
2018 Survey of Veteran Enrollees' Health and Use of Health Care

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Data Findings Report

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Executive Summary

The Survey of Veteran Enrollees' Health and Use of Health Care (Survey of Enrollees) provides an overall characterization of Veterans who are enrolled in the Department of Veterans Affairs (VA) health care. The survey gathers information about factors influencing Veterans' decisions to use VA services or any non-VA health care programs. Findings from the 2018 Survey of Enrollees are generally consistent with those from prior years. Central topics addressed in the survey include enrollees' health insurance coverage, prescription drug use, smoking and health status, priorities when experiencing and considering the use of VA health services, and enrollees' readiness to engage with VA health care resources through digital platforms. Survey findings are based on a wide range of demographic indicators and factors that are relevant to enrollees when determining their use of VA health care services. The findings presented in this report provide the VA with insight on current efforts to strengthen and expand its infrastructure to meet the needs of the changing demographics of VA enrollees.

Overview of the Survey of Enrollees

The VA operates the country's largest, most comprehensive, integrated health care system through the Veterans Health Administration (VHA). Veterans who served on active duty for at least 24 continuous months and who were honorably discharged from military service are eligible to enroll in the VA for health care.

Given the large and growing Veteran population requiring health care services, VHA seeks input from enrolled Veterans to better understand their health care needs. To facilitate Veteran input, the Assistant Deputy Under Secretary for Health conducts the annual Survey of Enrollees with more than 42,000 Veterans who are enrolled in VA's health care system.

Survey data include enrollee's health status, insurance, VA and community health care use, pharmaceutical use, attitudes and perceptions about VHA services, socioeconomic demographics, trends in smoking, digital access, and other pertinent data not available through

The Survey of Enrollees provides an in-depth picture of enrollees' characteristics, their health status, available health care options, and their use and perceptions of VA health care.

any other VHA database. Survey data help inform policy decisions on Veteran health care, and serve as a means for VHA projections on enrollment, utilization, and cost. VHA also uses this information to understand the variability in enrollee access, utilization, and perceptions of VA health care services.

The VA has conducted 16 iterations of the Survey of Enrollees since 1999. The first nine iterations of the survey were conducted solely via telephone interview. The primary modes of data collection for the 2018 Survey of Enrollees were paper and web data collection, with strategies aimed at maximizing online responses.

Methodology

The sampling frame for VA's 2018 Survey of Enrollees was selected from the VHA enrollment file. The sampling frame included all Veterans enrolled in VA health care as of September 30, 2017, excluding those residing outside the 50 U.S. states, District of Columbia, and Puerto Rico. The sampling frame also excluded enrollees missing variables needed for stratification, those with invalid addresses, those missing gender data, those with a listed age greater than 110 or less than 17 years old, and those who died prior to the 2018 survey data collection period.

The sample was stratified by geographical health care markets, enrollee type, and priority group. For administrative purposes, VA is divided into 18 geographical administrative areas called Veterans Integrated Services Networks (VISNs). VISNs are further divided into health care markets. Enrollee type is defined by the Veteran's date of enrollment in the VA health care system. If a Veteran enrolled in VA health care on or prior to the enactment of the current enrollment system, March 31, 1999, the date reform was enacted, the Veteran was identified as a pre-enrollee. Veterans with enrollment dates after March 31, 1999 were defined as post-enrollees. Priority groups define a Veteran's priority for VA health care services. Priority groups range from 1-8, with group 1 being the highest priority. For the purposes of analysis, Priority Groups 1-3 were one strata, Priority Groups 4-6 were a second strata, and Priority Groups 7-8 were a third strata.

Data collection for the 2018 Survey of Enrollees occurred in two waves to allow better targeting of the sample stratification cells and ensure that all cell quotas were met. Wave 1

fielding began on March 12, 2018, and wave 2 began on May 1, 2018. Fielding ended on July 4, 2018. In total, 136,236 enrollees were invited to participate in the survey and 43,911 enrollees returned a completed survey (excluding those from Puerto Rico).

Of note, wave 2 did not include sampled Veterans in Puerto Rico. Results from wave 1 indicated that response rates from Puerto Rico lagged significantly behind all other markets. The likely cause of this underperformance was Hurricane Maria which devastated the island in September 2017. Given these circumstances, VA officials decided to eliminate the survey burden on Puerto Rican Veterans and removed that market from wave 2 allocation. Additionally, survey data from Puerto Rico received during wave 1 was not included in this Data Findings Report.

The 2018 survey data are weighted so that the findings are representative of the entire enrollee survey sampling frame, which totaled 8,614,563 Veterans enrolled in the VA health care system.

Demographic and Socioeconomic Characteristics

In the 2018 enrollee survey sampling frame, enrollees classified in Priority Groups 1-3 remained the largest proportion of enrollees at 49.4 percent. The proportion of enrollees in Priority Group 1 continued its steady increase, reaching 26.7 percent in 2018 from 19.3 percent in 2014. Priority Group 5 continued to decrease from 23.9 to 19.7 percent over this same five-year period. The proportion of enrollees younger than 45 years old has steadily increased from 19.3 percent in 2014 to 20.7 percent in 2018 while the proportion of enrollees age 45-64 has steadily decreased from 33.9 percent to 30.5 percent over the same period.

Slightly over half (51.3%) of the enrollees reported an annual household income of \$35,000 or higher, nearly a 3-percentage-point increase from 2017 (48.6%). While national trends of unemployment remained relatively stable among civilians and Veterans between 2017 and 2018, enrolled Veterans' unemployment rate dropped from 9.2 percent in 2017 to 8.0 percent in 2018.

Consistent with findings from 2017, the majority of enrollees were male, married, White and non-Hispanic. While the single largest service era component of the enrollee population remained those who served during the Vietnam War (36.9%), enrollees who served during the

post-2001 era continued an upward trend from 23.0 percent in 2016 and 25.2 percent in 2017, to 26.7 percent in 2018.

Health Insurance Coverage

Veterans have varied health insurance coverage, including Medicare, Medicaid, TRICARE, and private insurance. The availability of other public or private insurance coverage is an important factor related to enrollee use of VA health care services.

In 2018, 19.2 percent of enrollees reported having no other public or private insurance coverage, reflecting a slight decrease from 2017 (20.2%). Similar to 2017, the lack of insurance coverage was highest among enrollees who were under age 45 (34.6%) and who had incomes less than \$35,000 (27.4%). Also similar to 2017, enrollees in Priority Groups 4-6 were more likely to be uninsured (25.4%) than those in Priority Groups 1-3 (19.0%) or Priority Groups 7-8 (12.1%).

Prescription Drug Coverage and Use

To understand enrollees' reliance on the VA for prescription drugs, the 2018 Survey of Enrollees included questions about prescription drug coverage and prescription drugs obtained from community sources as well as through the VA. Most enrollees (80.8%) reported having health insurance, but prescription drug coverage rates varied significantly by insurance type. While a large majority (81.3%) of enrollees' private health insurance plans included coverage of prescription medication, about one-third (32.3%) of enrollees with Medicare reported having prescription drug coverage under Medicare Part D. Both types of coverage for prescription drugs remained similar to those in 2017.

Of the enrolled Veterans who reported taking at least one prescription drug in the last 30 days, approximately two-thirds (62.1%) obtained one or more of their prescription medications from the VA. These enrollees reported receiving an average of 3.4 prescription medications from the VA, the same as in 2017.

Cigarette Smoking

The questions about smoking habits in the 2016, 2017, and 2018 Survey of Enrollees are in alignment with the Behavioral Risk Factor Surveillance Survey (BRFSS), a national health survey conducted by Centers for Disease Control (CDC). Enrollees were classified into five groups based on their responses to the smoking questions: (1) never smokers, (2) ever smokers, (3) current smokers, (4) recent unsuccessful quitters, (5) former smokers, and (6) recent successful quitters.

In 2018, 60.2 percent of enrollees were classified as ever smokers and 14.6 percent were current smokers. Results continue to show a five-year decline, down from 63.6 percent ever smokers and 17.9 percent current smokers in 2014. Slightly over half (53.2%) of current smokers made a recent quit attempt but were unsuccessful, a five percentage-point decrease from 2017. Continued resources to help enrollees with intentions to quit may sustain this decline in unsuccessful quit attempts. Enrollees who were current smokers were more heavily represented by those who were in Priority Groups 4-6, under 65 years of age, American Indian/Alaska Native non-Hispanic, and those who were lower income earners, uninsured, unemployed, or reporting fair/poor health.

Smoking rates continue a steady decline among enrollees over the past five years. In 2018, 60.2 percent of enrollees reported having ever smoked and 14.6 percent reported being current smokers, representing a decrease by more than 3 percentage points for each category since 2014.

It is important to note that smoking rates were higher for those enrollees who accessed the VA health care system in 2017 (16.0%) as compared to enrolled Veterans who did not use the system during the same period (12.0%). However, both of these populations show a five-year decline in smoking.

Health Status

In 2018, the proportion of Veterans who perceived themselves as very healthy remained at the same level as in 2017 and 2016 after a steady increase from 2014 to 2016, with 74.0 percent reporting that they have “good,” “very good,” or “excellent” health relative to other people their own age. This is an increase of seven percentage points since 2014.

While in all VISNs, the majority of enrollees reported being in “good,” “very good,” or “excellent” health, percentages ranged from 66.7 percent in VISN 9, to 77.7 percent in VISN 4. VISNs 7, 9, and 16 were the only areas where the rate of perceived “good,” “very good,” or “excellent” health was below 70 percent.

Veterans’ health status remained stable since 2016, with 74.0% reporting good health or better, rising seven percentage points since 2014.

