	53.22%	4,419,243
DK/REF	2.48%	195,709	3.90%	312,654	3.33%	* 276,887
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

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

- Not tested, not applicable

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 proportions of enrollees reported that their health was *Good* (30% in 2011, 30% in 2012, and 31% in 2013) compared to other people their age. The next most common response, again across all three survey years, was *Very Good*, followed by *Fair*.

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

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Excellent	11.40%	899,711	11.27%	902,888	11.01%	914,154
Very Good	24.22%	1,911,897	25.68%	2,057,506	25.61%	2,126,544
Good	29.51%	2,329,944	30.47%	2,441,304	31.00%	2,574,314
Fair	21.52%	1,699,010	21.15%	1,695,146	21.19%	1,759,815
Poor	12.90%	1,018,136	10.43%	836,164	10.01%	831,083
DK/REF	0.46%	36,411	1.00%	80,300	1.18%	98,047
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

- Not tested, not applicable

Use of VA to Meet Health Care Needs

About 30 percent of enrollees across survey years 2011 through 2013 reported that they use VA services to meet all of their health care needs. About the same proportion in each survey year reported that they use VA services to meet some of their health care needs. About half that many reported using VA services to meet most of their health care needs. Slightly under five percent of respondents reported that they have no health care needs.

Table 17. Please complete the following statement. I use VA services to meet...

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
All my health care needs	29.92%	2,362,508	29.14%	2,335,337	29.54%	2,452,919
Most of my health care needs	17.27%	1,363,663	15.83%	1,268,532	15.44%	1,282,465
Some of my health care needs	28.04%	2,213,736	27.12%	2,173,461	27.52%	2,284,899
None of my health care needs	18.81%	1,484,923	21.70%	1,738,724	21.41%	1,778,232
I have no health care needs	4.90%	386,542	4.75%	380,402	4.85%	402,377
DK/REF	1.06%	83,737	1.46%	116,852	1.24%	103,065
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

- Not tested, not applicable

Key Drivers

Over previous administrations of the Survey of Enrollees a series of questions was developed to shed light on enrollees' perceptions of VA health care services. These questions were developed through focus groups with VHA staff and Veterans, both at VA headquarters and in 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 quality, cost, availability, accessibility, knowledge of VA benefits, availability of non-VA health insurance, and current or future uses of VHA. Enrollees were asked to indicate their degree of 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.

In 2013, three of four (74%) enrollees either completely agreed or agreed that it is easy for Veterans like them to get around in the VA health care facility. Compared to 2012, there was a significant decrease in the number of respondents who completely agreed, from 20 percent to 19 percent.

Table 18. It is easy for Veterans like me to get around in the VA healthcare facility

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	14.79%	1,167,736	19.79%	1,585,670	19.03%	* 1,579,871
Agree	64.86%	5,120,587	54.47%	4,365,227	55.40%	4,600,042
Neither Agree Nor Disagree	6.67%	526,625	13.69%	1,097,255	13.45%	1,116,842
Disagree	8.02%	633,274	6.37%	510,088	6.15%	510,616
Completely Disagree	1.40%	110,778	1.35%	108,419	1.36%	113,108
DK/REF	4.26%	336,107	4.33%	346,649	4.62%	383,478
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

* Tested, significant; 95% confidence level; 5% significance level
 - Not tested, not applicable

In 2013, three of four (74%) enrollees either completely agreed or agreed that it is easy to get to their local VA facility. Additionally, as seen in the results below, the proportion reporting that they agreed increased significantly (from 52% in 2012 to 54% in 2013).

Table 19. It is easy to get to my local VA facility

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	15.24%	1,203,138	20.57%	1,648,204	19.87%	1,649,629
Agree	61.42%	4,848,823	52.46%	4,203,457	54.00%	* 4,483,734
Neither Agree Nor Disagree	4.68%	369,666	9.01%	721,832	8.69%	721,518
Disagree	14.43%	1,138,884	12.31%	986,285	11.77%	977,436
Completely Disagree	2.59%	204,255	2.86%	229,347	2.70%	223,930
DK/REF	1.65%	130,341	2.80%	224,183	2.98%	247,710
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

* Tested, significant; 95% confidence level; 5% significance level
 - Not tested, not applicable

Starting in 2013, enrollees were asked if they tend to use the same health care providers as their spouse/partner and/or children. Almost 33 percent disagreed with this statement, while 27 percent agreed with it.

Table 20. I tend to use the same healthcare provider as my spouse/partner and/or children

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	--	--	--	--	8.88%	- 737,780
Agree	--	--	--	--	27.39%	- 2,274,214
Neither Agree Nor Disagree	--	--	--	--	10.70%	- 888,530
Disagree	--	--	--	--	32.97%	- 2,737,753
Completely Disagree	--	--	--	--	14.59%	- 1,211,149
DK/REF	--	--	--	--	5.47%	- 454,532
Total	--	--	--	--	100.00%	- 8,303,957

- Not tested, not applicable
-- Question not asked in year

About two-thirds (63%) of enrollees in 2013 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, between 2012 and 2013, there was a significant decrease in the number of respondents who indicated they completely agreed (16% to 15%), and a significant increase in the number of respondents who disagreed (10.7% to 11.3%).

Table 21. Veterans like me can get in and out of an appointment at VA in a reasonable time

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	12.22%	964,803	15.96%	1,279,147	14.72%	* 1,222,647
Agree	58.07%	4,584,454	48.33%	3,872,909	48.59%	4,035,023
Neither Agree Nor Disagree	9.18%	724,460	16.88%	1,352,995	16.58%	1,376,774
Disagree	12.01%	948,109	10.73%	859,763	11.33%	* 940,703
Completely Disagree	2.83%	223,815	3.31%	265,635	3.62%	300,895
DK/REF	5.69%	449,468	4.78%	382,860	5.15%	427,914
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

* Tested, significant; 95% confidence level; 5% significance level
- Not tested, not applicable

Slightly over 60 percent of enrollees in 2013 reported that they completely agreed or agreed that there is a VA provider in their area that offers all the health care services that Veterans need. From 2012 to 2013, the proportion reporting that they completely agreed decreased significantly (18% to 16%), and the proportion reporting they disagreed increased significantly (16% to 17%).

Table 22. There is a VA provider in my area that offers all of the healthcare services that Veterans like me need

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	13.38%	1,056,013	17.72%	1,420,029	15.89%	* 1,319,893
Agree	53.84%	4,250,907	45.67%	3,659,840	45.23%	3,756,287
Neither Agree Nor Disagree	6.52%	514,763	12.49%	1,000,532	12.93%	1,073,747
Disagree	18.71%	1,477,008	15.86%	1,271,219	17.17%	* 1,425,394
Completely Disagree	3.11%	245,623	3.72%	298,380	3.92%	325,144
DK/REF	4.44%	350,794	4.53%	363,308	4.86%	403,491
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

* Tested, significant; 95% confidence level; 5% significance level
 - Not tested, not applicable

In 2013, 13 percent of respondents completely agreed that Veterans do not wait a long time to see the doctor, which was a significant decrease from 2012 (14%). However, 46 percent agreed with this statement. In addition, compared to 2012, there was a significant increase in the number of respondents indicating they didn't know or refused to answer (4.9% to 5.5%).

Table 23. When Veterans like me go to VA for an appointment, they do not wait a long time to see the doctor

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	11.00%	868,676	14.20%	1,137,626	13.03%	* 1,081,633
Agree	53.69%	4,238,572	45.61%	3,655,003	45.67%	3,792,139
Neither Agree Nor Disagree	11.19%	883,466	18.80%	1,506,501	18.61%	1,545,140
Disagree	14.88%	1,174,557	13.00%	1,042,063	13.58%	1,128,082
Completely Disagree	3.20%	252,680	3.54%	283,801	3.63%	301,523
DK/REF	6.04%	477,157	4.85%	388,315	5.48%	* 455,439
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

* Tested, significant; 95% confidence level; 5% significance level
 - Not tested, not applicable

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 percent either completely agreed or agreed with this statement. Compared to 2012, there was a significant decrease in the number of respondents who indicated they completely agreed.

Table 24. Veterans like me like going to VA because you can talk to other Veterans

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	9.12%	720,347	11.58%	927,990	10.80%	* 896,529
Agree	51.14%	4,037,419	41.61%	3,334,494	41.90%	3,479,501
Neither Agree Nor Disagree	15.39%	1,215,178	26.51%	2,124,385	26.60%	2,208,762
Disagree	17.90%	1,413,594	13.28%	1,063,974	13.31%	1,105,533
Completely Disagree	2.64%	208,678	2.82%	225,845	2.83%	234,926
DK/REF	3.80%	299,892	4.20%	336,620	4.56%	378,706
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

* Tested, significant; 95% confidence level; 5% significance level
 - Not tested, not applicable

Cost

The cost domain is comprised of two questions.

Almost seven of ten respondents (68%) either completely agreed or agreed that the VA offers the best value for their health care dollar. Compared to 2012, there was a significant decrease in the number of respondents who indicated they completely agreed (21% in 2012, to 20% in 2013). Additionally, from 2012 to 2013, there was a significant increase in the number of respondents who disagreed (6% to 7%) and who either didn't know or refused to respond (5% to 6%).

Table 25. VA offers Veterans like me the best value for our healthcare dollar

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	15.98%	1,261,890	21.42%	1,716,320	20.44%	* 1,697,688
Agree	59.05%	4,661,668	47.83%	3,832,470	47.43%	3,938,813
Neither Agree Nor Disagree	10.25%	809,316	17.99%	1,441,853	17.94%	1,490,118
Disagree	8.03%	633,602	5.96%	477,248	6.90%	* 572,824
Completely Disagree	1.54%	121,641	1.77%	141,820	1.73%	143,320
DK/REF	5.15%	406,992	5.04%	403,596	5.55%	* 461,194
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

* Tested, significant; 95% confidence level; 5% significance level
 - Not tested, not applicable

In 2013, almost 70 percent of respondents either completely agreed or agreed that the VA is the most cost-effective health care provider for Veterans like themselves. The number of respondents who disagreed significantly increased (from 6% in 2012 to 7% in 2013).

Table 26. VA is the most cost-effective healthcare provider for Veterans like me

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	16.37%	1,292,079	22.45%	1,798,596	21.99%	1,826,374
Agree	58.14%	4,590,307	46.74%	3,745,761	46.48%	3,859,842
Neither Agree Nor Disagree	10.50%	828,991	17.83%	1,428,407	17.37%	1,442,182
Disagree	8.36%	660,302	6.10%	488,783	6.93% *	575,622
Completely Disagree	1.27%	99,950	1.57%	125,678	1.53%	126,897
DK/REF	5.36%	423,479	5.32%	426,083	5.70%	473,041
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

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

- Not tested, not applicable

Quality

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

Almost eight of ten respondents (79%) either completely agreed or agreed that VA health care providers treat their patients with respect. From 2012 to 2013, there was a significant decrease in the number of respondents who completely agreed (28% to 26%), and a significant increase in the number of respondents who agreed (51% to 53%).

Table 27. VA healthcare providers treat their patients with respect

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	22.30%	1,760,231	27.98%	2,241,863	26.34% *	2,187,472
Agree	61.65%	4,867,163	50.89%	4,077,847	53.05% *	4,404,906
Neither Agree Nor Disagree	6.75%	532,860	12.40%	993,723	11.75%	975,793
Disagree	4.15%	327,267	3.66%	293,001	3.49%	290,117
Completely Disagree	1.09%	85,671	1.14%	91,156	1.20%	99,620
DK/REF	4.08%	321,916	3.94%	315,719	4.17%	346,049
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

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

- Not tested, not applicable

Approximately half (50%) of 2013 respondents agreed that Veterans who use VA are satisfied with the health care they receive; 17 percent completely agreed with this statement, a significant decrease from 2012. In addition, compared to 2012, there was a significant increase in the number of respondents who indicated they disagreed (7% to 8%).

Table 28. Veterans like me who use VA are satisfied with the healthcare they receive

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	14.80%	1,168,538	18.26%	1,463,579	16.67%	* 1,384,653
Agree	58.25%	4,599,119	49.28%	3,948,809	49.57%	4,116,029
Neither Agree Nor Disagree	10.81%	853,680	18.34%	1,469,924	18.51%	1,537,067
Disagree	8.92%	704,144	7.17%	574,713	8.06%	* 669,325
Completely Disagree	1.86%	147,088	2.01%	161,378	2.11%	174,867
DK/REF	5.35%	422,540	4.93%	394,905	5.08%	422,017
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

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

- Not tested, not applicable

Knowledge of VA Benefits

This domain contains two questions.

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 2013, 61 percent of enrollees either *completely agreed* (11%) or *agreed* (51%).

Table 29. I feel I know what is available to me through my VA benefits

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	9.31%	735,160	10.89%	872,758	10.65%	884,494
Agree	59.62%	4,706,849	50.91%	4,079,663	50.64%	4,205,259
Neither Agree Nor Disagree	8.02%	633,196	13.77%	1,103,781	13.91%	1,154,710
Disagree	17.06%	1,347,183	16.59%	1,329,149	16.94%	1,407,077
Completely Disagree	2.60%	204,898	4.20%	336,943	3.86%	320,777
DK/REF	3.39%	267,821	3.63%	291,015	3.99%	331,640
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

- Not tested, not applicable

The second question in this domain indicates how much enrollees *agree* or disagree that they understand how their VA benefits work. Approximately 60 percent either *completely agreed* or *agreed* with this statement. One in five respondents in 2013 (20%) either *disagreed* or *completely disagreed*, indicating that they do not understand how their VA health benefits work.

Table 30. I understand how my VA health benefits work

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	9.50%	750,404	10.28%	823,523	10.04%	833,783
Agree	60.15%	4,748,931	50.67%	4,060,315	50.70%	4,210,367
Neither Agree Nor Disagree	8.81%	695,771	14.91%	1,194,850	15.00%	1,245,263
Disagree	15.99%	1,262,038	16.44%	1,317,090	16.64%	1,381,546
Completely Disagree	2.49%	196,615	3.98%	318,895	3.75%	311,447
DK/REF	3.06%	241,349	3.73%	298,635	3.87%	321,551
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

- Not tested, not applicable

Availability of Non-VA Benefits

This domain is comprised of two questions.

In 2013, 16 percent of respondents completely agreed that they have a doctor outside the VA that they really like and trust, a significant increase from 2012. There were significant decreases in the number of respondents who completely disagreed (11% in 2012 to 10% in 2013) and didn't know or refused to respond (4% in 2012 to 3% in 2013).

Table 31. I have a doctor outside VA who I really like and trust

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	11.69%	923,281	15.38%	1,232,625	16.45%	* 1,365,900
Agree	44.83%	3,539,752	36.23%	2,903,046	37.02%	3,074,326
Neither Agree Nor Disagree	5.88%	464,012	11.35%	909,870	11.04%	916,533
Disagree	27.41%	2,164,418	22.51%	1,804,079	22.80%	1,893,250
Completely Disagree	8.09%	638,480	11.02%	882,850	9.54%	* 792,205
DK/REF	2.09%	165,165	3.50%	280,839	3.15%	* 261,744
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

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

- Not tested, not applicable

In 2013, one in nine (12%) respondents completely agreed that their family has a health insurance plan that covers them and the rest of the family, a significant increase from 2012. However, the largest proportion (31%) disagreed with this statement, a significant increase from 2012. Combined, almost two in five (39%) completely agreed or agreed, while 50 percent disagreed or completely disagreed. In addition, the number of respondents who completely disagreed significantly decreased in 2013 (from 21% to 19%).

Table 32. My family has a health insurance plan that covers me and the rest of the family

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	7.36%	580,878	11.03%	883,749	11.81%	* 980,394
Agree	32.65%	2,577,584	26.64%	2,134,564	27.40%	2,275,636
Neither Agree Nor Disagree	3.39%	267,553	6.65%	533,174	6.23%	517,656
Disagree	38.53%	3,041,926	30.09%	2,410,863	31.18%	* 2,589,186
Completely Disagree	14.39%	1,136,121	21.02%	1,684,390	18.65%	* 1,548,278
DK/REF	3.69%	291,046	4.57%	366,567	4.73%	392,806
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

* Tested, significant; 95% confidence level; 5% significance level
 - Not tested, not applicable

Current and Future Uses of VA

In 2013, almost two-thirds (65%) of respondents either completely agreed or agreed that they would use the VA more if the cost of health care increased for them. Over half (52%) agreed, a significant increase from 2012 (49%). The proportion of respondents who disagreed also increased (from 10.7% in 2012 to 11.5% in 2013). In contrast, the number of respondents who completely agreed and completely disagreed significantly decreased.

Table 33. If the cost of healthcare to me increases, I will use VA more

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	11.61%	642,530	15.92%	966,771	12.55%	* 734,129
Agree	58.93%	3,260,591	48.70%	2,957,476	52.25%	* 3,057,391
Neither Agree Nor Disagree	9.22%	510,098	17.96%	1,090,802	17.53%	1,025,827
Disagree	15.04%	831,913	10.69%	648,942	11.46%	* 670,481
Completely Disagree	1.69%	93,551	2.37%	143,988	1.89%	* 110,685
DK/REF	3.50%	193,916	4.36%	264,498	4.32%	252,526
Total	100.00%	5,532,600	100.00%	6,072,477	100.00%	- 5,851,038

* Tested, significant; 95% confidence level; 5% significance level
 - Not tested, not applicable

Denominator does not include respondents who indicated they use VA for all their health care needs

The second question in this domain asked if Veterans would only use VA if they did not have access to any other source of health care. Slightly less than half (47%) of the 2013 respondents either completely agreed or agreed with this statement; there were significant decreases for both completely agree (13% in 2012 to 11% in 2013) and agree (37% in 2012 to 36% in 2013). There was a significant increase in the number of respondents who indicated they disagreed (26% in 2012 to 29% in 2013).

Table 34. I would only use VA if I did not have access to any other source of healthcare

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	9.05%	714,506	12.53%	1,003,778	10.73%	* 891,338
Agree	45.45%	3,587,980	37.25%	2,985,063	35.99%	* 2,988,934
Neither Agree Nor Disagree	6.63%	523,444	12.31%	986,640	12.00%	996,237
Disagree	31.07%	2,453,256	26.09%	2,090,744	29.38%	* 2,440,112
Completely Disagree	5.59%	441,302	8.67%	694,726	8.70%	722,046
DK/REF	2.21%	174,620	3.15%	252,357	3.19%	265,290
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

* Tested, significant; 95% confidence level; 5% significance level
 - Not tested, not applicable

The third question in this domain asked if Veterans agreed or disagreed with the statement, “Veterans who can afford to use other sources of health care should leave the VA to those who really need it.” The largest proportion (32%) of respondents in 2013 agreed with this statement, and 29 percent disagreed. Compared to 2012, there were significant decreases in the number of respondents who completely agreed (9% to 8%), agreed (33% to 32%), and completely disagreed (10.2% to 9.6%). In contrast, there was a significant increase in the proportion of respondents who disagreed (27% to 29%).

Table 35. Veterans who can afford to use other sources of healthcare should leave the VA to those who really need it

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	7.23%	571,093	8.83%	707,370	7.88%	* 653,998
Agree	42.13%	3,326,159	32.83%	2,630,802	31.80%	* 2,640,358
Neither Agree Nor Disagree	10.79%	852,026	17.82%	1,428,257	18.28%	1,517,735
Disagree	30.98%	2,445,996	26.80%	2,147,580	28.60%	* 2,375,126
Completely Disagree	5.92%	467,071	10.18%	815,584	9.64%	* 800,322
DK/REF	2.95%	232,762	3.54%	283,716	3.81%	316,418
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

* Tested, significant; 95% confidence level; 5% significance level
 - Not tested, not applicable

Starting in 2013, enrollees were asked if their use of VA would decrease if their financial resources improved. Almost 40 percent *disagreed* with this statement, while almost 25 percent *agreed*.

Table 36. My use of VA will decrease if my financial resources improve

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Completely Agree	--	--	--	--	4.29%	262,977
Agree	--	--	--	--	24.66%	1,510,278
Neither Agree Nor Disagree	--	--	--	--	17.73%	1,085,864
Disagree	--	--	--	--	39.87%	2,441,500
Completely Disagree	--	--	--	--	9.15%	560,046
DK/REF	--	--	--	--	4.29%	262,684
Total	--	--	--	--	100.00%	6,123,348

- Not tested, not applicable

-- Question not asked in year

Denominator does not include respondents who indicated they currently did not use VA health care

Future Use

Respondents were asked to indicate the primary way they planned to use VA health care in the future. As shown, the largest proportion in all three survey years reported they will use VA as their primary source of health care (47% in 2011, 43% in 2012, and 44% in 2013). The increase from 2012 to 2013 was significant. Specialized care use also saw a significant increase (3% in 2012 to 5% in 2013), while respondents indicating other future uses, that they did not know, or refusing to respond saw significant decreases.

Table 37. 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...

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Primary Care	47.49%	3,749,190	42.89%	3,436,524	43.80%	3,637,449
Backup Care	13.06%	1,031,459	11.35%	909,769	10.91%	906,159
Safety Net	11.78%	929,874	16.25%	1,302,096	16.52%	1,372,042
Prescriptions	8.30%	655,546	7.89%	632,624	7.79%	646,750
Specialized Care	3.74%	294,893	3.49%	279,886	4.78%	397,203
No Plans	11.52%	909,144	10.32%	827,242	9.88%	820,561
Other	1.07%	84,825	1.17%	93,745	0.63%	52,063

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	2011		2012		2013		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
DK/REF	3.04%	240,176	6.63%	531,424	5.68%	*	471,730
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	-	8,303,957

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

- Not tested, not applicable

Public and Private Health Insurance Coverage

VA Health Care

All sampled Veterans were VA enrollees. However, the survey asks each enrollee whether they are enrolled in VA health care. From 2012 to 2013, there was a significant increase in the number of respondents who reported that they were *not* enrolled (13% to 14%), which may indicate a lack of awareness of their VA health care benefits. In contrast, there was a significant decrease in the number of respondents who reported that they *did not remember* enrolling (5% to 3%).

Table 38. Are you enrolled in VA healthcare?

	2011		2012		2013		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Yes	81.03%	6,397,153	78.79%	6,313,371	78.80%		6,543,916
No	14.79%	1,167,646	13.37%	1,071,635	14.32%	*	1,189,197
I do not remember enrolling	0.52%	41,326	4.60%	368,486	3.47%	*	288,211
DK/REF	3.66%	288,984	3.24%	259,816	3.40%		282,634
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	-	8,303,957

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

- Not tested, not applicable

In 2013, enrollees were asked whether they had enrolled in VA for health care within the last five years. There was a nearly even split between enrollees who responded *yes* and *no* (47% and 49%, respectively).

Table 39. Did you enroll in VA for health care within the last five years?

	2011		2012		2013		
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent		Population Estimate
Yes	--	--	--	--	46.80%	-	3,062,227
No	--	--	--	--	49.32%	-	3,227,280

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	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
DK/REF	--	--	--	--	3.89%	254,409
Total	--	--	--	--	100.00%	6,543,916

- Not tested, not applicable
 -- Question not asked in year

Respondents who indicated that they had enrolled within the last five years were asked to share their primary reason for enrollment. Almost 46 percent provided a reason outside of those listed. In addition, 15 percent of respondents indicated that they enrolled because of a loss or reduction in other health insurance benefits or other economic circumstances.

Table 40. What is the primary reason that you enrolled?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Recent discharge from service	--	--	--	--	10.52%	322,015
Loss or reduction in other health insurance benefits	--	--	--	--	15.49%	474,269
Other economic circumstances	--	--	--	--	15.49%	474,224
To meet the requirement for health insurance coverage under the health reform law	--	--	--	--	3.81%	116,642
Moved closer to a VA facility	--	--	--	--	1.74%	53,422
A VA facility opened close to me	--	--	--	--	2.83%	86,559
Other	--	--	--	--	45.95%	1,407,124
DK/REF	--	--	--	--	4.18%	127,972
Total	--	--	--	--	100.00%	3,062,227

- Not tested, not applicable
 -- Question not asked in year

Insurance Status

Over the past three years approximately one in five enrollees reported that they were uninsured. There was a significant decrease in 2013 (21%) from 2012 (22%) in the number of enrollees that indicated they were uninsured. Conversely, there was a significant increase in the number of enrollees that indicated they were insured (78% in 2012 to 79% in 2013).

Table 41. Insurance Status

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Insured	77.05%	6,083,150	77.53%	6,212,444	78.85%	* 6,547,399
Uninsured	22.95%	1,811,958	22.47%	1,800,864	21.15%	* 1,756,558
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

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

- Not tested, not applicable

Medicare Coverage

All enrollees reported on whether they were covered by Medicare. In 2013, slightly more than half (52%) of enrollees reported that they were covered. This was similar to the proportions seen in 2012 (50%) and 2011 (51%), though the increase from 2012 to 2013 was significant. Mirroring this change, from 2012 to 2013, the proportion of enrollees without Medicare coverage decreased significantly (48% to 47%).

Table 42. Are you covered by Medicare?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	50.97%	4,024,036	49.93%	4,001,098	52.01%	* 4,318,730
No	47.43%	3,744,888	48.48%	3,884,769	46.52%	* 3,862,768
DK/REF	1.60%	126,184	1.59%	127,441	1.47%	122,459
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

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

- Not tested, not applicable

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).

Table 43. Did you choose to receive your Medicare coverage through a Medicare Advantage Plan and not through the Original Medicare Plan?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	21.19%	852,736	21.12%	845,016	20.75%	896,281
No	58.26%	2,344,480	61.82%	2,473,281	61.85%	2,671,099

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	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
DK/REF	20.55%	826,820	17.07%	682,802	17.40%	751,351
Total	100.00%	4,024,036	100.00%	4,001,098	100.00%	- 4,318,730

- Not tested, not applicable

Respondents with the Original Medicare Plan then were asked a series of follow-up questions. First, they were asked whether their coverage paid for care if they were hospitalized. In 2013, about 85 percent of respondents said *yes*, about four percent said *no*, and a little over 11 percent *did not know* or *refused*. Compared to 2012, the proportion indicating *yes* significantly decreased, while the proportion reporting *did not know* or *refused* significantly increased.

Table 44. Does your Medicare coverage pay for care if you are hospitalized?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	84.34%	2,674,692	85.96%	2,712,909	84.95%	* 2,907,271
No	4.32%	137,132	4.10%	129,503	4.03%	137,774
DK/REF	11.34%	359,475	9.94%	313,670	11.03%	* 377,404
Total	100.00%	3,171,300	100.00%	3,156,083	100.00%	- 3,422,450

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

- Not tested, not applicable

In all three survey years, over three-quarters of enrollees also covered by the Original Medicare Plan reported that Medicare pays for their doctor's office visits.

Table 45. Does your Medicare coverage pay for doctor's office visits?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	77.54%	2,459,139	77.90%	2,458,521	76.22%	* 2,608,431
No	12.53%	397,511	13.06%	412,111	13.17%	450,901
DK/REF	9.92%	314,650	9.04%	285,451	10.61%	* 363,118
Total	100.00%	3,171,300	100.00%	3,156,083	100.00%	- 3,422,450

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

- Not tested, not applicable

Respondents with the Original Medicare Plan were also asked whether they purchased private health care coverage to supplement their Medicare plan. In 2013, 43 percent of enrollees purchased a supplemental private plan. From 2012 to 2013, there was a significant increase in the number of respondents who indicated that they *did not know* whether they had purchased supplemental private health care coverage.

Table 46. Do you purchase any private healthcare coverage to supplement Medicare; that is, to pay for services Medicare does not pay for?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	46.90%	1,487,210	43.70%	1,379,315	42.89%	1,468,026
No	50.84%	1,612,333	52.94%	1,670,941	52.00%	1,779,510
DK/REF	2.26%	71,757	3.35%	105,827	5.11%	* 174,913
Total	100.00%	3,171,300	100.00%	3,156,083	100.00%	- 3,422,450

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

- Not tested, not applicable

Respondents with any kind of Medicare (Original Medicare Plan or Medicare Advantage Plan) were asked to report whether they had Medicare prescription drug coverage, commonly known as “Part D.” One-third (35%) of enrollees in 2013 had obtained this type of coverage. Both the decrease in those who did not have Part D coverage (59% in 2012 to 57% in 2013) and the increase in those who did not know whether they had Part D coverage (7% in 2012 to 8% in 2013) were statistically significant.

Table 47. Do you have Medicare prescription drug coverage “Part D?”

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	36.43%	1,466,009	34.25%	1,370,425	34.65%	1,496,272
No	56.22%	2,262,258	58.79%	2,352,443	57.35%	* 2,476,939
DK/REF	7.35%	295,768	6.95%	278,231	8.00%	* 345,520
Total	100.00%	4,024,036	100.00%	4,001,098	100.00%	- 4,318,730

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

- Not tested, not applicable

Medicaid Coverage

All enrollees were asked whether they were covered by Medicaid at that time. Almost 90 percent of respondents indicated that they were not covered currently by Medicaid. There were no significant changes between 2012 and 2013.

Table 48. Are you currently covered by Medicaid (sometimes referred to as “Medical Assistance”) for any of your healthcare?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	7.39%	583,514	6.15%	492,505	6.42%	533,432
No	89.17%	7,040,034	90.65%	7,264,149	90.44%	7,510,460
DK/REF	3.44%	271,560	3.20%	256,653	3.13%	260,065
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

- Not tested, not applicable

TRICARE or TRICARE For Life Coverage

Almost 19 percent of enrollees were covered by TRICARE or TRICARE For Life in 2013; this was a significant increase from 2012.

Table 49. Are you currently covered by the Department of Defense’s TRICARE or TRICARE For Life healthcare programs?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	16.36%	1,291,524	18.13%	1,452,870	18.91%	* 1,569,979
No	75.42%	5,954,337	75.35%	6,037,883	74.75%	6,207,469
DK/REF	8.22%	649,247	6.52%	522,555	6.34%	526,509
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

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

- Not tested, not applicable

Additional Health Coverage

Over the past three survey years, the proportion of enrollees who were covered by another individual or group health plan remained steady, at slightly less than three in ten (29% in 2011, 29% in 2012, and 28% in 2013). There were no significant changes between 2012 and 2013.

Table 50. 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?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	29.17%	2,302,827	28.92%	2,317,257	28.22%	2,343,476
No	70.08%	5,532,522	69.64%	5,580,624	70.44%	5,849,415
DK/REF	0.76%	59,759	1.44%	115,427	1.34%	111,066
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

- Not tested, not applicable

Respondents with other individual or group health plans were asked three follow-up questions. As shown below, the largest proportion of enrollees in all three recent survey years reported that their additional coverage was provided by a current employer (40% in 2013, 40% in 2012, and 35% in 2011). The next most common response in these survey years was that the additional coverage was provided by a former employer.

Table 51. Who provides this coverage? If more than one source applies, please indicate the primary source.