Similar to the previous year, 13.1 percent of enrollees were categorized as having 1-5 disabilities, based on their needs for assistance on Activities of Daily Living (ADL). ADLs represent the fundamental functions of self-care. One in five (20.0%) of the enrollees reported having certain disabilities on Instrumental Activities of Daily Living (IADL). IADLs represent tasks necessary for independent functioning as a member of a community.

In 2018, the percentage of enrollees who expressed a need for support coping with stressful situations (26.0%) decreased by 2.7 percentage points compared to 2017 (28.7%), while the proportion expressing a need for support in avoiding triggers of anxiety (24.7%) decreased by 1.7 percentage points compared to 2017 (26.4%).

Digital Access to VA Information and Resources

Access to the Internet

More than three in four enrollees (77.8%) reported using the Internet on an occasional or more frequent basis. However, Internet use varied with age, income, and priority group. Enrollees who were younger than 45 and had higher annual incomes (\$35,000 or more), and enrollees in the highest priority groups (Priority Groups 1-3) claimed the highest rates of Internet use (97.6%, 85.2%, and 88.2%, respectively). Enrollees who were Internet users accessed the Internet most frequently from home (92.5%), followed by a mobile device (49.0%), and workplace (31.3%). Most enrollee Internet users accessed the Internet on a daily basis (66.7% with a cell phone, 52.1% with a computer, and 20.5% with a tablet device).

Activities Performed through the Internet

Among the enrollees who used the Internet at least occasionally, the most popular uses of the Internet were non-health related activities such as sending emails (87.2%), getting travel directions (83.6%), and weather reports (81.9%). Fewer enrollees used the Internet to perform health-related activities, such as looking up health information (76.1%), accessing personal health records (47.0%), and making medical appointments (36.5%).

Readiness to Use Internet for VA Information and Activities

Enrollees who used the Internet reported much higher willingness to perform health related tasks over the Internet, compared to their actual reported use. For instance, 84.3 percent, 79.9 percent, and 76.8 percent of enrollee Internet users indicated that they were willing to look for health information on the VA website, access their personal health records, and make medical appointments over the Internet, respectively. A large majority (87.6%) reported being willing to obtain information on VA benefits via the Internet. Higher levels of willingness were associated with those who were younger than 64, those in Priority Groups 1-3, and those with higher annual incomes (\$35,000 or more).

Use of My HealthVet Website

The 2018 Survey of Enrollees included several questions about the My HealthVet (MHV) website, an online personal health record for Veterans and active duty service members as well as their health care providers and dependents. In response to questions regarding MHV, 54.5 percent of enrollee Internet users said that they were aware of the website. Among the enrollees who were aware of MHV, 58.2 percent said that they used the website. The top reasons for using MHV were to view their appointments with the VA (74.8% of MHV users), look for health information (71.8%), and refill prescriptions (71.7%).

Enrollees' Views of VA Health Care

Experience and Satisfaction with VA

Enrollees who used any VA health care services in 2018 responded to a series of questions to assess their experiences and satisfaction with VA health care. Among the 59.6 percent of enrollees who used VA health care services at a VA facility or a community provider that was paid by the VA on or after January 1, 2017, a large majority responded favorably about their experiences with scheduling appointments and their visits to the VA or VA-approved facility. Regarding factors related to appointment scheduling, the experience was positive for 78.5 percent to 87.7 percent of respondents across the three related items: “Available appointments at convenient hours/days” (82.3%), “Appointment took place as scheduled” (87.7%), and “Short wait time after arriving for an appointment” (78.5%). More than four in five (87.2%) of enrollees also expressed positive views on ease of access to these facilities and treatment by facility personnel who were welcoming and helpful during their visit (86.7%).

In terms of satisfaction with their experiences, those who used VA services reported being most satisfied with the way in which their privacy was respected (90.5%), followed by their interactions with their care providers (ranging from 81.1% with the way providers listened to them to 87.7% with the respect shown to them by the health care professionals).

Approximately 80 percent of enrollees also expressed high satisfaction in their ability to participate in their own health care decision making. While the lowest satisfaction among respondents was related to their ability to get referrals for specialist care or special equipment (67.0%), the satisfaction rate was two percentage points higher than 2017 (65%).

Priority Groups 4-8 and those who were age 65 and older were more likely to report positive experiences and higher levels of satisfaction with the VA health care services they received than those who were in Priority Groups 1-3 and those who were younger than 65 years of age. While no clear pattern emerged from how enrollees of different racial and ethnic groups responded, White non-Hispanic enrollees generally had a more positive attitude toward the VA health care services they received than other minority racial/ethnic groups.

Reasons for Using Health Care Services Other Than Those Provided by VA

Among enrollees who indicated that they used health care services other than those provided by the VA (61.6%), the top two reasons were because they found these facilities provided “easier access to care” (66.0%), and that they had an existing provider outside VA who they “really like and trust” (62.3%). Enrollees in higher priority groups (Priority Groups 1-3) and those with higher income levels were more likely to respond in this manner. A smaller percentage of enrollees used other facilities because of prior dissatisfied experiences with the VA care (25.6%). These enrollees were more likely to be in Priority Groups 1-3 or younger than 45 years of age. A similar proportion of enrollees cited reasons related to perceived ineligibility (25.2%). These enrollees tended to be in Priority Groups 4-6 and 7-8 and have lower levels of income.

Important Factors for Selecting Health Care Provider

The professionalism of health care providers (82.9%), having insurance coverage for the health service needed (81.9%), and convenient location (80.7%) were ranked as the top three most important factors for selecting a non-VA health care provider. Other important factors were professionalism of office staff (78.5%) and travel time or distance (76.7%). While concerns about cost did not rise to one of the top-ranked factors of consideration, still almost three-quarters of enrollees (73.6%) indicated that out-of-pocket costs were an important factor for choosing health care services.

Current and Planned Future Use of VA

Consistent across previous years, over a quarter (28.7%) of enrollees said that they currently use VA services to meet all of their health care needs. In terms of planned future use, 40.5 percent of all enrollees said that they plan to use VA health care as their primary source of health care. This was followed by 14.8 percent who said that they would use it as a safety net, and 14.1 percent who indicated that they plan to use it for service-related disability or physical or mental health conditions. Enrollees in Priority Groups 1-3 and 4-6 were more likely to plan to use VA as their primary source of care, as with enrollees younger than 65 years of age, and those with lower income levels.

Trust in VA

Of all enrollees, 72.7 percent indicated that they either “strongly agree” or “somewhat agree” that they trusted VA to fulfill our country’s commitment to Veterans, similar to that in 2017 (71.9%). Enrollees in Priority Groups 4-6, those who were 65 years and older, and those with incomes less than \$35,000 expressed the highest levels of trust (“strongly agree”) in the VA to fulfill our country’s commitment to Veterans.

Overview of the Survey of Enrollees **1**

The Department of Veterans Affairs (VA) operates the country's largest, most comprehensive, integrated health care system through the Veterans Health Administration (VHA). All Veterans who served on active duty for at least 24 continuous months and who were honorably discharged from military service are eligible to enroll in the VA. Given that more than 14 million Veterans currently are eligible to receive care from the VA, it is important for VHA to understand their health care needs. In addition, the influence of demographic and socioeconomic factors on enrolled Veterans' health care usage patterns is critical for informing VHA's planning and future projections.

VHA provides primary and specialty care, a comprehensive pharmaceutical benefits package, and ancillary services to its enrollees through a geographically dispersed network of 172 medical centers and 1,062 outpatient sites.¹ For administrative purposes, the VA is divided into 18 geographical administrative areas called Veterans Integrated Services Networks (VISNs). VISNs are further divided into health care markets. Markets are health care areas within each VISN that have a sufficient population and geographic size to benefit from the coordination and planning of health care services and to support a full health care delivery system.²

VHA serves approximately nine million enrolled Veterans annually. Between 2003 and 2010, an estimated 1.9 million Veterans who served in Operation Enduring Freedom, Operation Iraqi Freedom, and Operation New Dawn (OEF/OIF/OND) became eligible for VA health care, and approximately 61 percent of these Veterans have obtained health care from VA. As this group of Veterans continues to grow, so will the demand for health care. Many Veterans who use VA health care also access health care funded through public and private insurance, which has implications for the extent to which they will turn to VA for their health care needs.

Given the large and growing Veteran population requiring health care services, VHA seeks input from enrolled Veterans to better understand their health care needs. To facilitate Veteran input,

¹ Veterans Affairs website, <https://www.va.gov/health>. Accessed August 17, 2018.

² Veterans Affairs website, <https://www.data.va.gov/dataset/Veterans-integrated-services-networks-visn-markets-submarkets-sectors-and-counties>. Accessed August 19, 2018.

the Assistant Deputy Under Secretary for Health conducts the annual Survey of Veteran Enrollees' Health and Use of Health Care (Survey of Enrollees) with more than 42,000 Veterans who are enrolled in VA's health care system. The purpose of this report is to present findings from the 2018 Survey of Enrollees.

1.1 Background of the Survey of Enrollees

The Survey of Enrollees gathers information from Veterans enrolled in the VA health care system about factors influencing their decision to use VHA services or any non-VA health care programs. Survey data include enrollee's health status, insurance, VA and community health care use, pharmaceutical use, attitudes and perceptions about VHA services, socioeconomic demographics, trends in smoking, and other pertinent data not available through any other VHA database. Survey data help inform policy decisions on Veteran health care, and serve as a means for VHA projections on enrollment, utilization, and cost.

The VA has conducted 16 iterations of the Survey of Enrollees since 1999. The first nine iterations of the survey were conducted solely via telephone interview. Beginning in 2012, the VA implemented a multi-mode approach to the survey involving telephone, mail (paper), and web data collection. The 2018 data collection plan provided for paper and web data collection, with a contingency for Computer Assisted Telephone Interviews (CATI) should additional surveys be needed to meet minimum response goals at the close of survey fielding. Ultimately, formal CATI interviews were not needed, although one phone interview was conducted to meet the preference of the Veteran.