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Current Employer, Including COBRA	34.88%	803,290	40.13%	929,937	40.32%	944,775
Former Employer	22.31%	513,850	19.76%	457,880	20.07%	470,328
Family Member	14.86%	342,138	12.09%	280,173	12.65%	296,375
Individually Purchased Coverage	6.85%	157,676	6.71%	155,585	6.75%	158,116
Federal, State, Country, or local community health services program	17.46%	402,179	16.36%	379,174	15.81%	370,501
Other	1.50%	34,546	1.95%	45,298	1.49%	* 34,933
DK/REF	2.13%	49,149	2.99%	69,209	2.92%	68,447
Total	100.00%	2,302,827	100.00%	2,317,257	100.00%	- 2,343,476

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

- Not tested, not applicable

In the past three survey years, slightly more than 80 percent of enrollees with additional coverage reported that it included prescription drug benefits.

Table 52. Does this coverage include prescription drug coverage?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	80.99%	1,864,961	82.91%	1,921,260	82.82%	1,940,797
No	15.67%	360,965	13.40%	310,507	13.18%	308,889
DK/REF	3.34%	76,901	3.69%	85,489	4.00%	93,790
Total	100.00%	2,302,827	100.00%	2,317,257	100.00%	- 2,343,476

- Not tested, not applicable

Of respondents with additional individual or group health care coverage in 2013, slightly less than half (47%) reported that their coverage was provided through an Health Maintenance Organization (HMO) or another managed care organization. This was a significant decrease from 50 percent in 2012. The proportion reporting that they *did not know*, or that they *refused* to respond, increased significantly from 10 percent in 2012 to 11 percent in 2013.

Table 53. Is this coverage provided through an HMO or other managed care organization?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	45.38%	1,045,043	49.58%	1,148,864	47.49%	* 1,112,875
No	42.26%	973,109	40.66%	942,134	41.06%	962,288
DK/REF	12.36%	284,676	9.76%	226,259	11.45%	* 268,313
Total	100.00%	2,302,827	100.00%	2,317,257	100.00%	- 2,343,476

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

- Not tested, not applicable

Pharmaceutical Use

Prescription Drug Coverage Through VA

All respondents were asked to report on their prescription medication use and benefits. In 2013, over half (57%) of enrollees indicated that they had VA prescription drug benefits. Approximately one third indicated that they did not have VA prescription drug benefits (33%). One in ten (10%) 2013 enrollees *did not know* or *refused* to indicate whether they had this type of VA benefit. All enrollees have VA prescription drug benefits, however, a large percentage appear to be unaware of those benefits. There were no significant changes from 2012 to 2013.

Table 54. Do you currently have a prescription drug benefit from VA?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	60.19%	4,751,701	55.74%	4,466,878	56.60%	4,700,229
No	34.43%	2,718,506	33.83%	2,711,191	33.33%	2,767,840
DK/REF	5.38%	424,900	10.42%	835,239	10.07%	835,888
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

- Not tested, not applicable

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 2013, 37 percent of respondents reported that they had not taken any OTC medications; this was similar to the proportions in 2012 (36%) and 2011 (34%). While it appears that similar proportions of enrollees *did not know* or *refused* to indicate the number of OTC medications they had taken in the past 30 days, this was a significant increase from 2012 (2% in 2012 to 3% in 2013).

Table 55. How many different over the counter medications did you use in the last 30 days?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
0	34.32%	2,709,533	36.15%	2,896,740	36.83%	3,058,718
1–2	38.05%	3,004,376	36.89%	2,956,481	36.37%	3,020,528
3–4	15.81%	1,247,929	15.60%	1,250,245	15.20%	1,262,266
5+	9.82%	775,581	9.24%	740,327	8.92%	740,677
DK/REF	2.00%	157,689	2.12%	169,514	2.67%	* 221,768
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

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

- Not tested, not applicable

As a follow-up, respondents who took at least one OTC medication in the last 30 days were asked to report the number of medications they obtained from VA. In 2013, about 84 percent of these respondents reported obtaining none of their OTC medications from VA. This was a significant increase from 2012 (83%). In addition, there was a significant decrease in the number of respondents who indicated that they received 3–4 medications from VA (3.2% in 2012, and 2.7% in 2013).

Table 56. Of these over the counter medications, how many did you obtain from VA?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
0	82.92%	4,169,137	83.33%	4,122,331	84.16%	* 4,227,636
1–2	9.88%	496,582	9.73%	481,236	9.46%	475,020
3–4	3.46%	174,061	3.25%	160,842	2.73%	* 136,949
5+	3.17%	159,418	2.76%	136,679	2.60%	130,627
DK/REF	0.57%	28,688	0.93%	45,966	1.06%	53,239
Total	100.00%	5,027,886	100.00%	4,947,053	100.00%	- 5,023,472

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

- Not tested, not applicable

Prescription Medications

All respondents were asked to report the number of different prescription medications they had taken in the last 30 days. In 2013, the largest proportion (41%) of enrollees reported taking five or more prescription medications in the past 30 days. This also was the most common response in 2011 (43%) and 2012 (41%). Approximately one in five enrollees in each survey year reported taking 1–2 or 3–4 prescription medications in the past 30 days. There was a significant decrease in the number of enrollees who indicated that they took 1–2 different prescription medications in the last 30 days (20% in 2012 to 19% in 2013).

Table 57. How many different prescription medications did you use in the last 30 days?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
0	15.19%	1,199,138	16.40%	1,314,453	16.69%	1,386,320
1–2	18.65%	1,472,593	19.71%	1,579,038	18.80%	* 1,560,871
3–4	21.93%	1,731,388	20.81%	1,667,321	21.13%	1,754,622
5+	42.67%	3,368,647	41.14%	3,296,433	41.24%	3,424,588
DK/REF	1.56%	123,341	1.95%	156,063	2.14%	177,555
Total	100.00%	7,895,108	100.00%	8,013,308	100.00%	- 8,303,957

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

- Not tested, not applicable

Next, respondents who had taken at least one prescription medication in the last 30 days were asked to report the number of medications they obtained from VA. The largest proportion in each survey year (34% in 2011, 37% in 2012, and 38% in 2013) reported that they obtained none of their prescription medications from VA. The next most common response in all three survey years was that five or more prescription medications came from VA (31% in 2011, 29% in

2012, and 29% in 2013). The proportion of enrollees indicating that they *did not know* or *refused* to answer significantly increased from 0.8 percent in 2012 to 1.1 percent in 2013.

Table 58. Of these prescription medications, how many did you obtain from VA?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
0	34.38%	2,259,879	37.44%	2,449,660	37.68%	2,539,331
1–2	16.88%	1,109,749	16.87%	1,103,963	16.67%	1,123,522
3–4	17.25%	1,133,479	15.86%	1,037,831	15.59%	1,050,888
5+	31.07%	2,042,066	29.04%	1,899,833	28.92%	1,949,321
DK/REF	0.42%	27,455	0.79%	51,504	1.14%	* 77,020
Total	100.00%	6,572,628	100.00%	6,542,792	100.00%	- 6,740,082

* Tested, significant; 95% confidence level; 5% significance level
 - Not tested, not applicable

Long-Term Care Use and Benefits

In 2012 and 2013, but not in prior years, enrollees were asked a series of questions about long-term health care and coverage.

Among the 2013 enrollees, eight percent reported that they had a long-term care policy that covered nursing home care, assisted living, or long-term home care services (excluding Medicare Supplemental policies, covered in another series of questions).

Table 59. 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?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Yes	--	--	7.82%	626,954	8.28%	687,566
No	--	--	88.57%	7,097,617	88.22%	7,326,063
DK/REF	--	--	3.60%	288,738	3.50%	290,328
Total	--	--	100.00%	8,013,308	100.00%	- 8,303,957

- Not tested, not applicable

Among the 2013 enrollees, four percent reported that they had been a patient in a nursing home, assisted living, convalescent, or rest home one or more times in their lives.

Table 60. 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.

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
0	--	--	94.32%	7,558,372	94.27%	7,828,177
1+	--	--	4.53%	362,959	4.44%	369,015
DK/REF	--	--	1.15%	91,977	1.29%	106,765
Total	--	--	100.00%	8,013,308	100.00%	- 8,303,957

- Not tested, not applicable

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%) reported that their stay was for one month or less. There was a significant increase in the number of respondents who indicated that they *did not know* or who *refused* to respond.

Table 61. How long were you there the last time? If you are currently a patient, please include the entire duration up to today.

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
1–30 Days	--	--	53.07%	192,626	53.41%	197,101
31+ Days	--	--	44.53%	161,642	42.16%	155,581
DK/REF	--	--	2.39%	8,690	4.43%	* 16,333
Total	--	--	100.00%	362,959	100.00%	- 369,015

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

- Not tested, not applicable

-- Question not asked in year

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 (46%) reported that payment came from Medicare. Fewer enrollees reported that payment came from a VA program (21%); self, private, or out-of-pocket payments (17%); and private insurance (19%). There was a significant decrease in the number of respondents who indicated that Medicaid had covered their costs (7% in 2012 to 5% in 2013).

Table 62. 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?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Private Insurance	--	--	16.68%	60,535	18.75%	69,192
Self/Private Pay/Out-of-Pocket	--	--	18.12%	65,774	16.54%	61,021
Medicare (including Medicare HMO)	--	--	44.57%	161,764	46.20%	170,486
Medicaid (including Medicaid HMO)	--	--	7.28%	26,439	5.47%	* 20,185
Department of Veterans Affairs contract or other Dept. of Veterans Affairs Programs	--	--	21.05%	76,403	20.84%	76,899
Other	--	--	10.51%	38,145	9.76%	36,031
DK/REF	--	--	8.01%	29,078	7.10%	26,216
Denominator	--	--		362,959		- 369,015

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

- Not tested, not applicable

-- Question not asked in year

These enrollees then were asked to report the payment sources for their care for the *most recent* month or billing period. Approximately 30 percent of enrollees reported that payment came from Medicare; 27 percent reported that payment came from a VA program, and 24 percent reported personal, private pay, or out-of-pocket payments.

Table 63. 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?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Private Insurance	--	--	11.14%	18,975	12.80%	22,011
Self/Private Pay/Out-of-Pocket	--	--	25.61%	43,618	24.29%	41,753
Medicare (including Medicare HMO)	--	--	29.94%	51,002	31.11%	53,478
Medicaid (including Medicaid HMO)	--	--	11.06%	18,838	8.09%	13,900

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	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Department of Veterans Affairs contract or other Dept of Veterans Affairs Programs	--	--	28.31%	48,225	26.83%	46,129
Other	--	--	11.20%	19,074	10.69%	18,377
DK/REF	--	--	11.28%	19,213	10.44%	17,950
Denominator	--	--		170,333	-	171,914

- Not tested, not applicable
 -- Question not asked in year

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. Less than five percent of enrollees reported that they received such visits in the past 30 days (96%).

Table 64. 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.

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
0	--	--	95.68%	7,666,951	95.73%	7,949,622
1+	--	--	2.98%	238,580	3.04%	252,438
DK/REF	--	--	1.34%	107,776	1.23%	101,897
Total	--	--	100.00%	8,013,308	100.00%	8,303,957

- Not tested, not applicable
 -- Question not asked in year

These enrollees were asked to report the sources of payment that covered or will cover the cost of home nursing services for the *most recent* month or billing period. Approximately 40 percent reported that payment came from Medicare. Smaller proportions reported that payment came from a VA program (27%); self, private, or out-of-pocket payments (10%); and private insurance (13%).

Table 65. What were all the sources of payment that covered or will cover the cost of your nursing services at home care for the most recent month or billing period?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Private Insurance	--	--	11.40%	27,203	12.65%	31,925
Self/Private Pay/Out-of-Pocket	--	--	12.68%	30,261	10.42%	26,304
Medicare (including Medicare HMO)	--	--	40.31%	96,173	40.66%	102,640
Medicaid (including Medicaid HMO)	--	--	6.24%	14,890	5.11%	12,902
Department of Veterans Affairs contract or other Dept. of Veterans Affairs Programs	--	--	30.23%	72,118	27.47%	69,352
Non-Paid/Family/Volunteer	--	--	2.66%	6,356	2.34%	5,916
Other	--	--	5.69%	13,567	5.83%	14,719
DK/REF	--	--	8.56%	20,424	9.81%	24,767
Denominator	--	--		238,580		252,438

- Not tested, not applicable
 -- Question not asked in year

Travel Factors

In 2013, enrollees were asked how much travel time affected their choice of preferred health care provider. Almost 45 percent of enrollees indicated that travel time never affected their decision to access care at their nearest preferred health care provider.

Table 66. How much does travel time or distance impact your decision to access care at your nearest preferred health care provider? Would you say...

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Always	--	--	--	--	18.18%	1,509,729
Often	--	--	--	--	11.48%	953,556
Sometimes	--	--	--	--	23.30%	1,935,028
Never	--	--	--	--	44.08%	3,660,099
DK/REF	--	--	--	--	2.96%	245,545
Total	--	--	--	--	100.00%	8,303,957

- Not tested, not applicable
 -- Question not asked in year

In 2013, enrollees were asked what they considered the greatest barrier to seeking primary health care at their nearest health care provider. The most commonly selected barrier was cost (17%). However, over 50 percent of respondents indicated that they had no problems accessing health care at their nearest health care provider.

Table 67. Please select the response you consider the greatest barrier to seeking primary health care at your nearest health care provider?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Cost	--	--	--	--	17.17%	- 1,425,523
Available medical services	--	--	--	--	5.69%	- 472,282
Physical environment, neighborhood, provider professionalism, or other aspects of the environment or surrounding area	--	--	--	--	2.22%	- 184,465
Hours of operation, availability of parking, or other aspects about the accommodations at your nearest preferred health care provider	--	--	--	--	3.83%	- 318,203
Travel time or distance	--	--	--	--	9.21%	- 764,765
Another barrier	--	--	--	--	3.44%	- 285,492
I have no problems accessing the health care at the nearest health care provider	--	--	--	--	53.53%	- 4,445,510
DK/REF	--	--	--	--	4.91%	- 407,717
Total	--	--	--	--	100.00%	- 8,303,957

- Not tested, not applicable
 -- Question not asked in year

In 2013, enrollees were asked the maximum number of minutes, one way, they would travel for primary health care. Responses were subsequently collapsed into ranges, reflected in the table below. Approximately 48 percent provided a response within the range of 0-30 minutes, while the next highest response was 31-60 minutes (35%). The median reported time was 35 minutes and the average reported time was 52.5 minutes.

Table 68. How many minutes, ONE WAY, is the most you would travel for primary health care?

Response Ranges	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
0 - 30 minutes	--	--	--	--	47.79%	- 3,968,540
31 - 60 minutes	--	--	--	--	34.81%	- 2,890,832
61 - 90 minutes	--	--	--	--	4.10%	- 340,578
91 - 120 minutes	--	--	--	--	6.13%	- 509,313
121+ minutes	--	--	--	--	3.93%	- 326,733
DK/REF	--	--	--	--	3.23%	- 267,961
Total	--	--	--	--	100.00%	- 8,303,957

- Not tested, not applicable
 -- Question not asked in year

Internet Access

In 2013, enrollees were asked where they most frequently accessed the Internet. The majority indicated that they access the Internet at home (61%). In addition, almost 30 percent of enrollees indicated that they do not access the Internet at all.

Table 69. Where do you most frequently access the Internet?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
At home	--	--	--	--	60.83%	- 5,051,028
Public library	--	--	--	--	1.70%	- 140,875
VA Medical Center Library	--	--	--	--	0.27%	- 22,403
Other public wireless spots	--	--	--	--	0.68%	- 56,208
I do not access the internet	--	--	--	--	29.86%	- 2,479,401
Other	--	--	--	--	5.58%	- 463,154
DK/REF	--	--	--	--	1.09%	- 90,889
Total	--	--	--	--	100.00%	- 8,303,957

- Not tested, not applicable
 -- Question not asked in year

Respondents who indicated they accessed the Internet from home then were asked a follow-up question pertaining to Internet access speed (broadband vs. dial-up). Approximately 90 percent of enrollees indicated that they had high-speed broadband internet access from home.

Table 70. Is your home internet connection...

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
Through a high-speed or broadband. Internet connection through satellite or cable	--	--	--	--	90.26%	4,559,052
Through a slower, dial-up connection over your landline telephone line	--	--	--	--	7.88%	398,268
DK/REF	--	--	--	--	1.86%	93,708
Total	--	--	--	--	100.00%	5,051,028

- Not tested, not applicable
 -- Question not asked in year

Patient Protection and Affordable Care Act

In 2013, enrollees were asked how well they understood the ACA. Almost 65 percent of respondents indicated that they did not understand it, with 14 percent indicating that they have followed the issue closely.

Table 71. How well do you understand the Patient Protection and Affordable Care Act?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
I have followed this issue closely	--	--	--	--	14.41%	1,196,604
I rely on others for information about the Act	--	--	--	--	12.73%	1,057,289
The patient protection and affordable care act does not affect me	--	--	--	--	6.24%	518,336
I do not understand this Act	--	--	--	--	64.58%	5,362,910
DK/REF	--	--	--	--	4.34%	360,040
Total	--	--	--	--	100.00%	8,303,957

- Not tested, not applicable
 -- Question not asked in year

In 2013, enrollees were asked how they thought the ACA would change their planned use of the VA health care system. Over 50 percent indicated that they would not change their use of the system. Additionally, 24 percent indicated that they either *did not know* or *refused* to respond.

Moreover, 23 percent indicated that they probably or definitely would increase their use of the VA health care system.

Table 72. How do you think the health care reform law will change your planned use of the VA health care system?

	2011		2012		2013	
	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate	Weighted Percent	Population Estimate
I will definitely increase my use of the VA health care system	--	--	--	--	7.41%	615,683
I will probably increase my use of the VA health care system	--	--	--	--	15.09%	1,253,119
I will not change my use	--	--	--	--	51.50%	4,276,326
I will probably decrease my use of the VA health care system	--	--	--	--	1.59%	132,038
I will definitely decrease my use of the VA health care system	--	--	--	--	0.75%	62,405
DK/REF	--	--	--	--	23.66%	1,964,386
Total	--	--	--	--	100.00%	8,303,957

- Not tested, not applicable
 -- Question not asked in year

APPENDIX A – CONDENSED DESCRIPTION OF THE METHODOLOGY

Below is a condensed overview of the 2013 Survey of Enrollees methodology.

Sample Design

A sample of 164,740 enrollees was drawn from the population of enrolled Veterans as of September 30, 2012. Enrollees were excluded if they lived outside of the United States or Puerto Rico. In addition, the enrollment file was compared to key VA Veteran data files to exclude any enrollee who declined enrollment, did not have a valid address, or whose file indicated they were deceased. The remaining population (8,303,957) was stratified into 504 cells based on combinations of VISN (21), enrollee type (2: pre- or post-enrollment), priority group (7: 1–6, and 7/8), and Operating Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn (OEF/OIF/OND) status (2: Yes/No). The OEF/OIF/OND stratum was added in 2008 because analyses in 2005 and 2007 showed that this cohort of Veterans was under-represented. Veterans of these conflicts have been oversampled in the 2008, 2010, 2011, 2012, and 2013 surveys.

Multimode Survey

The Survey of Enrollees is a multimode survey offered via Computer Assisted Telephone Interview (CATI), self-administered mail, or Computer Assisted Web Interview (CAWI). Sampled enrollees with missing or invalid telephone numbers were assigned to the mail treatment. The remaining enrollees—those with a known telephone number—were assigned to either the CATI control group or the mail experimental treatment group. Both CATI and mail treatments included an option for enrollees to complete the survey via CAWI.

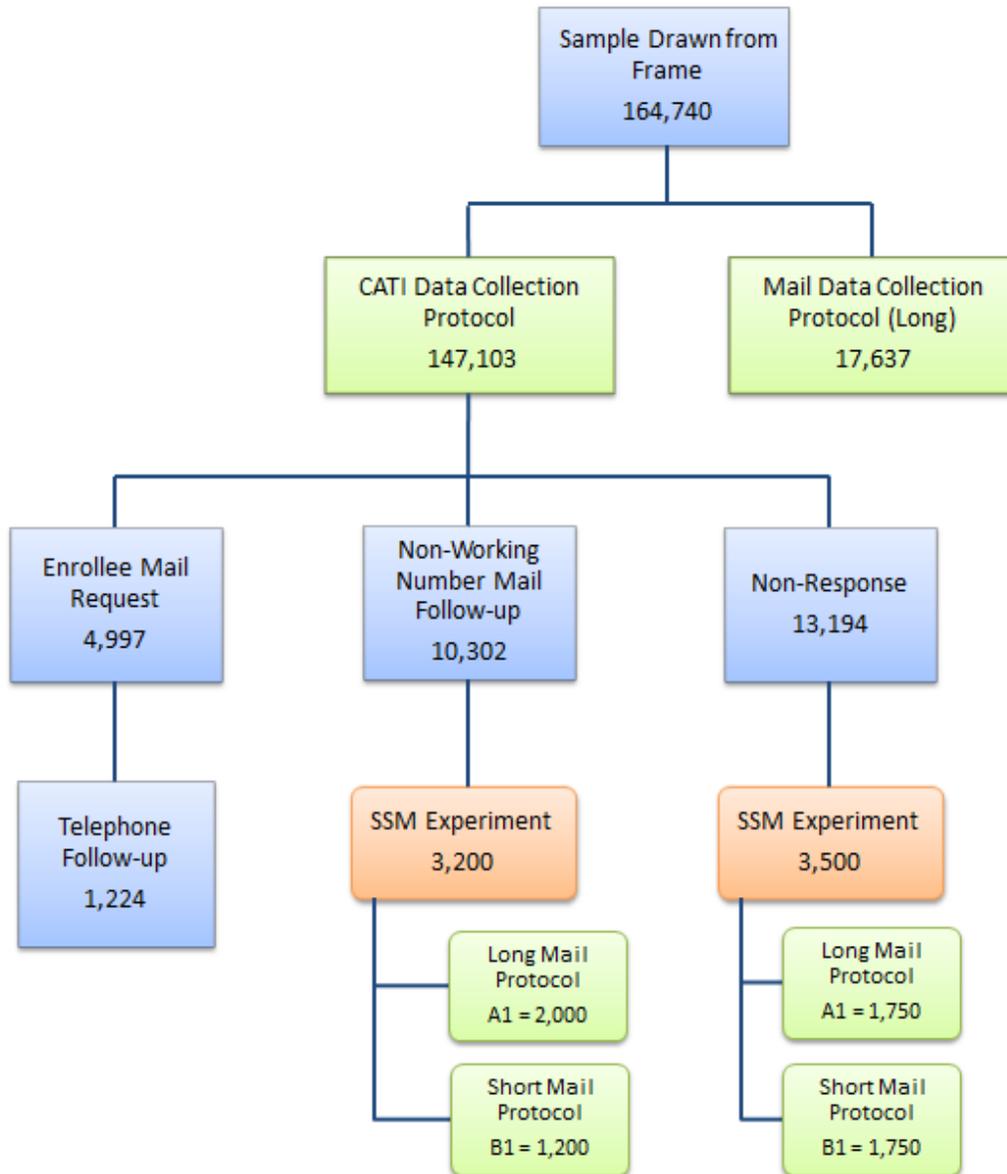
The 2013 Survey of Enrollees included two experiments:

1. **Mode Effects (ME):** To test for mode effects in the CATI-eligible population, ICF randomly assigned CATI-eligible enrollees to one of two modes, CATI or mail.
2. **Second Survey Mailing (SSM):** To test the effect of one vs. multiple CATI non-responder follow-up contacts, ICF sent either one or two follow-up surveys to CATI non-responders assigned to CATI mode in the ME experiment. The key difference is that non-responders assigned to the short protocol received one mail survey and a reminder postcard; while non-responders assigned to the long protocol also received a second mail survey following non-response.

Some CATI treatment Veterans were given the opportunity to complete the Survey of Enrollees via mail if their telephone number was non-working, if they specifically requested a mail survey, or if they still had not completed the CATI survey after ICF completed the calling protocol.

VHA provided ICF with a sample of 419,980 records from its enrollee database, from which ICF sampled 164,740 enrollees—determined by reviewing historical response rates, estimating the impact of all enrollees receiving a pre-survey notification letter, and the use of multiple modes.

Figure A-1: Data Collection Modes



Design Weights

Prior to calculating the non-response adjustment, ICF adjusted for differential selection probabilities. The sample (n) was selected from the full list of enrollees, so the probability of selection is calculated as: $Pr = \frac{n}{N}$, where n^1 is the sample size of enrollees and N^2 is the total number of enrollees. The inverse of these selection probabilities is the design weight, $w_1=1/Pr$.

There were 504 different selection probabilities representing the stratification variables: VISN (21), OEF/OIF/OND (2), by enrollee type (2), and priority group (8). The design weights were used to calculate the non-response adjustment.

Weighting

In 2005, ICF conducted a non-response bias analysis for that cycle. One of the resulting recommendations was a *propensity score* weighting adjustment. This weighting adjustment, used in each subsequent cycle, corrects for differential non-response by health utilization and demographic information. It reduces potential bias to the extent that non-respondents and respondents with similar response probabilities are also similar with respect to the survey statistics of interest.

To determine the adjustment, ICF modeled the sampled individual's propensity (or probability) to respond with a probability model (described below). After grouping the respondents into five equal sized classes (or quintiles) with similar probabilities ICF then weighted the respondents up to account for the non-respondents within each class using the same model. This is possible as the model is based on characteristics available on all enrollees (respondents and non-respondents alike). The model predicts the propensity score – the estimated probability that the enrollee is in the final sample of respondents given their characteristics (VISN, priority status, enrollee type, age, gender, service utilization, and telephone number status).

Non-Response Adjustment

To calculate the non-response adjustment, each sampled respondent was classified into a non-response category (y) based on whether the interview was complete or incomplete:

¹ 164,740 sampled enrollees. The sample was selected in two stages. VHA provided a sample (n_1) of 419,980 enrollees. From this sample, ICF selected the final sample (n), a sub-sample of enrollees, to meet all targets by OEF/OIF/OND, VISN, enrollee type, and priority status. The two stages allowed ICF flexibility to reach targets without the need for multiple data transfers between VHA and ICF. The probability of selection is: $Pr = \frac{n_1}{N} \times \frac{n}{n_1} = \frac{n}{N}$

² 8,303,957 total enrollees

$$y = \begin{cases} 0 & \text{if interview is an incomplete interview} \\ 1 & \text{if interview is a complete interview} \end{cases}$$

Using logistic regression, ICF then estimated the probability that a sampled respondent completed the interview given his or her characteristics:

$\Pr(y = 1 | x) = \frac{e^{x\beta}}{1 + e^{x\beta}}$, where x is a matrix of sampled enrollees, and each enrollee has a set of p covariates, $\mathbf{x}'_i = (1, x_{1i}, \dots, x_{pi})$ for enrollee i . This set was used as explanatory (or predictor) variables, and $\beta = (\beta_0, \beta_1, \dots, \beta_p)$ was a set of regression coefficients, or parameters.

The variables used to predict that the individual would be a respondent included:

- The sample design variables (OEF/OIF/OND, VISN, priority status, and enrollee type);
- Seven administrative health measures (listed below);
- Demographic variables (age, gender);
- Telephone number status (valid, not valid); and,
- A flag identifying whether multiple enrollees use the same telephone number.

The health utilization data are provided by VHA. It is based on administrative records. These records indicate whether an enrollee has utilized any of the following VHA services in the previous year. Note that the file does not indicate the frequency of use or amount paid for any of these benefits.

1. Received long-term care benefits
 - a. Institutional
 - b. Non-institutional
2. Inpatient treatment
 - a. Mental health or substance abuse
 - b. Non-mental health and non-substance abuse
3. Outpatient treatment
 - a. Mental health or substance abuse
 - b. Non-mental health and non-substance abuse
4. VHA pharmacy services

After estimating each sampled enrollee's probability of completing an interview based on the predictor variables, respondents and non-respondents were grouped into quintiles based on their propensity score. Within each quintile, respondents were ratio-adjusted to account for non-respondents. The first quintile represents the enrollees with the lowest propensity scores; this means that these enrollees are less likely to be in the final sample; thus, they receive the largest weights. The last quintile represents the enrollees with the highest propensity scores;

this means that these enrollees are more likely to be in the final sample of respondents; thus, they receive the smallest weights.

Table A-1. Non-Response Adjustment

Percentile	Response	Non-Response	Non-Response Adjustment
0 – <20 th	208,645	1,452,083	7.96
20 th – <40 th	389,352	1,271,461	4.26
40 th – <60 th	510,635	1,150,173	3.25
60 th – <80 th	634,862	1,024,146	2.61
80 th – <100 th	772,938	889,663	2.15

To calculate the non-response adjusted weights, each respondent’s design weight was multiplied by the adjustment factor from the quintile where he or she fell: $w_2 = w_1 \times NR$.

Data Collection

Over the course of the 14-week data collection period, ICF attempted to contact 164,740 enrollees. Of that number, 42,046 surveys were collected—15,038 from the pre-enrollee group and 27,008 from the post-enrollee group. Of these interviews, 1,998 were completed with a knowledgeable proxy instead of the listed respondent; of these proxy interviews, 1,001 were completed by the selected enrollee’s spouse.

Table A-2 shows the distribution of completed surveys by mode.

Table A-2. Completes by Mode

Total Completes	CATI Completes	CAWI Completes	Mail Completes
42,046	27,979 (67%)	5,221 (12%)	8,846 (21%)

Cooperation Rate: This is the proportion of all cooperative cases interviewed out of all eligible records. Eligibility is defined as any working telephone number that reaches the selected Veteran. For the 2013 CATI treatment group, ICF obtained an overall 77 percent cooperation rate.

$$\text{Cooperation Rate} = (i+p)/((i+p)+(r+mt+o))$$

Below, Table A-3 shows a comparison of enrollee population, sample size, and response/cooperation rates over the survey cycles beginning in 1999.

Table A-3. 1999–Present: VHA Survey of Enrollees Key Methodological Data

	1999	2002	2003	2005	2007
Enrollees Represented	3,642,537	6,175,694	6,742,676	6,704,149	7,186,950
Enrolled Population as of:	2/3/1999	12/31/2001	12/31/2002	12/31/2004	9/30/2006
Eligible Contacts	27,000	63,126	65,472	57,870	85,307
Completed Interviews	19,686	37,528	41,704	42,094	42,587
Cooperation Rate	N/A	59.4%	63.7%	72.7%	49.9%
Fielding Period	March 1999	Apr–May 2002	Aug–Sep 2003	Sep–Dec 2005	Jul–Sep 2007
	2008**	2010	2011	2012	2013
Enrollees Represented	7,339,531	7,804,639	7,895,108	8,013,308	8,303,957
Enrolled Population as of:	4/30/2008	9/30/2009	9/30/2010	9/30/2011	9/30/2012
Eligible Contacts	72,716	71,808	57,820	53,073	47,231
Completed Interviews	42,460	42,920	43,633	49,115	42,046
Cooperation Rate*	58.4%	59.8%	75.0%	85.0%	77.0%
Fielding Period	Sep–Dec 2008	May–Aug 2010	Mar–May 2011	Mar–Jun 2012	Apr–Aug 2013

**In 2008, an additional stratum was added based on OEF/OIF/OND status

*Based on the American Association for Public Opinion Research cooperation rates as defined in the section above

Source: 1999, 2002, 2004, 2005, 2007, 2008, 2010, and 2012 VHA Survey of Enrollees

APPENDIX B – CATI SURVEY INSTRUMENT

INTENDED AUDIENCE: Priority 1 through 8 Veterans who have applied or are currently enrolled for VA health care services.