Advanced Survey Design (ASD), LLC led the 2018 Survey of Enrollees project. ASD is a service-disabled Veteran-owned small business. ASD specializes in automated survey data collection and project management. ASD teamed with Avar Consulting (Avar), Inc. to support survey methodology and design, data analysis, and help desk tasks. ASD also utilized Data Recognition Corporation (DRC) to support paper survey production, mailing, and processing.

1.2 Methodology

The sampling frame for VA's 2018 Survey of Enrollees was selected from the VHA enrollment file. The sampling frame included all Veterans enrolled in VA health care as of September 30, 2017, excluding those residing outside the 50 U.S. states, District of Columbia, and Puerto Rico. The sampling frame also excluded:

- Enrollees with a missing or invalid street address, city, state, or zip code. Invalid street addresses include 'GENERAL DELIVERY', 'NEED ADDRESS', 'NO KNOWN ADDRESS', 'STREET ADDRESS UNKNOWN', 'ADD ADDRESS', 'DELETE', 'NULL', and 'NONE';
- Enrollees with missing gender data;
- Enrollees with a listed age greater than 110 or less than 17 years old; and
- Veterans with incomplete stratification information.

The stratification variables used were VISN/market, enrollee type, and priority group. Enrollee type is defined by the Veteran's date of enrollment in the VA health care system. If a Veteran enrolled on or prior to the enactment of the current enrollment system, March 31, 1999, the date reform was enacted, the Veteran was identified as a pre-enrollee. Veterans with enrollment dates after March 31, 1999 were defined as post-enrollees. Priority groups define a Veteran's priority for VA health care services. Priority groups range from 1-8, with Priority Group 1 being the highest priority. Priority groups are based on multiple factors, to include the Veteran's service-connected disabilities, income, and other factors such as prisoner of war status or receipt of a Purple Heart. Figure 1-1 defines priority groups and eligibility requirements.

Figure 1-1. VA eligibility categories and priority groups³

Priority group	Eligibility requirements
1	<ul style="list-style-type: none"> ▪ Veterans with VA-rated service-connected disabilities 50% or more disabling ▪ Veterans determined by VA to be unemployable due to service-connected conditions
2	<ul style="list-style-type: none"> ▪ Veterans with VA-rated service-connected disabilities 30% or 40% disabling
3	<ul style="list-style-type: none"> ▪ Veterans who are Former Prisoners of War (POWs) ▪ Veterans awarded a Purple Heart medal ▪ Veterans whose discharge was for a disability that was incurred or aggravated in the line of duty ▪ Veterans with VA-rated service-connected disabilities 10% or 20% disabling ▪ Veterans awarded special eligibility classification under Title 38, U.S.C., § 1151, “benefits for individuals disabled by treatment or vocational rehabilitation” ▪ Veterans awarded the Medal of Honor (MOH)
4	<ul style="list-style-type: none"> ▪ Veterans who are receiving aid and attendance or housebound benefits from VA ▪ Veterans who have been determined by VA to be catastrophically disabled
5	<ul style="list-style-type: none"> ▪ Nonservice-connected Veterans and noncompensable service-connected Veterans rated 0% disabled by VA with annual income below the VA’s and geographically adjusted income limits (based on resident zip code) ▪ Veterans receiving VA pension benefits ▪ Veterans eligible for Medicaid programs
6	<ul style="list-style-type: none"> ▪ Compensable 0% service-connected Veterans ▪ Veterans exposed to ionizing radiation during atmospheric testing or during the occupation of Hiroshima and Nagasaki ▪ Project 112/SHAD participants ▪ Veterans who served in the Republic of Vietnam from January 9, 1962, to May 7, 1975 ▪ Persian Gulf War Veterans who served from August 2, 1990 to November 11, 1998 ▪ Veterans who served on active duty at Camp Lejeune for at least 30 days between August 1, 1953, and December 31, 1987 ▪ Currently enrolled Veterans and new enrollees who served in a theater of combat operations after November 11, 1998 and those who were discharged from active duty on or after January 28, 2003, are eligible for the enhanced benefits for five years post discharge
7	<ul style="list-style-type: none"> ▪ Veterans with gross household income below the geographically-adjusted income limits for their resident location and who agree to pay copays
8	<ul style="list-style-type: none"> ▪ Veterans with gross household income above the VA and the geographically- adjusted income limit for their resident location, and who agrees to pay copays

For sampling efficiency, the sampling frame was stratified into 576 strata by market, enrollee type, and priority group. The purpose of this stratification was to ensure an adequate number of completed surveys for the following analytic domains:

³ Enrollment Priority Groups, Veterans Affairs Table IB 10-441, December 2016.

- Individual VISN markets (n=96);
- Enrollee type (pre-enrollee, post-enrollee) (n=2); and
- Priority groups (n=3) with priorities 1, 2, and 3 being one strata; priorities 4, 5, and 6 being a second strata; and priorities 7 and 8 being the third strata.

The VA defined strata completion requirements as follows:

1. Ensure at least 350 completed cases by market;
2. Ensure at least 350 completed cases in each priority group by VISN;
3. Ensure that at least 30 percent of the completed cases are pre-enrollees (compared to 17 percent in the population); and
4. Ensure a total of 42,000 completed cases.

The 2018 survey initially invited all sampled enrollees to complete a web-based survey. Approximately two weeks later, paper surveys were mailed to all non-responders in the sample. Data collection for the 2018 Survey of Enrollees occurred in two waves to allow better targeting of the sample stratification cells and ensure that all cell quotas were met. Wave 1 fielding began on March 12, 2018, and wave 2 began on May 1, 2018. Fielding ended on July 4, 2018. Table 1-1 lists the number of sampled Veterans derived from the sampling design, the number of changed or invalid addresses, and the resulting number of Veterans who received a letter inviting them to participate in the survey.

Table 1-1. Number of sampled Veterans and changed or invalid addresses

	Wave 1	Wave 2	Total
Sampled Veterans	117,895	24,375	142,270
Changed or Invalid Addresses	5,028	1,006	6,034
Invited Veterans	112,867	23,369	136,236

Of note, wave 2 did not include sampled Veterans in Puerto Rico. Results from wave 1 indicated that response rates from Puerto Rico lagged significantly behind all other markets. Additionally, postal non-delivery (PND) rates from Puerto Rico far exceeded all markets during wave 1. The likely cause of this sample underperformance was Hurricane Maria, which devastated the island in September 2017, causing both infrastructure challenges and enrollee migration to the

continental United States. Given these circumstances, VA officials decided to eliminate the survey burden on Puerto Rican Veterans and removed that market from wave 2 allocation. Additionally, survey data from Puerto Rico received during wave 1 were not included in this Data Findings Report.

The 2018 enrollee survey received a total of 43,911 completed questionnaires (excluding those from Puerto Rico). A summary of completed surveys by mode is shown in Table 1-2. Table 1-3 provides a comparison of the 2016, 2017, and 2018 designs.

Table 1-2. Number of completed surveys by mode

Web survey completes	Paper survey completes	Telephone survey completes	Total completes
16,547	27,363	1*	43,911
38%	62%	0.0%	100%

*The one telephone survey occurred as a result of a Veteran calling the help desk and requesting a phone survey.

Table 1-3. Comparison of survey of enrollees design, 2016, 2017, and 2018

	2016	2017	2018
Weighted population of Veteran enrollees	8,401,553	8,345,428	8,614,563
Weighted population as of:	September 2015	September 2016	September 2017
Stratified sample size	172,350	131,336	142,270
Sample stratified by:	VISN, market, priority group, pre- and post-enrollee	VISN, market, priority group, pre- and post-enrollee	VISN, market, priority group, pre- and post-enrollee
Number of completed surveys/interviews	46,571	43,654	43,911
Response rate	27%	33%	31%
Surveys/interviews collected during the following timeframe	March 2016 to July 2016	March 2017 to July 2017	March 2018 to July 2018
Mode of data collection	Web, mail, and CATI*	Web, mail, and CATI**	Web, mail, and CATI***

* In 2016, 26 CATI interviews were conducted in two markets to complete strata goals.

**In 2017, 46 CATI interviews were conducted in three markets to complete strata goals.

***In 2018, one CATI interview was conducted at the request of the Veteran.

1.3 Weighting

The weighting scheme for the 2018 Survey of Enrollees closely mirrored previous surveys. The survey team calculated a stratum base weight based on the total target population and number sampled. The base weight for a sampled Veteran was the reciprocal of the probability that the Veteran was selected to participate in the 2018 survey. Veterans were selected without replacement so that each Veteran in the sampling frame could be selected only once. The base weights for the responding Veterans were adjusted for nonresponse so that responding Veterans not only represent themselves and Veterans who were not sampled, but also sampled Veterans who did not respond. To account for non-response bias, the survey team employed the use of survey weights to adjust for differential rates of response among various subgroups, and thereby reduce the potential for bias. Consequently, survey results are generalized to the entire enrollee population.

Demographic and Socioeconomic Characteristics **2**

The demographic and socioeconomic information provides insights into the Veteran enrollee population and their potential health care needs. The Survey of Enrollees asked Veterans several demographic and socioeconomic questions to better understand their status as related to health care. This chapter examines the key characteristics of the VA enrollees and compares the 2018 results to prior years.