ASSIGN ALL RESPONDENTS TO SPLIT=2

PROGRAMMER NOTE: Interviewers will leave messages about the study on respondent answering machines. The CATI script should prompt interviewers to leave a message every **third** time. Display the following message:

"Hi, I am calling for <respondents name> to complete the VA health survey. Please call 1-866-784-7219 and refer to passcode xxxxxxxx to schedule an appointment to complete a survey."

///PROGRAMMER: START TIMER ETT1**///**///****

///ASK ALL**///**///****

INTRO. Hello, my name is <interviewer first and last name.> I'm calling on behalf of VA, the Department of Veteran Affairs. May I speak with <INSERT NAME>?

- 01 RESPONDENT AVAILABLE **///**SKIP TO INTRO2A**///**///****
- 02 RESPONDENT NOT AVAILABLE **///**TERMINATE**///**///****
- 03 RESPONDENT UNABLE TO DO INTERVIEW
 PHYSICAL/MENTAL HEALTH REASON**///**SKIP TO PROXY**///**///****
- 04 DO NOT KNOW RESPONDENT/DO NOT RECOGNIZE NAME – DISPO 26
- 05 RESPONDENT NOT AT NUMBER **///**SKIP TO BADNUM**///**///****
- 06 TERMINATION SCREEN

//ASK IF INTRO=4**///**///****

INTRO_a. Thank you. Those are all of the questions I have. Good bye.

- 01 CONTINUE

///ASK IF INTRO=05**///**///****

BADNUM. Do you have a telephone number where I might be able to reach <INSERT NAME>?

- 01 YES – MAKE NEW NUMBER DISPOSITION, COLLECT TELEPHONE NUMBER **///**TERM AS DISPO 126 or 015**///**///****
- 02 NO **///**TERM AS DISPO 27**///**///****

///ASK IF INTRO=01**///**///****

INTRO2A. We are conducting a survey on behalf of VA about Veterans' use of health care services and needs. You may have recently received a letter from Dr. Petzel, the Under Secretary for Health for the Department of Veteran Affairs, inviting you to participate in this survey. Your name was randomly selected from a list of Veterans who enrolled to use VA health care services. This survey will take 15-30 minutes.

- 01 YES, CONTINUE //GO TO INTRO2AA//
- 02 REQUESTED CALLBACK ///TERMINATE///
- 03 RESPONDENT HESITATES/NEED MORE INFORMATION ///CONTINUE TO INTRO2B///
- 04 RESPONDENT DID NOT RECEIVE LETTER //RESPONDENT HESITATES/NEEDS MORE INFORMATION //CONTINUE TO INTRO2B//

INTRODUCTION

///ASK IF INTRO2A IN (03,04)///

INTRO2B. IF NECESSARY MORE INFORMATION: This survey is about how many Veterans use VA services and what types of services they do or do not use.

IF NECESSARY CONFIDENTIALITY: Your name and answers will be linked. However, VA will protect your identity and answers to the extent allowed under the law. Your answers will in no way affect your benefits. No information that you provide will be released to the general public in a way that can be traced back to you.

ONLY IF LEGITIMACY IS QUESTIONED READ: This survey has been reviewed and approved by the VHA Office of the Assistant Deputy Under Secretary for Health for Policy and Planning and the Office of Management and Budget. If you have any questions regarding the legitimacy of this survey, you may call the Department of Veterans Affairs in Washington, D.C. at 1-877-222-8387.

- 01 YES, CONTINUE
- 02 REQUESTED CALLBACK ///TERMINATE///

///ASK IF INTRO2A=01 OR INTRO2B=01///

INTRO2AA. Everything we talk about will be confidential, although this call may be monitored for quality assurance. Your participation is voluntary – you can choose not to answer any question or end the survey at anytime without an explanation. Your benefits will not change as a result of your answering any questions. If you choose not to participate, or answer a question, your benefits will also not be affected. However, your participation is important for this survey’s success – we need to talk to Veterans like you. Would now be a good time?

- 01 YES, CONTINUE //GO TO SECTION A//
- 02 REQUESTED CALLBACK

///ASK IF INTRO=03///

PROXY We are conducting a survey about Veterans’ use of health care services and needs. <INSERT NAME> may have recently received a letter from Dr. Petzel, the Under Secretary for Health for the Department of Veteran Affairs, inviting <INSERT NAME> to participate in this survey. <INSERT NAME> was randomly selected from a list of Veterans who enrolled to use VA health care services. This is an important survey, would you be able to answer questions about <INSERT NAME>’s health care, health benefits and health status?

IF NECESSARY MORE INFORMATION: This survey is about how many Veterans use VA services and what types of services they do or do not use.

IF NECESSARY CONFIDENTIALITY: <INSERT NAME>'s name and answers will be linked. However, VA will protect <INSERT NAME>'s identity and answers to the extent allowed under the law. Your answers will in no way affect <INSERT NAME>'s benefits. No information that you provide will be released to the general public in a way that can be traced back to <INSERT NAME>.

ONLY IF LEGITIMACY IS QUESTIONED READ: This survey has been reviewed and approved by the VHA Office of the Assistant Deputy Under Secretary for Health for Policy and Planning and the Office of Management and Budget. If you have any questions regarding the legitimacy of this survey, you may call the Department of Veterans Affairs in Washington, D.C. at 1-877-222-8387.

01 YES, CONTINUE //GO TO PROXY2//
02 NO ///TERM///

//ASK IF PROXY=02//

PROXY_a. **Thank you. Those are all of the questions I have. Good bye.**

01 CONTINUE

///ASK IF PROXY=01///

PROXY2. This survey will take 15-30 minutes. Everything we talk about will be confidential, although this call may be monitored and recorded for quality assurance. Your participation on behalf of <INSERT NAME> is voluntary – you can choose not to answer any question or end the survey at anytime without an explanation. <INSERT NAME> benefits will not change as a result of your answering any questions. If you choose not to participate, or answer a question, <INSERT NAME> benefits will **also** not be affected. However, your participation on behalf of <INSERT NAME> is important for this survey's success – we need to talk to Veterans like <INSERT NAME>. Would now be a good time?

IF NECESSARY CONFIDENTIALITY: <INSERT NAME>'s name and answers will be linked. However, VA will protect <INSERT NAME>'s identity and answers to the extent allowed under the law. Your answers will in no way affect <INSERT NAME>'s benefits. No information that you provide will be released to the general public in a way that can be traced back to <INSERT NAME>.

01 YES
02 NO ///TERMINATE///

///ASK IF PROXY2=01///

PROXY3. IF NECESSARY MORE INFORMATION: This survey is about how many Veterans use VA services and what types of services they do or do not use.

IF NECESSARY CONFIDENTIALITY: <INSERT NAME>'s name and answers will be linked. However, VA will protect <INSERT NAME>'s identity and answers to the extent allowed under the law. Your answers will in no way affect <INSERT NAME>'s benefits. No information that you

provide will be released to the general public in a way that can be traced back to <INSERT NAME>.

ONLY IF LEGITIMACY IS QUESTIONED READ: This survey has been reviewed and approved by the VHA Office of the Assistant Deputy Under Secretary for Health for Policy and Planning and the Office of Management and Budget. If you have any questions regarding the legitimacy of this survey, you may call the Department of Veterans Affairs in Washington, D.C. at 1-877-222-8387.

- 01 YES
- 02 NO ///TERMINATE///

///ASK IF PROXY=01///

RELATION Before we begin, could you tell me how you would describe your relationship to <INSERT NAME>? I am going to read you a list. Are you <INSERT NAME>'s... (READ LIST)

- 01 Spouse
- 02 Significant other
- 03 Parent
- 04 Sibling
- 05 Child
- 06 Some other relative
- 07 Friend
- 08 Caregiver
- 09 Guardian or Attorney
- 10 Social Worker or Case Worker
- 97 Some other relation
- 98 DON'T KNOW
- 99 REFUSED

///PROGRAMMER: END TIMER ETT1///

///PROGRAMMER: START TIMER ETT2///
HEALTH BENEFITS

///ASK IF INTRO2AA=01 OR PROXY2=01///

PRETA. Many of the following questions may be simply answered as either yes or no. However, if you are unsure about it, just let me know and I will note that.

/IF PROXY=01 ALSO ASK/ Please remember when answering that we are talking about <INSERT NAME>

I would like to first ask about health care benefits

- 01 CONTINUE

///ASK IF INTRO2AA=01 OR PROXY2=01///

PREA1. Are you enrolled in VA health care?

/IF PROXY=01/ Is <INSERT NAME> enrolled in VA Health care?

- 01 YES
- 02 NO
- 03 I DON'T REMEMBER ENROLLING
- 98 DON'T KNOW
- 99 REFUSED

//If PREA1=01//

PREA1a: Did you enroll in VA for health care within the last five years?

/IF PROXY=01/ Did <INSERT NAME> enroll in VA for health care within the last five years?

- 01. YES
- 02. NO
- 98. DON'T KNOW
- 99. REFUSED

//IF PREA1a=01//

//single response//

PREA1b What is the primary reason that you enrolled?

[INTERVIEWER: DO NOT READ] [SINGLE RESPONSE]

- 01 RECENT DISCHARGE FROM SERVICE
- 02 LOSS OF OR REDUCTION IN OTHER HEALTH INSURANCE BENEFITS
- 03 OTHER ECONOMIC CIRCUMSTANCES
- 04 To meet the requirement for health insurance coverage under the health reform law
- 05 MOVED CLOSER TO A VA FACILITY
- 06 A VA FACILITY OPENED CLOSE TO ME
- 07 OTHER (PLEASE SPECIFY)
- 98 DON'T KNOW
- 99 REFUSED

/IF PROXY=01/ What is the primary reason <INSERT NAME> enrolled?

[INTERVIEWER: DO NOT READ] [SINGLE RESPONSE]

- 01 RECENT DISCHARGE FROM SERVICE
- 02 LOSS OF OR REDUCTION IN OTHER HEALTH INSURANCE BENEFITS
- 03 OTHER ECONOMIC CIRCUMSTANCES
- 04 TO MEET THE REQUIREMENT UNDER THE NEW HEALTH CARE REFORM LAWS
- 05 MOVED CLOSER TO A VA FACILITY
- 06 A VA FACILITY OPENED CLOSE TO <INSERT NAME>
- 07 OTHER (PLEASE SPECIFY)
- 98 DON'T KNOW
- 99 REFUSED

//IFPREA1b=07
PREA1b_O. Enter Response

///ASK IF INTRO2AA=01 OR PROXY2=01///

A1. Are you covered by Medicare?
/IF PROXY=01ASK/ Is <INSERT NAME> covered by Medicare?

- 01 YES
- 02 //SKIP TO A7// NO
- 98 //SKIP TO A7// DON'T KNOW
- 99 //SKIP TO A7// REFUSED

///ASK IF A1=01///

A2. Did you choose to receive your Medicare coverage through a Medicare Advantage Plan and not through the Original Medicare Plan? Medicare Advantage Plans include Medicare HMOs (Health Maintenance Organizations), Medicare PPOs (Preferred Provider Organizations), Medicare Special Needs Plans, and Medicare Private Fee-for-Service Plans.

//IF PROXY=01ASK// Did <INSERT NAME> choose to receive Medicare coverage through a Medicare Advantage Plan and not through the Original Medicare Plan? Medicare Advantage Plans include Medicare HMOs (Health Maintenance Organizations), Medicare PPOs (Preferred Provider Organizations), Medicare Special Needs Plans, and Medicare Private Fee-for-Service Plans.

- 01 //SKIP TO A6// YES
- 02 NO
- 98 DON'T KNOW
- 99 REFUSED

///ASK IF A2 IN (02,98,99)

A3. Does your Medicare coverage pay for care if you are hospitalized?
//IF PROXY=01ASK// Does <INSERT NAME>'s Medicare coverage pay for care if hospitalized?

[INTERVIEWER NOTE: This type of Medicare is also sometimes called "**Part A**;" if they have it, there is generally no monthly fee or premium because they or a spouse paid for it through payroll taxes while they were working.]

- 01 YES
- 02 NO
- 98 DON'T KNOW
- 99 REFUSED

///ASK IF A2 IN (02,98,99)

A4. Does your Medicare coverage pay for doctor's office visits?
//IF PROXY=01ASK// Does <INSERT NAME>'s Medicare coverage pay for doctor's office visits?

[INTERVIEWER NOTE: This type of Medicare is also sometimes called "**Part B**;" if they have it, they generally pay a monthly fee or premium which may be directly deducted from their Social Security check.]

01 YES
02 NO
98 DON'T KNOW
99 REFUSED

///ASK IF A2 IN (02,98,99)

A5. Do you purchase any private health care coverage to supplement Medicare; that is to pay for services Medicare does not pay for?

//IF PROXY=01ASK// Does <INSERT NAME> purchase any private health care coverage to supplement Medicare; that is to pay for services Medicare does not pay for?

[INTERVIEWER NOTE DO NOT READ: "YES" - TYPES OF PRIVATE INSURANCE A PERSON CAN PURCHASE TO SUPPLEMENT MEDICARE INCLUDE MEDIGAP OR MEDICARE SUPPLEMENT. DOES NOT INCLUDE MEDICARE ADVANTAGE OR MEDICARE + CHOICE.]

[INTERVIEWER NOTE DO NOT READ: "NO" - A TYPE OF INSURANCE THAT DOES NOT COUNT IS THE DEPARTMENT OF DEFENSE'S TRICARE FOR LIFE PLAN FOR MEDICARE ELIGIBLE MILITARY RETIREES.]

01 YES
02 NO
98 DON'T KNOW
99 REFUSED

///ASK IF A1=01///

A6. Do you have Medicare prescription drug coverage, "**Part D**"?

//IF PROXY=01ASK// Does <INSERT NAME> have Medicare prescription drug coverage, "**Part D**"?

01 YES
02 NO
98 DON'T KNOW
99 REFUSED

///ASK IF INTRO2AA=01 OR PROXY2=01///

A7. Are you currently covered by Medicaid for any of your health care?

//IF PROXY=01ASK// Is <INSERT NAME> currently covered by Medicaid for any of his or her health care?

In //DISPLAY STATE FROM SAMPLE// you may know it as //DISPLAY STATE MEDICAID PLAN NAME-- RECALL LIST FROM 2005 FOR STATE MEDICAID PLAN NAME //

//ONLY DISPLAY IF STATE MEDICAID PLAN NAME IS NOT "MEDICAID"//

- 01 Current employer, including COBRA coverage
- 02 Former employer
- 03 Individually purchased coverage
- 04 Federal, State, County, or local community health services program
- 05 Family member, such as a spouse, parent, etc.
- 97 Or from somewhere else? (SPECIFY)
- 98 DON'T KNOW
- 99 REFUSED

///ASK IF A10=97/ //

A10_O. Who provides this coverage?

//TEXT RANGE 1-500//

///ASK IF A10 =97///

A10_V [INTERVIEWER: CAN YOUR SPECIFY RESPONSE BE CODED USING THE LIST BELOW

IF YES, SELECT NOW.

- 01 Current employer, including COBRA coverage
- 02 Former employer
- 03 Individually purchased coverage
- 04 Federal, State, County, or local community health services program
- 05 Family member, such as a spouse, parent, etc.

96 NO, UNIQUE RESPONSE

///ASK IF A9=01///

A11. Does this coverage include prescription drug coverage?

- 01 YES
- 02 NO
- 98 DON'T KNOW
- 99 REFUSED

///ASK IF A9=01///

A12. Is this coverage provided through an HMO or other managed care organization?

[IF NECESSARY: An HMO or Health Maintenance Organization or other managed care coverage requires you to use certain doctors, hospitals, and other providers. If you use health care services or providers who are not in the plan, you pay more, or all of the cost for that health care.]

- 01 YES
- 02 NO
- 98 DON'T KNOW
- 99 REFUSED

///**PROGRAMMER: END TIMER ETT2**///

///**PROGRAMMER: END TIMER ETT3**///
LONG-TERM CARE USE AND BENEFITS

///**ASK IF INTRO2AA=01 OR PROXY2=01**///

L1. 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?

//IF PROXY=01 ASK// Excluding any Medicare Supplement Policy, does <INSERT NAME> have a long-term care policy that covers nursing home care, assisted living, or long-term care services in the home?

01 Yes
02 No
98 DON'T KNOW
99 REFUSED

///**ASK IF INTRO2AA=01 OR PROXY2=01**///

Pre_L2. 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.

//IF PROXY=01 ASK// How many times has <INSERT NAME> ever been a patient in a nursing home, assisted living, convalescent, or rest home?

01 GAVE RESPONSE
98 DON'T KNOW
99 REFUSED

//ASK IF Pre_L2=01

L2. 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.

//IF PROXY=01 ASK// How many times has <INSERT NAME> ever been a patient in a nursing home, assisted living, convalescent, or rest home?

RECORD RESPONSE /RANGE 0-99/

//ASK IF Pre_L2=01 AND L2<>0//

L2am. When were you admitted the last time? (month, year)

//IF PROXY=01 ASK// When was <INSERT NAME> admitted the last time? (month, year)

[INTERVIEWER: PROBE FOR MONTH AND YEAR]

- 01 January
- 02 February
- 03 March
- 04 April
- 05 May
- 06 June
- 07 July
- 08 August
- 09 September
- 10 October
- 11 November
- 12 December
- [98 DON'T KNOW]
- [99 REFUSED]

//ASK IF Pre_L2=01 AND L2<>0//
L2ay. ENTER YEAR

- /RANGE 1900-2013,9998,9999/
- [9998 DON'T KNOW]
- [9999 REFUSED]

//ASK IF Pre_L2=01 AND L2<>0//

L2b. How long were you there the last time? If you are currently a patient, please include the entire duration up to today.

//IF PROXY=01 ASK// How long was <INSERT NAME>] there the last time? If <INSERT NAME> is currently a patient, please include the entire duration up to today.

- 01 1-30 days
- 02 31-60 days
- 03 61-90 days
- 04 91 to 180 days
- 05 181+ days
- 98 DON'T KNOW
- 99 REFUSED

If L2am,l2ay is...	L2B allowed...
Future date	none, it's an obvious error
Current month, this year	1 (or 2 if current day is 31) or 98 or 99
Last Month, this year	1 or 2 (or 3 if current day is 30 or 31) or 98 or 99
2 Months ago, this year	1 or 2 or 3 (or 4 if current day is 30 or 31) or 98 or 99
3 Months ago, this year	1 or 2 or 3 or 4 or 98 or 99
4 or more months ago	Any
Don't Know/Refused	Any

// If future date in l2am/l2ay or unacceptable response in l2b based on above chart//

L2_conf. I apologize, but the time period I have recorded is invalid. I'd like to ask you about your most recent admission again so that I can be sure to record your answers correctly.

01 CONTINUE ///LOOP BACK TO L2AM///

//ASKIF Pre_L2=01 AND L2<>0//

L2c. 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?

//IF PROXY=01 ASK// For the most recent admission, what were all of the sources of payment that covered or will cover the cost of <INSERT NAME>'s nursing home, assisted living, convalescent, or rest home care for that first month or billing period?

/MUL=6/

[INTERVIEWER: SELECT ALL THAT APPLY.]

- 01 Private insurance
- 02 Self/private pay/out-of-pocket
- 03 Medicare (including Medicare HMO)
- 04 Medicaid (including Medicaid HMO)
- 05 Department of Veterans Affairs Contract or other Department of Veterans Affairs Programs
- 06 Other
- 98 DON'T KNOW
- 99 REFUSED

//ASK IF Pre_L2=01 AND L2b in (02, 03, 04, 05, 98, 99)//

L2d. 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?

//IF PROXY=01 ASK// What were all the sources of payment that covered or will cover the cost of <INSERT NAME>'s care for the most recent month or billing period?

/MUL=6/

[INTERVIEWER: SELECT ALL THAT APPLY.]

- 01 Private insurance
- 02 Self/private pay/out-of-pocket
- 03 Medicare (including Medicare HMO)
- 04 Medicaid (including Medicaid HMO)
- 05 Department of Veterans Affairs Contract or other Department of Veterans Affairs Programs

06 Other
98 DON'T KNOW
99 REFUSED

///ASK IF INTRO2AA=01 OR PROXY2=01///

Pre_L3. 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.

//IF PROXY=01 ASK// In the last 30 days how many times did <INSERT NAME> receive nursing services at home from someone such as a visiting nurse, home health aide, or nurse's aide?

01 GAVE RESPONSE
98 DON'T KNOW
99 REFUSED

//ASK IF Pre_L3=01//

L3. 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.

//IF PROXY=01 ASK// In the last 30 days how many times did <INSERT NAME> receive nursing services at home from someone such as a visiting nurse, home health aide, or nurse's aide?

RECORD RESPONSE /RANGE 0-30/

//ASK IF Pre_L3=01 AND L3<>0//

L3a. What were all the sources of payment that covered or will cover the cost of your nursing services at home care for the most recent month or billing period?

//IF PROXY=01 ASK// What were all the sources of payment that covered or will cover the cost of <INSERT NAME>'s nursing services at home care for the most recent month or billing period?

/MUL=7/

[INTERVIEWER: SELECT ALL THAT APPLY.]

01 Private insurance
02 Self/private pay/out-of-pocket
03 Medicare (including Medicare HMO)
04 Medicaid (including Medicaid HMO)
05 Department of Veterans Affairs Contract or other Department of Veterans Affairs Programs
06 Non-Paid/Family/Volunteer
07 Other
98 DON'T KNOW
99 REFUSED

///**PROGRAMMER: END TIMER ETT3**///

///**PROGRAMMER: START TIMER ETT4**///
MEDICATION USE AND BENEFITS

///**ASK IF INTRO2AA=01 OR PROXY2=01**///

A13. Do you currently have a prescription drug benefit from VA?
//IF PROXY=01ASK// Does <INSERT NAME> currently have a have prescription drug benefit from VA?

- 01 YES
- 02 NO
- 98 DON'T KNOW
- 99 REFUSED

///**ASK IF INTRO2AA=01 OR PROXY2=01**///

A14A. How many different over the counter medications did you use in the last 30 days?
//IF PROXY=01ASK// How many different over the counter medications did <INSERT NAME> use in the last 30 days?

[IF NECESSARY: Your best guess is fine.]

_____ [0 – 50]

- 98 DON'T KNOW
- 99 REFUSED

///**ASK IF A14A NOT IN (0, 98, 99)** ///

A14B. Of these over the counter medications, how many did you obtain from VA?
//IF PROXY=01ASK// Of these over the counter medications, how many did <INSERT NAME> obtain from VA?

[INTERVIEWER NOTE: THESE MEDICATIONS COME FROM SOME VA FACILITY OR THROUGH THE MAIL FROM VA. DOES NOT REFER TO MEDICATIONS WHERE A RESPONDENT IS REIMBURSED FOR THE OUT OF POCKET COSTS.]

[IF NECESSARY: Your best guess is fine.]

_____ [0 – A141A]

- 98 DON'T KNOW
- 99 REFUSED

///**ASK IF INTRO2AA=01 OR PROXY2=01**///

A15A. How many different prescription medications did you use in the last 30 days?

//IF PROXY=01ASK// How many different prescription medications did <INSERT NAME> use in the last 30 days?

[IF NECESSARY: Your best guess is fine.]

_____ [0 – 50]

98 DON'T KNOW
99 REFUSED

///ASK IF A15A NOT IN (0, 98, 99)///

A15B. Of these prescription medications, how many did you obtain from VA?

//IF PROXY=01ASK// Of these prescription medications, how many did <INSERT NAME> obtain from VA?

[INTERVIEWER NOTE: THESE MEDICATIONS COME FROM SOME VA FACILITY OR THROUGH THE MAIL FROM VA. DOES NOT REFER TO MEDICATIONS WHERE A RESPONDENT IS REIMBURSED FOR THE OUT OF POCKET COSTS.]

[IF NECESSARY: Your best guess is fine.]

_____ [0 – A15A]

98 DON'T KNOW
99 REFUSED

///ASK IF INTRO2AA=01 OR PROXY2=01///

PA16. On average, how much do you spend out-of-pocket for all your over the counter and prescription medications on a monthly basis, not including any health insurance premiums you may pay?

//IF PROXY=01ASK// On average, how much does <INSERT NAME> spend out-of-pocket for all <INSERT NAME>'s over the counter and prescription medications on a monthly basis, not including any health insurance premiums <INSERT NAME> may pay? [IF NECESSARY: Your best guess is fine.]

01 GAVE RESPONSE
98 DON'T KNOW
99 REFUSED

///ASK IF PA16=01///

A16. On average, how much do you spend out-of-pocket for all your over the counter and prescription medications on a monthly basis, not including any health insurance premiums you may pay?

//IF PROXY=01ASK// On average, how much does <INSERT NAME> spend out-of-pocket for all <INSERT NAME>'s over the counter and prescription medications on a monthly basis, not including any health insurance premiums <INSERT NAME> may pay?

[IF NECESSARY: Your best guess is fine.]

_____ ENTER NUMBER [0 – 9999]

///PROGRAMMER: END TIMER ETT4**///**

///PROGRAMMER: START TIMER ETT5**///
VA HEALTH CARE SERVICES USE**

///ASK IF INTRO2AA=01 OR PROXY2=01**///**

PREB1. Next, I will be asking you about use of medical health services in 2012 from both Non-VA sources, as well as from VA. First, my question is about Non-VA provided Health Care Services.

/IF PROXY=01/ Next, I will be asking you about <INSERT NAME>'s use of medical services in 2012 from both Non-VA sources, as well as from VA. First, my question is about Non-VA provided Health Care Services.

01 Continue

///ASK IF SPLIT=2, ELSE SKIP TO PREB22**///**

B11B. From October 2012 through December 2012, how many outpatient visits or trips, did you make to any Non-VA doctor's office, hospital, or outpatient clinic? Please do not count dental, mental health, substance abuse visits or any visits paid for by VA?

***/IF PROXY=01/ From October 2012 through December 2012, how many outpatient visits or trips, did <INSERT NAME> make to any Non-VA doctor's office, hospital, or outpatient clinic? Please do not count dental, mental health, substance abuse visits or any visits paid for by VA?
[IF NECESSARY: Your best guess is fine.]***

**[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORION OF.]
[INTERVIEWER ENTER 998-DON'T KNOW; 999=REFUSED]**

ENTER NUMBER _____ [RANGE=0- 366, 998, 999]

///ASK IF INTRO2AA=01 OR PROXY2=01**///**

PREB22 Now, the next few questions are in regards to any VA provided Health care.

01 Continue

///ASK IF SPLIT=2, ELSE SKIP TO B25**///**

B22B. From October 2012 through December 2012, how many outpatient visits or trips did you make that were paid for by VA? That would include the number of times you went to a VA doctor, hospital or clinic for **medical care or received medical care somewhere else that was paid for by VA. Do not count dental or mental health visits or trips to a pharmacy. [IF NECESSARY: Your best guess is fine.]**

/IF PROXY=01/ From October 2012 through December 2012, how many outpatient visits or trips did <INSERT NAME> make that were paid for by VA? That would include the number of times <INSERT NAME> went to a VA doctor, hospital or clinic for medical care or received medical care somewhere else that was paid for by VA. Do not count dental or mental health visits or trips to a pharmacy.

[INTERVIEWER NOTE: PAID FOR INCLUDES ANY PART/PORION OF.]
[INTERVIEWER ENTER 998-DON'T KNOW; 999=REFUSED]

ENTER NUMBER _____ [RANGE=0-366, 998, 999]

///ASK IF INTRO2AA=01 OR PROXY2=01///

B25. I am going to read you a list of possible ways you could use VA for your health care in the future. Please listen to them all, and then tell me the one that best describes the primary way you plan to use VA health care in the future. Do you plan to use VA as....

/IF PROXY=01/ I am going to read you a list of possible ways <INSERT NAME> could use VA for health care in the future. Please listen to them all, and then tell me the one that best describes the primary way <INSERT NAME> plans to use VA health care in the future. Does <INSERT NAME> plan to use VA as

[INTERVIEWER: PLEASE READ ENTIRE LIST. CHOOSE ONLY ONE. IF RESPONDENT WILL NOT PICK ONE, ENTER INTO "Some other way" BOTH RESPONSES]

- 01 Your primary source of health care;
/IF PROXY=01/ a primary source of health care
- 02 Backup to non-VA care for some minor services
- 03 A "safety net" to use only if needed
- 04 For prescriptions;
- 05 For specialized care
- 06 Some other way;
- 07 Or do you have No plans to use VA for health care
/IF **PROXY**=01/ Or does <INSERT NAME> have no plans to use VA for health care?

- 98 DON'T KNOW
- 99 REFUSED

///ASK IF B25=06///

B25_O. Could you please tell me how you primarily plan to use VA for health care in the future?

/IF PROXY=01/ Could you please tell me how <INSERT NAME> primarily plans to use VA for health care in the future?

//TEXT RANGE 1-500//

///ASK IF B25 =06///

B25_V. [INTERVIEWER: CAN YOUR SPECIFY RESPONSE BE CODED USING THE LIST BELOW
IF YES, SELECT NOW.

- 01 Your primary source of health care;
/IF **PROXY=01**/ a primary source of health care
- 02 Backup to non-VA care for some minor services
/IF **PROXY=01**/ As backup to non-VA care for some minor services
- 03 A “safety net” to use only if needed
- 04 For prescriptions;
- 05 For specialized care

96 NO, UNIQUE RESPONSE

///PROGRAMMER: END TIMER ETT5///

/// PROGRAMMER: START TIMER ETT6///

///ASK IF INTRO2AA=01 OR PROXY2=01///

C1. Please tell me how you would complete the following statement....

I use VA services to meet....

///IF PROXY=01/// Please tell me how <INSERT NAME> would complete the following statement...

[INTERVIEWER PLEASE READ LIST]

- 01 All of my health care needs
- 02 Most of my health care needs
- 03 Some of my health care needs
- 04 None of my health care needs
- 05 I have no health care needs
- 98 DON'T KNOW
- 99 REFUSED

///ASK IF INTRO2AA=01 OR PROXY2=01///

PreC2. The following questions are about access to primary health care, whether at the VA or at another health care provider. Primary health care refers to physicals, immunizations, or routine care for illnesses such as the flu.