2.1 Demographic Overview

Results of the 2018 Survey of Enrollees are weighted to represent the population of Veterans enrolled in the VA health care system. As such, all references to enrollee counts and percentages in this report are derived entirely from weighted survey frequencies, not from the actual populations being discussed. The enrollee sampling frame at the time of

weighting was 8,681,511, an increase of 336,083 enrollees from the 2017 report. After removing the Veteran population in Puerto Rico and Veterans who died prior to the 2018 survey data collection period, the weighted total for analyses presented in this report is 8,614,563. All analysis results in this report are based on this weighted total, unless otherwise stated. Below are notable statistics about the 2018 enrollees.⁴

Profile of the Average Enrollee

- Male
- 61 years old
- White, non-Hispanic
- Married with dependents

- Women represented 8.4 percent of the enrollee population, but comprised 15.3 percent of enrollees who reported active duty service from 2001 or later.
- The majority of enrollees were married (61.1%), had at least one dependent (53.4%), and lived in an urban area (66.4%).
- Approximately seven in ten enrollees (69.2%) reported only one active duty period of service. Of these, more than one-third (36.9%) served during the Vietnam era, the most

⁴ Gender, urban/rural, age, and priority group came from the VA administrative data file. Otherwise, results are from survey response data.

frequently reported period of service, and 26.7 percent of enrollees reported serving after August 2001.

- Nearly half of the enrollees (47.8%) reported exposure to combat during their military service.

2.1.1 Priority Groups

The Veterans’ Health Care Eligibility Act of 1996 mandated that the VA establish and implement a priority-based enrollment system to ensure each Veteran is enrolled based on the enrollee’s specific eligibility status. For sampling and stratification purposes, the eight VA health care priority groups were collapsed into three separate strata: (1) Priority Groups 1-3, (2) Priority Groups 4-6, and (3) Priority Groups 7-8. Priority Groups 1-3 are generally Veterans with service-connected disabilities. Veterans in Priority Groups 4-6 are those with catastrophic disabilities (Priority Group 4), nonservice-connected disabilities or Veterans who have an annual income below the established VA Means Test (MT) threshold (Priority Group 5),⁵ and exposure to environmental hazards (Priority Group 6). Veterans in Priority Groups 7-8 generally are those with no service-connected disability and who have an annual income above the threshold.

In 2018, the largest proportion of enrollees was in Priority Groups 1-3 at 49.4 percent, an increase from 48 percent in 2017. Table 2-1 lists enrollees and percentages by collapsed priority group.

Table 2-1. Enrollees by priority groups (1-3, 4-6, 7-8)

Priority group	N	%
1-3	4,255,701	49.4
4-6	2,384,759	27.7
7-8	1,974,103	22.9
Total	8,614,563	100.0

⁵ VA uses the MT threshold for the current calendar year to determine whether the Veteran is considered unable to defray the expenses of necessary care. The 2017 VA National Income Threshold for Veterans with one dependent is \$39,259.

Priority Group 1 contained the largest proportion of enrollees at 26.7 percent. Priority Groups 5 and 8 are the next largest groups with 19.7 percent and 18.6 percent of enrollees, respectively. Figure 2-1 lists the percentages of enrollees for all eight priority groups.

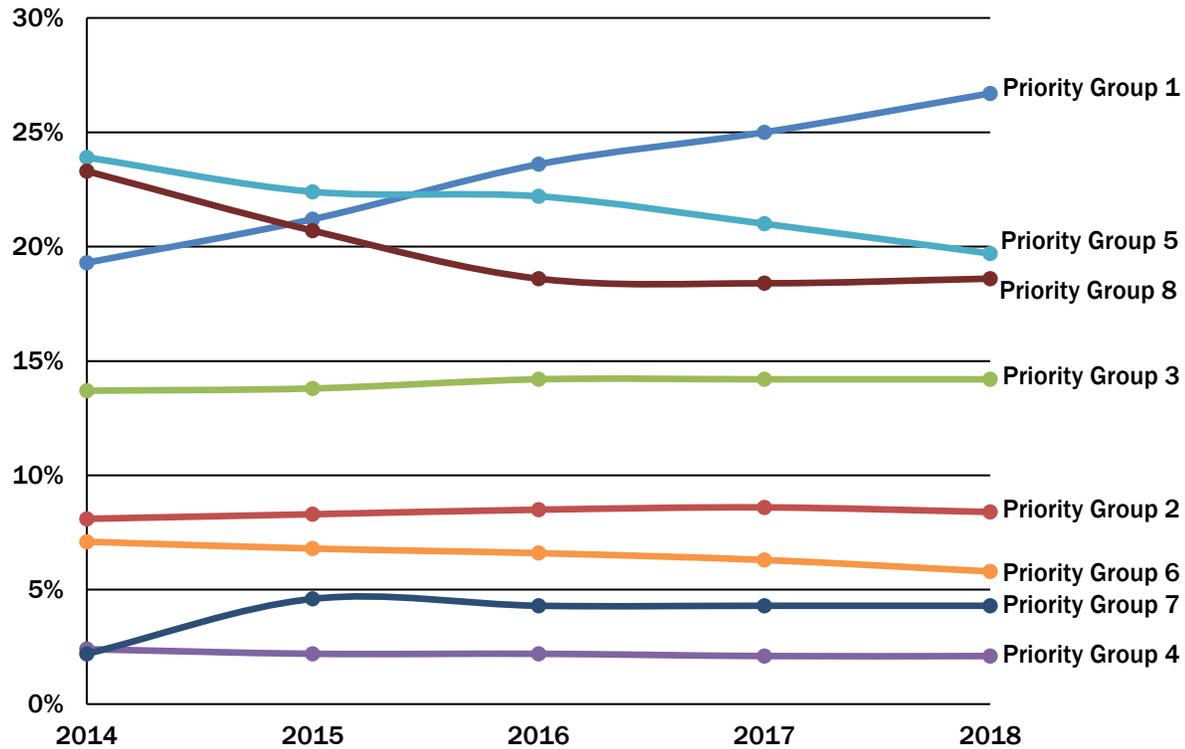
Figure 2-1. Enrollees by priority groups

Priority group	Number of enrollees	Percent of enrollees by priority group	
1	2,303,366		26.7%
2	727,524		8.4%
3	1,224,811		14.2%
4	183,205		2.1%
5	1,700,402		19.7%
6	501,152		5.8%
7	373,956		4.3%
8	1,600,147		18.6%
Total	8,614,563		

Note: These figures represent enrollees in the survey sampling frame and use priority groups from the VA administrative data file.

Changes in Priority Groups. Priority Group 1 continues to grow over time – a change from 19.3 percent of the enrollee population in 2014 to 26.7 percent in 2018. Over the same time period, the percentage of enrollees in Priority Group 8 has steadily declined, from 23.3 percent in 2014 to 18.6 percent in 2018, and Priority Group 5 has dropped from 23.9 percent in 2014 to 19.7 percent in 2018. Priority Groups 2, 3, 4, and 7 have remained fairly steady over the past five years except that Priority Group 7 experienced an initial jump from 2014 to 2015. Priority Group 6 has seen a slow decrease in the percentage of enrolled Veterans, from 7.1 percent in 2014 to 5.8 percent in 2018. Figure 2-2 illustrates these changes.

Figure 2-2. Percentage of enrollees by priority group from 2014 to 2018



The survey data indicate that Priority Group 1 is more likely than Priority Groups 2-8 to be younger, female, have served in Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), and Operation New Dawn (OND) (collectively referred to as OEF/OIF/OND)⁶, and to have served in a combat zone. According to the National Center for Veterans Analysis and Statistics, while the Veteran population has been declining since 1986, the number of Veterans with a service-connected disability has been on the rise since 2000.⁷ Table 2-1a helps illustrate the comparison of Priority Group 1 to the other priority groups in terms of age, gender, and combat service.

⁶ Operation Enduring Freedom spans October 7, 2001 through December 28, 2014; Operation Iraqi Freedom spans October 7, 2001 through December 28, 2014; Operation New Dawn spans September 1, 2010 through December 15, 2011. For more information, see: Salazar Torreon, B. 2017. *U.S. Periods of War and Dates of Recent Conflicts*. Washington, DC: Congressional Research Service. Available: <https://fas.org/sgp/crs/natsec/RS21405.pdf>

⁷ U.S. Department of Veterans Affairs. 2015. *Trends in Veterans with a Service-Connected Disability: 1985 to 2014*. Washington, DC: National Center for Veterans Analysis and Statistics, 4. Available: https://www.va.gov/vetdata/docs/QuickFacts/SCD_trends_FINAL_2014.pdf

Table 2-1a. Comparison of Priority Group 1 to Priority Groups 2-8 by OEF/OIF/OND, age, gender, and combat service

		Priority Group 1 (%)	Priority Groups 2 – 8 (%)
OEF/OIF/OND*	Served in OEF/OIF/OND	31.3	12.9
	Did not serve in OEF/OIF/OND	68.7	87.1
Age*	44 or younger	31.5	16.8
	45 to 64	32.4	29.8
	65 or older	36.1	53.4
Gender*	Male	88.3	92.8
	Female	11.7	7.2
Combat Service	Served in combat zone	70.7	40.7
	Did not serve in combat zone	29.3	59.3

*OEF/OIF/OND, age, and gender data came from the VA administrative data file.