01 CONTINUE

///ASK IF INTRO2AA=01 OR PROXY2=01///

C2. How much does travel time or distance impact your decision to access care at your nearest preferred health care provider? Would you say that it...

- 01. always impacts my decision to seek care when I need it?
- 02. often impacts my decision to seek care when I need it?
- 03. sometimes impacts my decision to seek care when I need it?
- 04. never impacts my decision to seek care when I need it?
- 98 DON'T KNOW
- 99 REFUSED

/IF PROXY=01/ How much does travel time or distance impact <INSERT NAME>'s decision to access care at their nearest preferred health care provider? Would <INSERT NAME> say that it...?

- 01. always impacts their decision to seek care when they need it?
- 02. often impacts their decision to seek care when they need it?
- 03. sometimes impacts their decision to seek care when they need it?
- 04. never impacts their decision to seek care when they need it?
- 98 DON'T KNOW
- 99 REFUSED

///ASK IF INTRO2AA=01 OR PROXY2=01///

C3. I will read you a list of potential barriers to seeking primary health care. Please tell me which you consider the greatest barrier to seeking primary health care at your nearest health care provider? (Choose one.)

- 01 Cost
- 02 Available medical services
- 03 Physical environment, neighborhood, provider professionalism, or other aspects of the environment or surrounding area
- 04 Hours of operation, availability of parking, or other aspects about the accommodations at your nearest preferred health care provider.
- 05 Travel Time or distance
- 06 Another barrier I haven't mentioned
- 07 I have no problems accessing health care at the nearest health care provider
- 98 DON'T KNOW
- 99 REFUSED

/IF PROXY=01/ I will read you a list of potential barriers to seeking primary health care. Please tell me which <INSERT NAME> considers the greatest barrier to seeking primary health care at their nearest health care provider? (Choose one.)

- 01 Cost
- 02 Available medical services
- 03 Physical environment, neighborhood, provider professionalism, or other aspects of the environment or surrounding area
- 04 Hours of operation, availability of parking, or other aspects about the accommodations at <INSERT NAME>'s nearest preferred health care provider.
- 05 Travel Time or distance
- 06 Another barrier I haven't mentioned
- 07 <INSERT NAME> has no problems accessing health care at the nearest health care provider
- 98 DON'T KNOW
- 99 REFUSED

///ASK IF INTRO2AA=01 OR PROXY2=01///

C4. How many minutes, ONE WAY, is the most you would travel for primary health care?

INTERVIEWER: 1 hour=60 minutes; 2 hours=120 minutes; 3 hours=240 minutes

/IF PROXY=01/ How many minutes, ONE WAY, is the most <INSERT NAME> would travel for primary health care?

- 01 ENTER RESPONSE
- 98 DON'T KNOW
- 99 REFUSED

//IF C4=01//

C4_M. How many minutes, ONE WAY, is the most you would travel for primary health care?

INTERVIEWER: 1 hour=60 minutes; 2 hours=120 minutes; 3 hours=240 minutes

/IF PROXY=01/ How many minutes, ONE WAY, is the most <INSERT NAME> would travel for primary health care?

ENTER RESPONSE /RANGE 0-999/

///ASK IF INTRO2AA=01 OR PROXY2=01///

PREC6. New technologies can help healthcare systems like the VA provide more convenient and timely healthcare to Veterans like you. In order to assess how these technologies might benefit Veterans, we would like to ask about your internet accessibility.

/IF PROXY=01/ New technologies can help healthcare systems like the VA provide more convenient and timely healthcare to Veterans like <INSERT NAME>. In order to assess how these technologies might benefit Veterans, we would like to ask about <INSERT NAME>'s internet accessibility.

- 01 CONTINUE

///ASK IF INTRO2AA=01 OR PROXY2=01///

C6. Where do you most frequently access the Internet? (Choose one)

- 01 At home
- 02 Public Library
- 03 VA Medical Center Library
- 04 Other Public Wireless Spots (for example, internet cafes)
- 05 I don't access the internet
- 06 Other
- 98 DON'T KNOW
- 99 REFUSED

/IF PROXY=01/ Where does <INSERT NAME> most frequently access the internet?

- 01 At home
- 02 Public Library
- 03 VA Medical Center Library
- 04 Other Public Wireless Spots (for example, internet cafes)
- 05 <INSERT NAME> doesn't access the internet
- 06 Other
- 98 DON'T KNOW
- 99 REFUSED

///ASK IF C6 = 01///

C6a. Is your home internet connection...

- 01 Through a high-speed or "broadband" Internet connection through satellite or cable, or
- 02 Through a slower, dial-up connection over your landline telephone line
- 98 DON'T KNOW
- 99 REFUSED

/IF PROXY=01/ Is <INSERT NAME>'s home internet connection...

- 01 Through a high-speed or "broadband" Internet connection through satellite or cable, or
- 02 Through a slower, dial-up connection over the landline telephone line
- 98 DON'T KNOW
- 99 REFUSED

///PROGRAMMER: END TIMER ETT6///

///PROGRAMMER: START TIMER ETT7///

VA HEALTH CARE SERVICES USE

///ASK IF INTRO2AA=01 OR PROXY2=01///

PRED5 I am now going to read you a list of statements and I would like you to tell me for each statement if you completely agree, agree, neither agree nor disagree, disagree, or completely disagree.

/IF PROXY=01/ I'm going to read you a list of statements and I would like you to tell me for each statement if <INSERT NAME> completely agrees, agrees, neither agrees nor disagrees, disagrees, or completely disagrees.

01 CONTINUE

///ASK D12B:D12G IF INTRO2AA=01 OR PROXY2=01///

//PROGRAMMER: ROTATE KEY DRIVER SUBSECTIONS (E.G. Quality, Cost) AND THE ITEMS WITHIN EACH SUBSECTION. ALWAYS ASK "OTHER ISSUES" SECTION LAST.//

Quality //ROTATE//

D12b **Veterans like me who use VA are satisfied with the health care they receive.**

D12g **VA health care providers treat their patients with respect.**

Would you... (READ LIST)?

/IF PROXY=01/ Would <INSERT NAME>...

- 01 Completely Agree
- 02 Agree
- 03 Neither agree nor disagree
- 04 Disagree
- 05 Completely Disagree
- 98 DON'T KNOW
- 99 REFUSED

//END ROTATE//

///ASK D11A:D11C IF INTRO2AA=01 OR PROXY2=01///

Cost //ROTATE//

D11a **VA is the most cost-effective health care provider for Veterans like me.**

D11c **VA offers Veterans like me the best value for our health care dollar.**

Would you... (READ LIST)?

/IF PROXY=01/ Would <INSERT NAME>...

- 01 Completely Agree
- 02 Agree
- 03 Neither agree nor disagree
- 04 Disagree
- 05 Completely Disagree
- 98 DON'T KNOW
- 99 REFUSED

//END ROTATE//

///ASK D13B:D13C IF INTRO2AA=01 OR PROXY2=01///

Availability and Accessibility of Services //ROTATE//

D13b **Veterans like me can get in and out of an appointment at VA in a reasonable time.**

D13c **When Veterans like me go to VA for an appointment; they do not wait a long time to see the doctor.**

Would you... (READ LIST)?

/IF PROXY=01/ Would <INSERT NAME>...

- 01 Completely Agree
- 02 Agree
- 03 Neither agree nor disagree
- 04 Disagree
- 05 Completely Disagree
- 98 DON'T KNOW
- 99 REFUSED

//END ROTATE//

///ASK D13E:D13F IF INTRO2AA=01 OR PROXY2=01///

Convenience of Location //ROTATE//

D13e **There is a VA provider in my area that offers all of the health care services that Veterans like me need.**

D14a **It is easy for Veterans like me to get around in the VA health care facility.**
D15f **It is easy to get to my local VA facility.**

Would you... (READ LIST)?

/IF PROXY=01/ Would <INSERT NAME>...

- 01 Completely Agree
- 02 Agree
- 03 Neither agree nor disagree
- 04 Disagree
- 05 Completely Disagree
- 98 DON'T KNOW
- 99 REFUSED

//END ROTATE//

///ASK D10C IF INTRO2AA=01 OR PROXY2=01///

Other Factors: Friends Using VA Services //ROTATE//

D10c **Veterans like me like going to VA because you can talk to other Veterans.**

Would you... (READ LIST)?

/IF PROXY=01/ Would <INSERT NAME>...

- 01 Completely Agree
- 02 Agree
- 03 Neither agree nor disagree
- 04 Disagree
- 05 Completely Disagree
- 98 DON'T KNOW
- 99 REFUSED

//END ROTATE//

///ASK D14C:D14D IF INTRO2AA=01 OR PROXY2=01///

Knowledge of VA Health Benefits //ROTATE//

D14c **I feel I know what is available to me through my VA benefits.**

D14d **I understand how my VA health benefits work.**

Would you... (READ LIST)?

/IF PROXY=01/ Would <INSERT NAME>...

- 01 Completely Agree
- 02 Agree
- 03 Neither agree nor disagree
- 04 Disagree

- 05 Completely Disagree
- 98 DON'T KNOW
- 99 REFUSED

///ASK D16D:D16h IF INTRO2AA=01 OR PROXY2=01///
Availability of NON-VA Health Care Alternatives //ROTATE//

- D16d **I have a doctor outside VA who I really like and trust.**
- D16e **My family has a health insurance plan that covers me and the rest of the family.**
- D16h **I tend to use the same healthcare providers as my spouse/partner and/or children**

Would you... (READ LIST)?
/IF PROXY=01/ Would <INSERT NAME>...

- 01 Completely Agree
- 02 Agree
- 03 Neither agree nor disagree
- 04 Disagree
- 05 Completely Disagree
- 98 DON'T KNOW
- 99 REFUSED

//END ROTATE//

///ASK D16C AND D16F IF INTRO2AA=01 OR PROXY2=01///
Other Issues //ROTATE//

- D16c **I would only use VA if I did not have access to any other source of health care.**
- D16f **Veterans who can afford to use other sources of health care should leave the VA to those who really need it.**

///ASK IF C1 NE 01///
D16b **If the cost of health care to me increases, I will use VA more.**

///ASK IF C1 NE 04,05///
D16g **My use of VA will decrease if my financial resources improve.**

Would you... (READ LIST)?
/IF PROXY=01/ Would <INSERT NAME>...

- 01 Completely Agree
- 02 Agree
- 03 Neither agree nor disagree
- 04 Disagree
- 05 Completely Disagree
- 98 DON'T KNOW
- 99 REFUSED

//END ROTATE//

///**PROGRAMMER: END TIMER ETT7**///

///**PROGRAMMER: START TIMER ETT8**///

HEALTH AND LIFESTYLE

///**ASK IF INTRO2AA=01 OR PROXY2=01**///

PREE1. The next question is about your current health.

/IF **PROXY=01**/ The next question is about <INSERT NAME>'s current health.

01 CONTINUE

///**ASK IF INTRO2AA=01 OR PROXY2=01**///

E1. Compared to other people your age, would you say your health is:

/IF **PROXY=01**/ Compared to other people <INSERT NAME>'s age, would they say their health is:

[INTERVIEWER PLEASE READ LIST]

- 01 Excellent
- 02 Very good
- 03 Good
- 04 Fair, or
- 05 Poor

- 98 DON'T KNOW
- 99 REFUSED

///**ASK IF INTRO2AA=01 OR PROXY2=01**///

PREE5 We are almost finished. The next questions are for demographic purposes only.

01 CONTINUE

///**ASK IF INTRO2AA=01 OR PROXY2=01**///

E5. Which of the following best describes your current marital status?

/IF **PROXY=01**/ Which of the following best describes <INSERT NAME>'s current marital status?

[INTERVIEWER READ LIST.]

- 01 Married
- 06 Registered Civil Partnership
- 07 Registered Common Law Partnership
- 02 Widowed
- 03 Divorced
- 04 Separated

- 05 Single – Never Married
- 98 DON'T KNOW
- 99 REFUSED

///ASK IF INTRO2AA=01 OR PROXY2=01///

E6.

///IF E5 IN (01,04, 06, 07)/// Not including yourself, how many dependents, such as your spouse or dependent children do you currently have?

/IF E5 NE (01,04,06,07) ASK/ Not including yourself, how many dependents, such as dependent children, do you currently have?

/IF **PROXY**=01AND E5 IN (01,04,06,07) ASK/ Not including <INSERT NAME>, how many dependents, such as a spouse or dependent children does <INSERT NAME> currently have?

/IF **PROXY**=01 AND E5 NE (01,04,06,07) ASK/ Not including <INSERT NAME>, how many dependents, such as dependent children, does <INSERT NAME> currently have?

[INTERVIEWER NOTE: "DEPENDENT" IS ANYONE WHO RELIES ON THE RESPONDENT FOR AT LEAST HALF OF THAT PERSON'S FINANCIAL SUPPORT.]

[INTERVIEWER: ENTER 98-DON'T KNOW; 99-REFUSED

ENTER NUMBER _____ [RANGE=0-97, 98, 99]

//If E6 #1-97 ASK//

E7a. How many of these dependents are under the age of 18 (0 to 17 years of age)?

ENTER NUMBER _____ [RANGE=0-E6, 98, 99]

//IF E6#1-97 and E7a ne E6 ASK//

E8a. How many of these dependents are between the age of 18 and 26?

ENTER NUMBER _____ [RANGE=0-E6, 98, 99]

//IF SUM E7a+E8a(excluding 98,99) > E6

[multiple responses allowed]

[if after responding to E6_1, the sum of E7a and E8a is still greater than E6, proceed to next question]

E6_1. I'm sorry, earlier I have you recorded as saying you currently have //FILL_E6// total dependents.

For dependents under the age of 18 I have you recorded as saying //FILL_E7a//. For dependents 18 to 26

I have you recorded as saying //FILL_E8a//, for a total of //FILL SUM OF E7a+E8a// which is greater than

the original number of dependents. Could you please tell me if the total number of dependents is

incorrect, or do I have the wrong number of dependents under the age of 18 or between the ages of 18

and 26?

//IF PROXY=1// I'm sorry, earlier I have you recorded as saying <INSERT NAME> currently has

//FILL_E6// total dependents. For dependents under the age of 18 I have you recorded as saying

//FILL_E7a//. For dependents 18 to 26 I have you recorded as saying //FILL_E8a//, for a total of //FILL

SUM OF E7a+E8a// which is greater than the original number of dependents. Could you please tell me if the total number of dependents is incorrect, or do I have the wrong number of dependents under the age of 18 or between the ages of 18 and 26?

- 01 CHANGE DEPENDENT TOTAL
- 02 CHANGE DEPENDENT UNDER AGE 18
- 03 CHANGE DEPENDENT BETWEEN AGE 18-26

- 99 REFUSED

PERIOD OF MILITARY SERVICE

///ASK IF INTRO2AA=01 OR PROXY2=01///

PREE6A. In the following, we would like to obtain information on your **active duty military history**. Most Veterans have served only one continuous tour of duty, with no breaks in service; this is one term of service. Some Veterans have experienced breaks in service and had more than one tour of duty, and thus have served multiple terms of service.

/IF PROXY=01/ In the following, we would like to obtain information on <INSERT NAME>'s **active duty military history**. Most Veterans have served only one continuous tour of duty, with no breaks in service; this is one term of service. Some Veterans have experienced breaks in service and had more than one tour of duty, and thus have served multiple terms of service.

01 CONTINUE

///ASK IF INTRO2AA=01 OR PROXY2=01///

E6A. How many terms of active duty military service have you served? Please do not include Reserve or National Guard training or drill periods unless "activated" at the time.

/IF PROXY=01/ How many terms of active duty military service has <INSERT NAME> served? Please do not include Reserve or National Guard training or drill periods unless "activated" at the time.

[INTERVIEWER NOTE: WE ARE ONLY RECORDING THE FIRST SIX PERIODS.]

- ENTER NUMBER [1-6]
- 98 (SKIP TO E8) DON'T KNOW
- 99 (SKIP TO E8) REFUSED

///ASK IF E6A NOT IN (98,99)///

E6AT. /IFE6A >1/ I would like to ask you the year you started and ended each of these terms of active duty military service. Starting with your first term...

/IF E6A=1/ I would like to ask you the year you started and ended this term of active duty military service.

/IF PROXY=01/I would like to ask you the year <INSERT NAME> started and ended each of these terms of active duty military service. Starting with <INSERT NAME's> first term...

/IF PROXY=01 and E6=1/I would like to ask you the year <INSERT NAME> started and ended this term of active duty military service.

01 CONTINUE

/START LOOP EQUAL TO E6A/
///ASK E6B_1, E6C_1, E7_1 IF E6A=1-6///
///ASK E6B_2, E6C_2, E7_2 IF E6A=2-6///
///ASK E6B_3, E6C_3, E7_3 IF E6A=3-6///
///ASK E6B_4, E6C_4, E7_4 IF E6A=4-6///
///ASK E6B_5, E6C_5, E7_5 IF E6A=5-6///
///ASK E6B_6, E6C_6, E7_6 IF E6A=6///
///ASK IF E6A NOT IN (98,99)///
//E6B_1=1ST PERIOD; E6B_2=2ND PERIOD; E6B_3=3RD PERIOD...UP TO E6B_6=6TH PERIOD//

E6B_1. What year did your <first> term of active duty military service start?

/IF E6A=1/ What year did your term of active duty military service start?

/IF **PROXY**=01/ What year did <INSERT NAME>'s <first> term of active duty military service start?

/IF **PROXY**=01 and E6A=1/ What year did <INSERT NAME>'s term of active duty military service start?

[INTERVIEWER: ENTER 9998-DON'T KNOW; 9999-REFUSED]

ENTER YEAR _____ [RANGE: 1918-2013, 9998, 9999]

///ASK IF E6A NOT IN (98,99)///
//E6C_1=1ST PERIOD; E6C_2=2ND PERIOD; E6C_3=3RD PERIOD...UP TO E6C_6=6TH PERIOD//

E6C_1. What year did your <first> term of active duty military service end?

/IF E6A=1/ What year did your term of active duty military service end?

/IF **PROXY**=01/ What year did <INSERT NAME>'s <first> term of active duty military service end?

/IF **PROXY**=01 and E6A=1/ What year did <INSERT NAME>'s term of active duty military service end?

[INTERVIEWER: ENTER 9998-DON'T KNOW; 9999-REFUSED]

ENTER YEAR _____ [RANGE: 1918-2013, 9998, 9999]

//PROGRAMMER: COMPARE START AND END DATE FROM E6B_1-E6B_6 TO E6C_1-E6C_6. IF E6C_N DATE < E6B_N DATE PROMPT INTERVIEWER:

INTERVIEWER, THE END DATE MUST BE LATER THAN THE START DATE. VERIFY THAT THE ACTIVE DUTY MILITARY SERVICE END DATE IS GREATER THAN OR EQUAL TO THE ACTIVE DUTY MILITARY SERVICE START DATE//

///ASK IF E6A NOT IN (98,99)///

//E7_1=1ST PERIOD; E7_2=2ND PERIOD; E7_3=3RD PERIOD...UP TO E7_6=6TH PERIOD//

E7_1. During this term of military service were you ever in or exposed to combat?

/IF **PROXY**=01/ During this term of military service was <INSERT NAME> ever in or exposed to combat?

01 YES
02 NO

98 DON'T KNOW
99 REFUSED

/END LOOP/

///ASK IF E6A IN (98,99)///

E7. During this term of military service were you ever in or exposed to combat?

/IF **PROXY**=01/ During this term of military service was <INSERT NAME> ever in or exposed to combat?

01 YES
02 NO

98 DON'T KNOW
99 REFUSED

ABOUT YOU

///ASK IF INTRO2AA=01 OR PROXY2=01///

E8. How would you best characterize your employment status? I am going to read you a list. Please listen to all of the choices and then tell me which best describes you. Are you ...

/IF **PROXY**=01/ How would you describe <INSERT NAME>'s employment status? I am going to read you a list. Please listen to all of the choices and then tell me which best describes <INSERT NAME>. Is <INSERT NAME>...

[INTERVIEWERNOTE: IF RESPONDENT IS ON VACATION OR LEAVE, PLEASE ASK HOW THE RESPONDENT WOULD NORMALLY DESCRIBE HIS/HER EMPLOYMENT STATUS.]

- 01 Employed Full-time
- 02 Self-employed full-time
- 03 Employed part-time
- 04 Self employed part-time
- 05 Unemployed, looking for work, or laid off
- 06 Currently not employed – either retired, a homemaker, student, etc.

- 98 DON'T KNOW
- 99 REFUSED

///ASK IF INTRO2AA=01 OR PROXY2=01///

E9. Would you describe yourself as Hispanic or Latino?

/IF **PROXY**=01/ Would you describe <INSERT NAME> as Hispanic, or Latino?

- 01 YES
- 02 NO

- 98 DON'T KNOW
- 99 REFUSED

///ASK IF INTRO2AA=01 OR PROXY2=01///

E10. I am going to read you a list, please tell me which of the following describes your race. You can choose more than one. Are you ...

/IF **PROXY**=01/ I am going to read you a list, please tell me which of the following describes <INSERT NAME>'s race. You can choose more than one. Is <INSERT NAME>...

[INTERVIEWER NOTE: PLEASE READ LIST, SELECT ALL THAT APPLY.]

/MUL=5/

- 01 American Indian or Alaska Native
- 02 Asian
- 03 Black or African-American
- 04 Native Hawaiian or Other Pacific Islander
- 05 White

- 98 DON'T KNOW
- 99 REFUSED

///ASK IF INTRO2AA=01 OR PROXY2=01///

PE11. Could you please tell me what your total annual household income was from all sources in 2012?

/IF PROXY=01/ Could you please tell me what <INSERT NAME>'s total annual household income was from all sources in 2012?

[IF NECESSARY: I would like to remind you that everything we discuss is confidential, and that your answer to this question will not affect your benefits.]

[IF NECESSARY: Your best guess or estimate is fine.]

01 GAVE RESPONSE (ANNUALLY) ///GO TO E11Y///
02 GAVE RESPONSE (MONTHLY) ///GO TO E11M///
98 DON'T KNOW
99 REFUSED

///ASK IF PE11=01///

E11Y. Could you please tell me what your total annual household income was from all sources in 2012.

/IF PROXY=01/ Could you please tell me what was <INSERT NAME>'s total annual household income was from all sources in 2011.

[IF NECESSARY: I would like to remind you that everything we discuss is confidential, and that your answer to this question will not affect your benefits.]

[IF NECESSARY: Your best guess or estimate is fine.]

_____ [RANGE=\$1 - \$999,999]///SKIP TO E11c.///

///ASK IF PE11=02///

E11M. Could you please tell me what your total annual household income was from all sources in 2012.

/IF PROXY=01/ Could you please tell me what was <INSERT NAME>'s total annual household income was from all sources in 2011.

[IF NECESSARY: I would like to remind you that everything we discuss is confidential, and that your answer to this question will not affect your benefits.]

[IF NECESSARY: Your best guess or estimate is fine.]

_____ [RANGE=1-83,333] ///SKIP TO E11c.///

///CALCULATE VARIABLE E11MTOT. E11MTOT= E11M * 12///

///ASK IF PE11 IN (98,99)///

E11a. This information is critical for VA for planning purposes. Could you please tell me which of the following best describes your **2012** total annual household income from all sources. Would you say it is.....

/IF **PROXY=01**/ This information is critical for VA for planning purposes. Could you please tell me which of the following best describes <INSERT NAME>'s **2012** total annual household income from all sources. Would you say it is.....

(READ LIST [ROUND UP "999], THEN FOLLOW-UP AS INDICATED)

- 01 Less than \$16,000
- 02 \$16,000 - \$25,999,
- 03 \$26,000 - \$35,999,
- 04 \$36,000 - \$45,999,
- 05 \$46,000 - \$55,999, OR
- 06 \$56,000 or over?
- 98 DON'T KNOW
- 99 REFUSED

///**ASK IF E11A=01**

E11B1. Is it...?

- 01 Under \$11,000, or
- 02 \$11,000 - \$15,999?
- 98 DON'T KNOW
- 99 REFUSED

///**ASK IF E11A=02**

E11B2. Is it...?

- 03 \$16,000 – \$20,999
- 04 \$21,000 - \$25,999?
- 98 DON'T KNOW
- 99 REFUSED

///**ASK IF E11A=03**

E11B3. Is it...?

- 05 \$26,000 – \$30,999
- 06 \$31,000 - \$35,999?
- 98 DON'T KNOW
- 99 REFUSED

///**ASK IF E11A=04**

E11B4. Is it...?

- 07 \$36,000 – \$40,999
- 08 \$41,000 - \$45,999?
- 98 DON'T KNOW
- 99 REFUSED

///ASK IF E11A=05
E11B5. Is it...?

- 09 \$46,000 – \$50,999
- 10 \$51,000 - \$55,999?
- 98 DON'T KNOW
- 99 REFUSED

///ASK IF INTRO2AA=01 OR PROXY2=01///

E11c. Can you please tell me which state you are in?

//National list of two letter abbreviations and PR for Puerto Rico//

/IF **PROXY=01**/ Can you please tell me which state <INSERT NAME> is in?

- 95 OTHER
- 98 DON'T KNOW
- 99 REFUSED

///PROGRAMMER: END TIMER ETT8///

///PROGRAMMER: END TIMER ETT9///

///ASK IF INTRO2AA=01 OR PROXY2=01///

Section F. Awareness of Health Care Reform Law

PREF1. VA is interested in understanding Veterans awareness of the health care reform law, which is officially called the Patient Protection and Affordable Care Act.

- 01 Continue

F1. How well do you understand the Patient Protection and Affordable Care Act?

[SELECT ALL THAT APPLY]

[INTERVIEWER NOTE: If respondent asks whether this is “Obamacare” you may respond “yes”]

- 01 I've followed this issue closely
- 02 I rely on others for information about the Act
- 03 The Patient Protection and Affordable Care Act does not affect me
- 04 I don't understand this Act
- 98 DON'T KNOW
- 99 REFUSED

/IF **PROXY=01**/ How well does <INSERT NAME> understand the Patient Protection and Affordable Care Act?

[SELECT ALL THAT APPLY]

- 01 They've followed this issue closely
- 02 They rely on others for information about the Act

03 The Patient Protection and Affordable Care Act does not affect them
04 They don't understand this Act
98 DON'T KNOW
99 REFUSED

///**ASK IF INTRO2AA=01 OR PROXY2=01**///

F2. How do you think the health care reform law will change your planned use of the VA health care system?

[INTERVIEWER NOTE: If respondent asks whether this is "Obamacare" you may respond "yes"]

01 I will definitely increase my use of the VA health care system
02 I will probably increase my use of the VA health care system
03 I will not change my use
04 I will probably decrease my use of the VA health care system
05 I will definitely decrease my use of the VA health care system
98 DON'T KNOW
99 REFUSED

/IF PROXY=01/ How does <INSERT NAME> think the health care reform law will change their planned use of the VA health care system?

[SELECT ALL THAT APPLY]

01 They will definitely increase their use of the VA health care system
02 They will probably increase their use of the VA health care system
03 They will not change their use
04 They will probably decrease their use of the VA health care system
05 They will definitely decrease their use of the VA health care system
98 DON'T KNOW
99 REFUSED

///**PROGRAMMER: END TIMER ETT9**///

THANKS. That's all I have. Thank you for your participation. The information you have provided will help VA to better serve all Veterans in the future. Thank you and goodbye.

01 CONTINUE

///**ASK IF OUTCOME5=9 SEND MAIL SURVEY**///

CONFIRM. A survey information packet will be mailed to you shortly. Let me confirm that I have the correct address for you. Is your mailing address: **//DISPLAY FROM SAMPLE//?**

01 Yes
02 No
97 DON'T KNOW
99 REFUSED

//ASK IF CONFRM = 02//
NUAD.

NAMEGIVN:	FIRST NAME	//LENGTH = 40//
NAMEFAMN:	LAST NAME	//LENGTH = 40//
ADDR_1:	ADDRESS1	//LENGTH = 40//
ADDR_2:	ADDRESS2	//LENGTH = 40//
///MAY BE BLANK///		
CITY_1:	CITY	//LENGTH = 20//
STATE_1:	STATE	//LENGTH = 2//
ZIP_1:	ZIP	//LENGTH=5//

- 01 ALL CORRECT
- 02 CORRECT FIRST NAME
- 03 CORRECT LAST NAME
- 04 CORRECT ADDRESS
- 05 CORRECT CITY
- 06 CORRECT STATE
- 07 CORRECT ZIP CODE
- 97 DON'T KNOW
- 99 REFUSED

//ASK IF CONFRM=01 OR NUAD =01//
THANK. Thank you. A survey information packet will be sent and will take up to one week for arrival.

01 CONTINUE //DISPO = 127 "SEND MAIL SURVEY"//

//ASK IF CONFRM IN (97,99) OR NUAD IN (97,99)//
RTHNK. Thank you for your time. I have no further questions.

01 CONTINUE //TERMINATE// //DISPO = 31 "ADDRESS REFUSAL//

///PROGRAMMER: IF OUTCOME5=9 SET INTERVIEWER TYPE 5///
///PROGRAMMER: IF OUTCOME5=10 SET INTERVIEWER TYPE 5///

Appendix 1.

AL Medicaid
AK Medicaid or Medical Assistance
AZ Medicaid or Arizona Health care Cost Containment
AR Medicaid
CA Medicaid or Medi-Cal
CO Medicaid
CT Medicaid
DE Medicaid or Diamond State Health Plan
DC Medicaid or Medical Assistance

FL Medicaid
GA Medicaid or Medical Assistance
HI Medicaid or Quest/Medical Assistance
ID Medicaid or Healthy Connections
IL Medicaid
IN Medicaid or Hoosier Healthwise
IA Medicaid or Medical Assistance
KS Medicaid
KY Medicaid, Medical Assistance, or KenPAC
LA Medicaid
ME Medicaid or PrimeCare
MD Medicaid or HealthChoice
MA Medicaid or MassHealth
MI Medicaid or Medical Assistance
MN Medicaid
MS Medicaid or HealthMACS
MO Medicaid
MT Medicaid or Passport
NE Medicaid, Medical Assistance, or Nebraska Health Connection
NV Medicaid
NH Medicaid
NJ Medicaid or New Jersey Care 2000
NM Medicaid or SALUD!
NY Medicaid
NC Medicaid, Carolina, ACCESS, ACCESS II or ACCESS III, or Health care Connection
ND Medicaid
OH Medicaid
OK Medicaid, SoonerCare Plus, or SoonerCare Choice
OR Medicaid or the Oregon Health Plan
PA Medicaid, Medical Assistance, or HealthChoices
RI Medicaid, Medical Assistance, or RiteCare
SC Medicaid
SD Medicaid
TN TennCare
TX Medicaid or STAR
UT Medicaid
VT Medicaid
VA Medicaid, Medical Assistance, Medallion, Options, or Medallion II
WA N/A
WI Medicaid
WV N/A
WY Medicaid