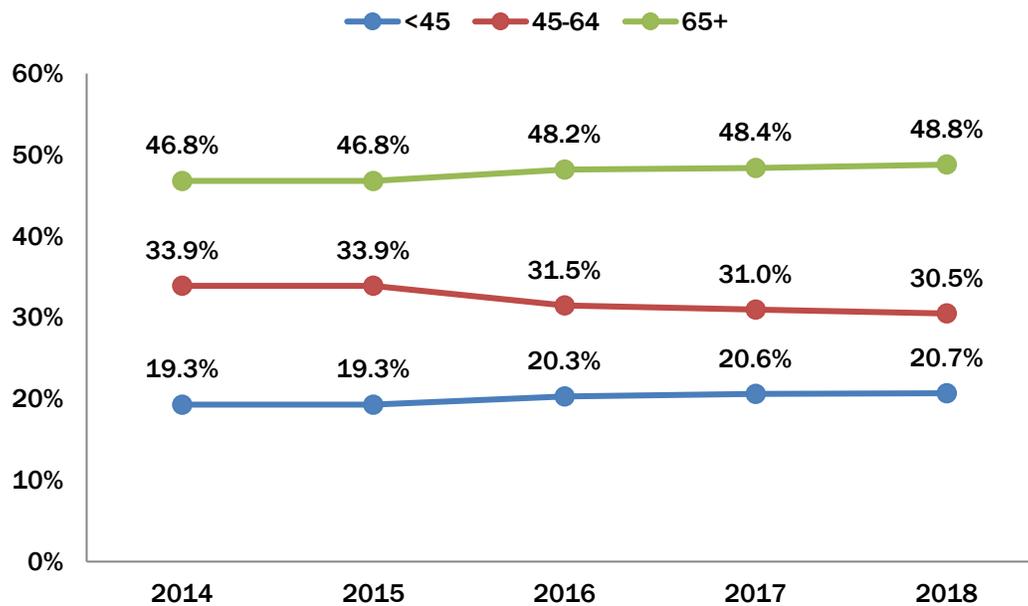
2.1.2 Age

Almost half (48.8%) of 2018 enrollees were age 65 or over, 30.5 percent were between 45 and 64 years of age, and 20.7 percent were under 45 years of age. The percentage of enrollees younger than age 45 and older than 65 have generally increased over the past four years, whereas the percentage of enrollees age 45 to 64 has declined over the same period. See Table 2-2 for numbers and percentages of enrollees by age group. See Figure 2-3 for a distribution of enrollee ages from 2014 to 2018.

Table 2-2. Enrollees by age group

Age group	N	%
<45	1,787,172	20.7
45–64	2,624,899	30.5
65+	4,202,492	48.8
Total	8,614,563	100.0

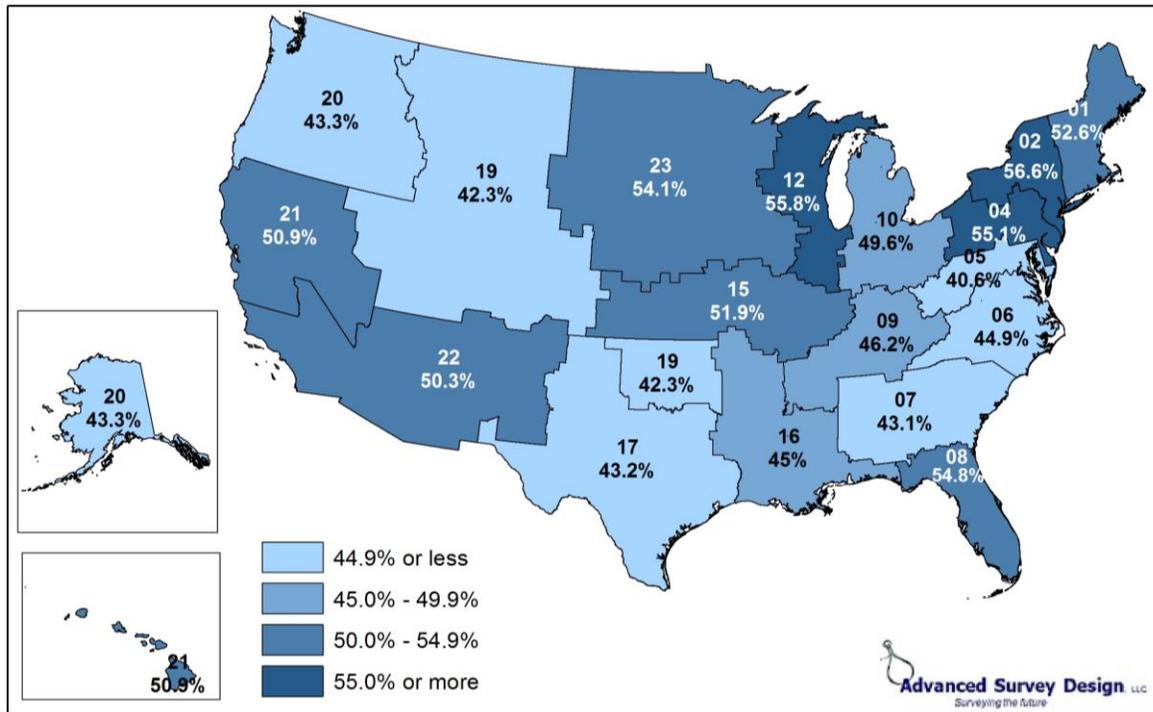
Figure 2-3. Percentage of enrollees by age from 2014 to 2018



2.1.3 Age Group by VISN

Nine of the VISNs have 50 percent or more enrolled Veterans who are 65 years of age or older. VISN 2 ranked highest in the percentage of enrollees age 65 or older (56.6%), followed by VISN 12 (55.8%) and VISN 4 (55.1%). VISN 5 had the lowest percentage of enrollees age 65 or older at 40.6 percent. Figure 2-4 shows the geographical distribution of enrollees age 65 or older by VISN.

Figure 2-4. Enrollees Age 65 and Older by VISN



2.1.4 Income

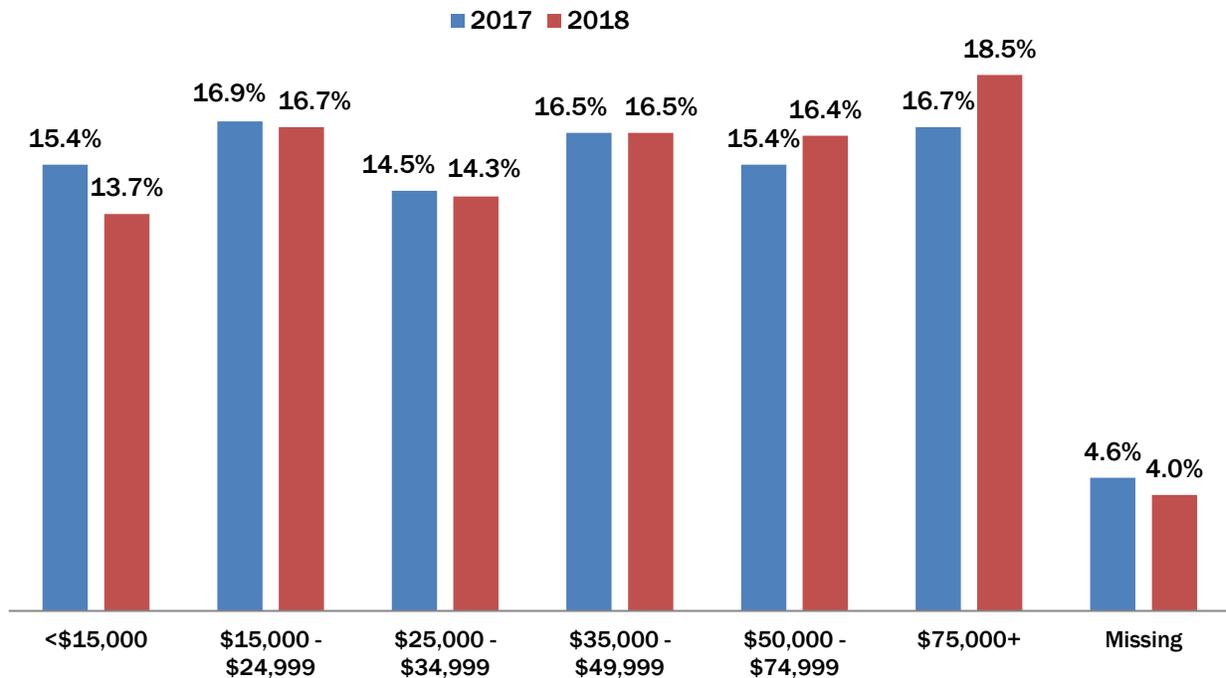
Income was defined as an enrollee’s total annual household income. Veterans answered the “Income” question by selecting from a series of income ranges. Results of the 2018 Survey of Enrollees showed that just over half (51.3%) of enrollees reported a household income of \$35,000 or higher. See Table 2-3 for the number and percentage of enrollees with incomes on both sides of the \$35,000 threshold.

Table 2-3. Enrollees by income group

Income group	N	%
<\$35,000	3,849,598	44.7
\$35,000+	4,422,393	51.3
Missing	342,573	4.0
Total	8,614,563	100.0

Figure 2-5 is an income comparison between the 2017 and 2018 surveys. Although the proportions of enrolled Veterans by income category were generally stable over time, changes on each end of the distribution were noticeable. While the proportion of enrollees making \$75,000 or more increased from 16.7 percent in 2017 to 18.5 percent in 2018, the lowest income group (less than \$15,000) decreased from 15.4% in 2017 to 13.7% in 2018.

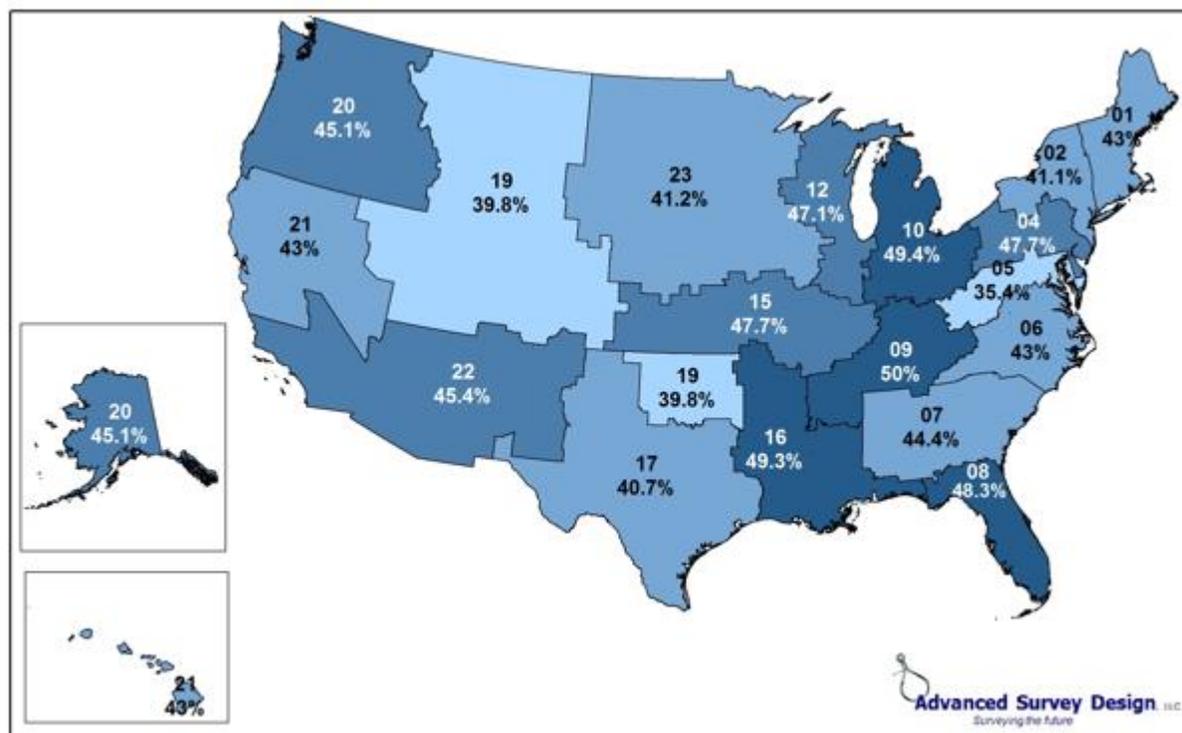
Figure 2-5. Percentage of enrollees by income



2.1.5 Income Group by VISN

Overall, VISN 9 had the highest proportion of enrollee-reported incomes below \$35,000; fully half of enrolled Veterans (50.0%) in this VISN had an annual household income of less than \$35,000 in 2018. VISN 5 had the lowest percentage of enrollees with income less than \$35,000 at 35.4 percent. Figure 2-6 shows the geographical distribution of 2018 enrollees with income less than \$35,000 by VISN.

Figure 2-6. Enrollees with income less than \$35,000 by VISN



2.1.6 Marital Status and Dependents

In 2018, married enrollees continued to represent the majority of the enrollee population. About three in five enrollees (61.1%) reported being married, followed by 15.7 percent who reported being divorced, 9.1 percent who reported never married, and 7.3 percent who reported being widowed. The largest change in marital status from the previous year was the percent of divorced enrollees, which increased by 0.7 percent, followed by widowed enrollees, which increased by 0.5 percent.

Enrollees were also asked to report the number of dependents they currently support, defined as anyone who relied on the enrollee for at least half of that person’s financial support. About half (53.4%) of the enrollees reported having at least one dependent. See Table 2-4 for number and percentage of enrollees by marital status and dependents. In addition, 18.4 percent of enrollees have one or more dependents under 18 years of age; 33.1 percent of enrollees have at least one dependent age 18 or older (not shown).

Table 2-4. Enrollees by marital status and dependents

Marital status	N	%
Married	5,264,673	61.1
Divorced	1,349,232	15.7
Never married	782,431	9.1
Widowed	625,442	7.3
Living with partner, unmarried	320,588	3.7
Separated	164,473	1.9
Missing	107,724	1.3
Total	8,614,563	100.0
Dependents	N	%
0	3,799,571	44.1
1 - 4	4,430,138	51.4
5 or more	169,956	2.0
Missing	214,898	2.5
Total	8,614,563	100.0

2.1.7 Ethnicity and Race

The most commonly reported ethnicity and race was non-Hispanic and White. Two survey questions were designed to ascertain the ethnicity and the race of the enrollee. The first question asked whether enrollees identified themselves as being of Hispanic or Latino origin. A total of 7.6 percent responded “Yes” to this question. The next question asked enrollees to identify their race by selecting all of the racial categories provided that applied. Among these responses, 2.0 percent of enrollees self-identified with two or more races, regardless of Hispanic origin. Overall, over four in five enrollees (81.5%) self-identified one or more of their races as White, regardless of Hispanic origin, and 12.8 percent self-identified one or more of their races as Black or African-American, regardless of Hispanic origin. See Table 2-4a for response frequencies for each race and Hispanic origin.

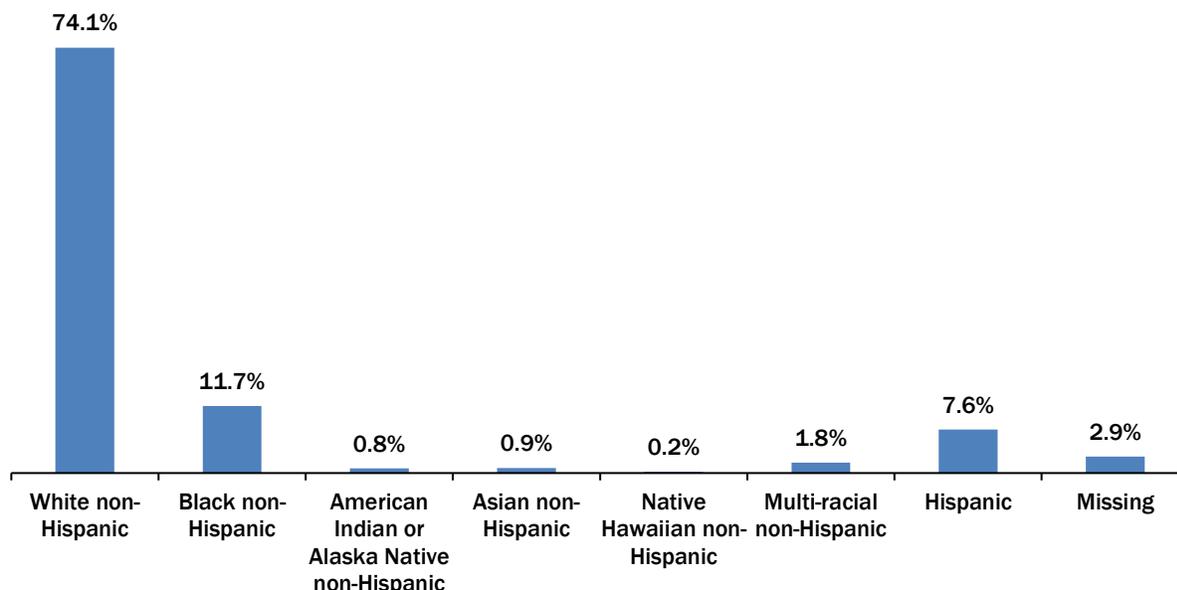
Table 2-4a. Number and percentage of enrollees by race and Hispanic origin

Race*	N	%
White	7,017,073	81.5
Black or African-American	1,104,013	12.8
American Indian or Alaska Native	217,580	2.5
Asian	111,491	1.3
Native Hawaiian or Other Pacific Islander	41,187	0.5
Missing	329,859	3.8
Hispanic Origin	N	%
Spanish, Hispanic, or Latino(a)	653,115	7.6
Non-Hispanic	7,730,646	89.7
Missing	230,802	2.7
Total	8,614,563	100.0

*Note: Percentages for racial categories sum to more than 100% because respondents could select all that apply. Denominator is all enrollees (N = 8,614,563).

Looking at racial and ethnic identity as a single measure, approximately three in four enrollees (74.1 %) self-identified as White non-Hispanic. Another 11.7 percent self-identified as Black or African-American non-Hispanic. Figure 2-7 shows the mutually exclusive percentage of enrollees by race.

Figure 2-7. Percentage of enrollees by race and ethnicity (mutually exclusive)



Note: Missing values represent those enrollees who did not answer either the question about ethnicity or the question about race.

Race and Ethnicity by Age. As indicated in Table 2-5, the racial and ethnic mix of enrollees varied by age. The group of enrollees age 65 or older were predominantly White non-Hispanic (82.7%), with only 7.4 percent being Black non-Hispanic and 4.9 percent Hispanic. In comparison, younger enrollees were racially and ethnically more diverse. For example, the proportion of White non-Hispanic enrollees dropped to 64.3 percent among those age 45-64 and 68.3 percent among those younger than age 45, while the proportions of Black non-Hispanic enrollees and Hispanic enrollees increased to 19.4 percent and 9.0 percent respectively in the 45-64 group, and 10.5 percent and 11.8 percent respectively among those younger than age 45. The proportion of Hispanic-identifying enrollees in the youngest group (11.8%) more than doubled that in the oldest group (4.9%).

Table 2-5. Ethnicity and race of enrollees by age group (mutually exclusive)

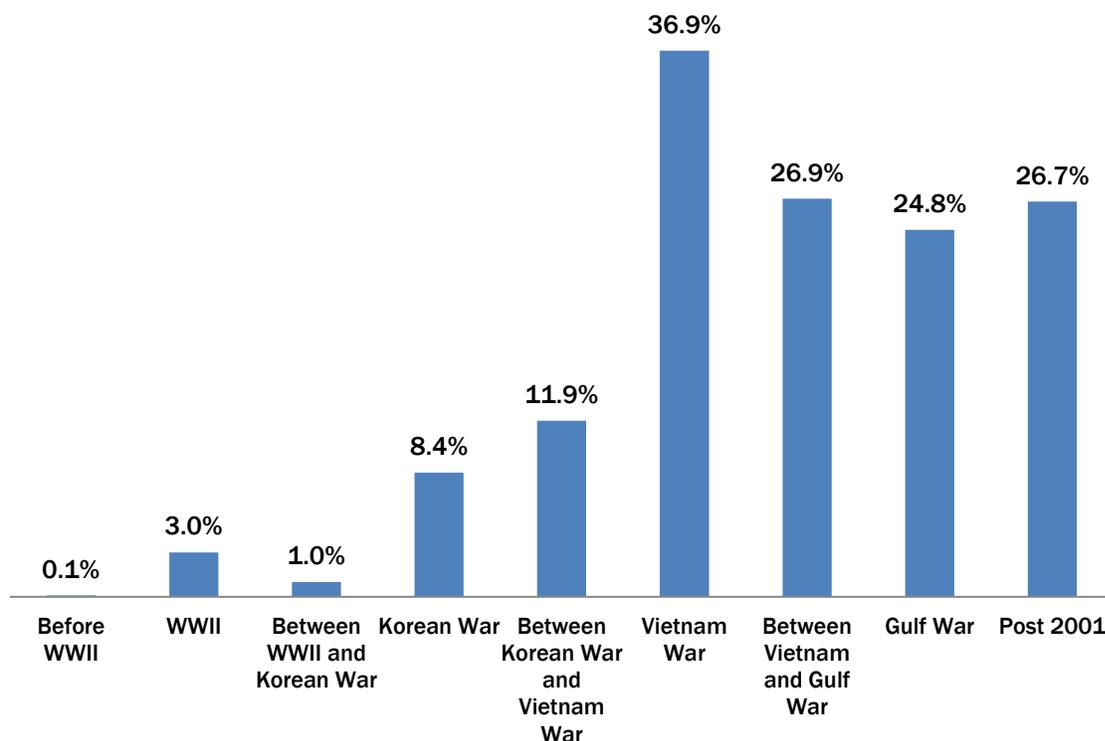
Category	<45		45-64		65+		Total
	N	%	N	%	N	%	
White non-Hispanic	1,221,363	68.3	1,687,810	64.3	3,475,859	82.7	6,385,032
Black non-Hispanic	187,638	10.5	508,280	19.4	310,518	7.4	1,006,436
American Indian/Alaska Native non-Hispanic	NA	NA	30,178	1.1	25,641	0.6	70,964
Asian non-Hispanic	31,298	1.8	25,676	1.0	17,205	0.4	74,179
Native Hawaiian non-Hispanic	NA	NA	4,814	0.2	4,657	0.1	19,314
Multi-racial non-Hispanic	51,917	2.9	61,652	2.3	42,943	1.0	156,512
Hispanic	211,682	11.8	236,361	9.0	205,073	4.9	653,115
Missing	NA	NA	70,129	2.7	120,596	2.9	249,009
Age Group Total	1,787,172		2,624,899		4,202,492		8,614,563

Note: "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

2.1.8 Active Duty Period of Service/Combat Exposure

The survey asked enrollees to provide information on the period(s) of their active duty military service. This question was “mark all that apply,” and as such, respondents could select multiple time periods if they were applicable. The largest proportion of the enrollee population served during the Vietnam War (36.9%), followed by the period between the Vietnam and Gulf Wars (26.9%). Another 24.8 percent served during the Gulf War, while 26.7 percent served post-2001. Most enrollees (69.2%) reported just one period, followed by 18.2 percent who reported two periods, and nine percent who reported three periods. Less than two percent reported four or more periods (not shown). Figure 2-8 shows the percentage of enrollees by service era.

Figure 2-8. Percentage of enrollees by period of service (not mutually exclusive)



Note: Percentages sum to more than 100 because enrollees may select multiple periods of service.

World War II – December 1941 to December 1946. Between WWII and Korean War – January 1947 to June 1950. Korean War – July 1950 to January 1955. Between Korean War and Vietnam War – February 1955 to July 1964. Vietnam War – August 1964 to April 1975. Between Vietnam War and Gulf War – May 1975 to July 1990. Gulf War – August 1990 to August 2001. Post 2001 – September 2001 or later.

Combat exposure rate of the enrollees has remained consistent. In 2016, a total of 47.0 percent of the enrollees reported that they had been involved in, or exposed to, combat during their active duty service. In 2017 and 2018, a total of 48.0 percent reported combat exposure (not shown).

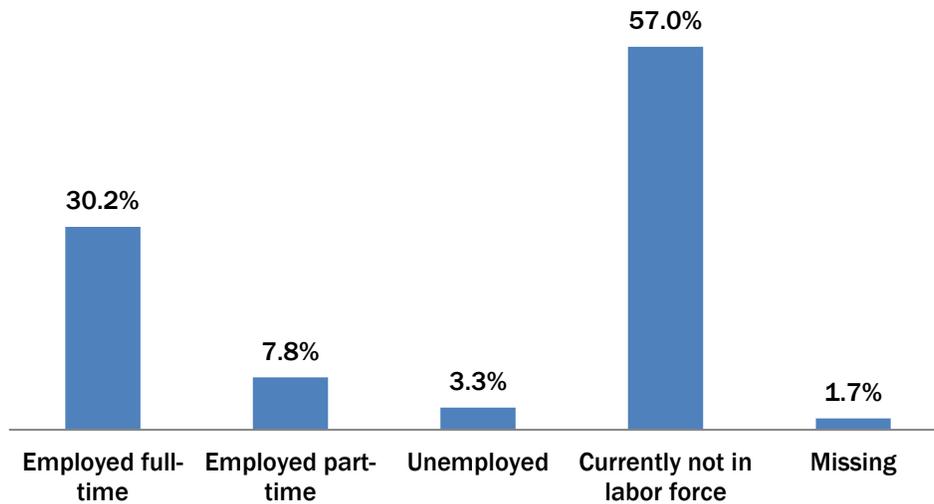
2.1.9 Employment Status

The U.S. economic and employment climates likely impact the number of enrollees seeking health care benefits from VA, given that most Americans with health insurance get coverage from their employer.⁸ Employment status is calculated from the entire enrollee population. Of all enrollees, 38.0 percent were in the labor force full-time or part-time in 2018 while a large

⁸ http://www.americanhealthpolicy.org/Content/documents/resources/ESI_CHRO_Concerns_2016.pdf

majority of enrollees (60.3%) were unemployed or not in the labor force. Employment rates have remained steady since 2017. In 2017, a total of 37.0 percent of enrollees were in the labor force while in 2018, a total of 38.0 percent of enrollees were in the labor force. Figure 2-9 shows the percentage of enrollees by employment status.

Figure 2-9. Percentage of enrollees by employment status



Employment Status by Age. Employment status varies across age groups. Veterans over the age of 65 are generally not in the labor force (85.2%). The youngest age group (<45) is more likely than other age groups to be employed full-time (62.6%) or part-time (8.5%). Table 2-6 shows employment status by age.

Table 2-6. Employment status of enrollees by age group

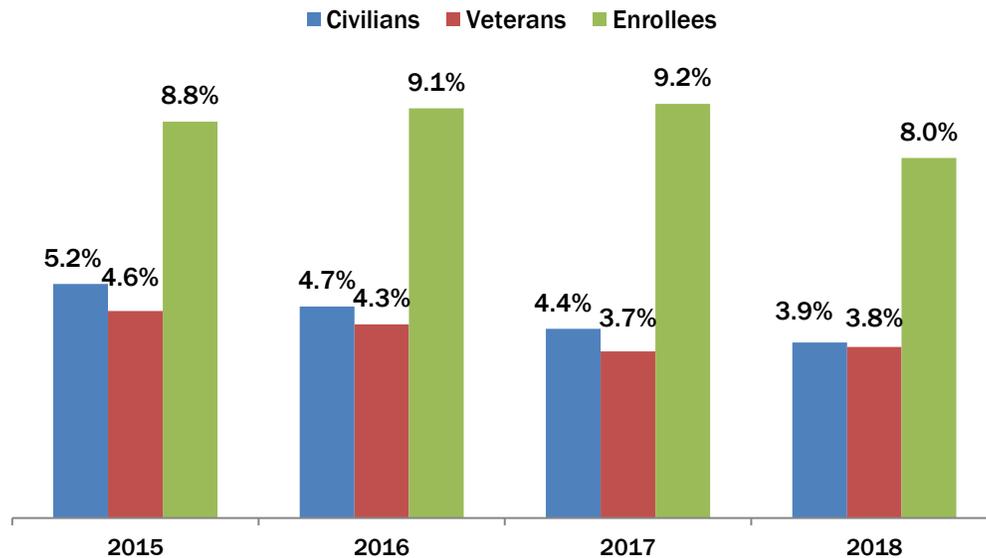
Category	<45		45-64		65+		Total
	N	%	N	%	N	%	
Employed full-time	1,119,037	62.6	1,278,478	48.7	203,059	4.8	2,600,575
Employed part-time	152,785	8.5	218,235	8.3	296,992	7.1	668,012
Unemployed	138,208	7.7	114,398	4.4	30,410	0.7	283,016
Currently not in labor force	356,304	19.9	979,257	37.3	3,578,969	85.2	4,914,530
Missing	20,838	1.2	34,531	1.3	93,061	2.2	148,430
Employment total	1,787,172		2,624,899		4,202,492		8,614,563

Note: Percentages may not sum to 100 percent due to rounding.

Unemployment Rate. The Bureau of Labor Statistics (BLS) of the U.S. Department of Labor defines unemployment rate as the number of individuals who do not have a job but are available for work and have actively sought work, divided by the total number of people in the labor force.⁹ The labor force comprises those who are either employed or not employed but actively looking for a job.

Overall, the unemployment rate for Veterans is similar to or slightly lower than that of non-Veterans. In 2016, a total of 4.3 percent of Veterans were unemployed, compared to 4.7 percent of non-Veterans. Likewise, in 2017, a total of 3.7 percent of Veterans were unemployed, compared to 4.4 percent of non-Veterans. For each of the last four years, the unemployment rate for enrollees has been notably higher than for civilians or all Veterans. In 2018, all Veterans had an unemployment rate of 3.8 percent, followed by civilians at 3.9 percent, while enrollees had an unemployment rate of 8.0 percent. Figure 2-10 shows unemployment rates by civilians, all Veterans, and enrollees over the past four years.

Figure 2-10. Unemployment rates by population from 2015 to 2018



Note: Data for 2015 through 2017 represent annual estimates. Data for 2018 civilians and Veterans represent aggregated unemployment rates based on seven months of data (January – July). Veterans include Veteran enrollees.

Sources: Civilians and Veterans data, 2015 – 2017: Employment Situation of Veterans Summary Table A. Available: <https://www.bls.gov/news.release/vet.a.htm>

Civilians, 2018: Employment Situation Summary, August 3, 2018. Available: <https://www.bls.gov/news.release/empsit.nr0.htm>.

Veterans, 2018: Economic News Release, Table A-5. Available: <https://www.bls.gov/news.release/empsit.t05.htm>

⁹ <https://www.bls.gov/cps/lfcharacteristics.htm#unemp>

Unemployment Rate by Enrollee Demographics. Unemployment rate is highest among Priority Group 5 enrollees (14.4%), and Black non-Hispanic enrollees (13.1%). Table 2-7 shows the unemployment rates for enrollees by various demographic characteristics.

Table 2-7. Enrollee unemployment rates by demographics

Category	Enrollees in labor force (#)	Unemployed enrollees (#)	Unemployment rates (%)
Age group			
<30	193,854	NA	NA
30-49	1,586,735	130,712	8.2
50-64	1,240,552	88,681	7.1
65+	530,461	30,410	5.7
Priority group			
Priority Group 1	944,703	82,898	8.8
Priority Group 2	402,091	17,475	4.3
Priority Group 3	616,697	43,977	7.1
Priority Group 4	19,308	NA	NA
Priority Group 5	570,973	82,101	14.4
Priority Group 6	221,035	NA	NA
Priority Group 7	138,655	NA	NA
Priority Group 8	638,141	40,954	6.4
Period of service			
Prior to Vietnam War	126,977	7,308	5.8
Vietnam War	606,180	34,382	5.7
Between Vietnam and Gulf War	1,241,082	80,446	6.5
Gulf War	1,485,843	87,208	5.9
Post 2001	1,744,945	142,812	8.2

Table 2-7. Enrollee unemployment rates by demographics (continued)

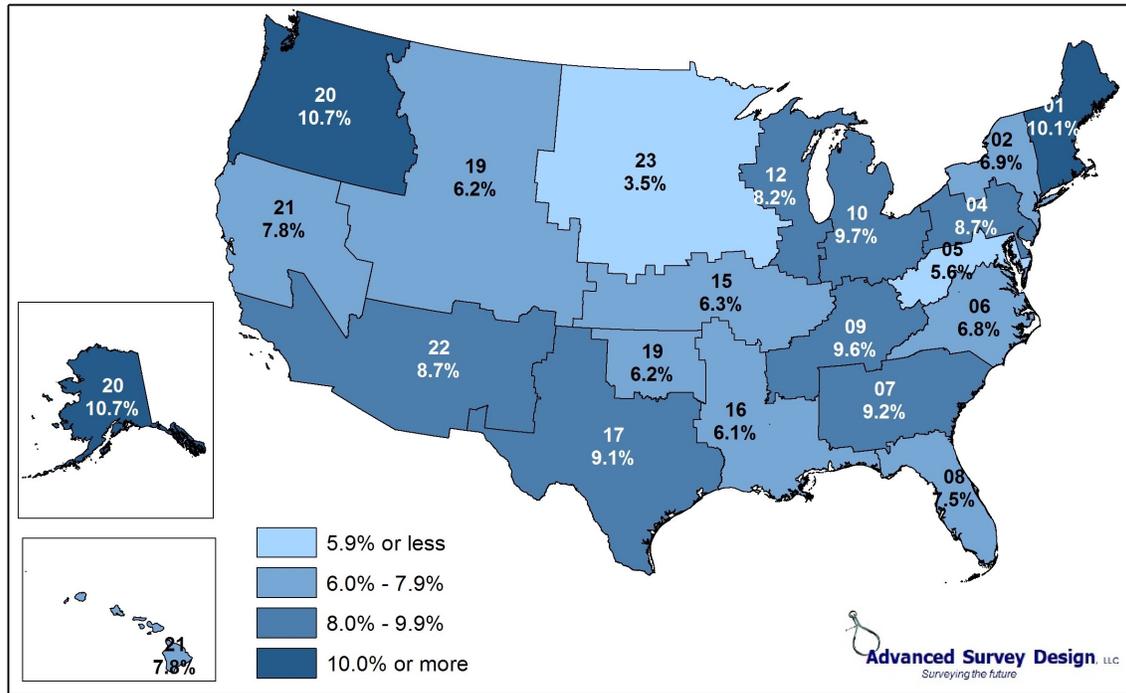
Category	Enrollees in labor force (#)	Unemployed enrollees (#)	Unemployment rates (%)
Race (mutually exclusive)			
White non-Hispanic	2,513,365	161,305	6.4
Black non-Hispanic	468,792	61,308	13.1
American Indian/Alaska Native non-Hispanic	26,514	NA	NA
Asian non-Hispanic	44,720	NA	NA
Native Hawaiian or Other Pacific Islander, non-Hispanic	13,074	NA	NA
Multi-Racial non-Hispanic	71,659	NA	NA
Hispanic	335,227	27,024	8.1
Ethnicity			
Hispanic	335,227	27,024	8.1
Non-Hispanic	3,170,022	251,798	7.9
Urban/rural			
Urban	2,462,075	199,576	8.1
Rural	1,089,528	83,440	7.7

Note: Prior to Vietnam War includes all enrollees who served before August 1964. Categories not mutually exclusive, and enrollees can be counted in more than one category. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

2.1.10 Unemployment Rates by VISN

While the national unemployment rate among enrollees was eight percent, unemployment was substantially higher in some VISNs. VISNs 20 and 1 had the highest unemployment rates (10.7% and 10.1%, respectively), followed by VISNs 10, 9, 7, and 17 with unemployment rates from 9.7 percent to 9.1 percent. VISNs 23 and 5 had the lowest unemployment rates, at 3.5 percent and 5.6 percent, respectively. Figure 2-11 shows the 2018 enrollee unemployment rates by VISN.

Figure 2-11. Enrollee unemployment rates by VISN



OEF/OIF/OND Enrollees. Operation Enduring Freedom (OEF) in Afghanistan took place during the period between October 2001 and December 2014. Operation Iraqi Freedom (OIF) began in March 2003 and ended in August 2010, when Operation New Dawn (OND) began. OND represents a shift from a predominantly military U.S. presence to one that is predominantly civilian, and spanned from September 2010 through December 2011. Given that enrollment of post-2001 Veterans continues to increase as a result of the withdrawal of U.S. service members and their release from active duty, a distinct subset of that population includes the OEF/OIF/OND Veterans. Using data from the VA administrative data file to identify OEF/OIF/OND Veterans, notable statistics about the 2018 OEF/OIF/OND enrollee population are as follows:

- The 2018 survey estimates indicated that of the 2,299,787 enrollees who served post-2001, more than half (64.3%) have OEF/OIF/OND status.
- Fully 17.8 percent of the total enrollee population served in the OEF/OIF/OND conflicts, representing a slight increase over previous years (16% for 2017 and 15% for 2016).

OEF/OIF/OND Enrollees

- 40 years old (average age)
- 11.7% female
- 96% served in combat zone
- 11.3% are Hispanic

- Slightly more than one in ten (11.7%) of the OEF/OIF/OND enrollee population is female, higher than the 8.4 percent of the total enrollee population that is female.
- Enrollees with OEF/OIF/OND status are most likely to be in the youngest age group (under 45), making up 61.8 percent of the enrollees age 44 or younger.
- While the majority (68.2%) of the OEF/OIF/OND enrollees are White non-Hispanic, 11.3 percent identified themselves as Hispanic. By comparison, Hispanics account for just 6.8 percent of the non-OEF/OIF/OND enrollee population.
- OEF/OIF/OND enrollees self-reported an unemployment rate of 8.1 percent, which is about the same as the unemployment rate of the total enrollee population (8.0%).

Public and Private Health Insurance Coverage

3

The demographic and socioeconomic information provides insights into the Veteran enrollee population and their potential health care needs. The Survey of Veteran enrollees have varied health insurance options, ranging from many with private insurance or TRICARE, to those who are eligible for Medicare or Medicaid. Having insurance coverage has been found to be associated with less reliance on VA health care.^{10,11} Veterans with dual or even triple coverage could experience challenges in continuity and coordination of care. It is therefore important to understand the insurance coverage of VA enrollees and how it has changed over time. We discuss some of the insurance options available to VA enrollees below and how each interacts with VA health care.

TRICARE. TRICARE is the Department of Defense’s (DoD’s) health care program that serves active duty military and active members of the reserves and National Guard. Veterans are eligible for TRICARE if they are military retirees who have served for at least 20 years. While active duty military and their families are enrolled in TRICARE at no cost, retirees and their dependents must pay an annual premium. In 2001, enrollment was extended to retirees over age 65 with the advent of TRICARE for Life, which is wrap-around coverage for those in Medicare. TRICARE for Life pays for costs not covered by Medicare.

Health Insurance Options

- TRICARE
- Medicare
- Medicaid
- Private insurance

Medicare. Medicare is a Federal health insurance program for individuals age 65 and older and those under age 65 with certain disabilities. There are two ways to enroll in Medicare: Original Medicare and Medicare Advantage. Original Medicare is a fee-for-service program that includes Part A (hospital) and Part B (medical) coverage. Part A covers hospital stays but not doctor’s care. Beneficiaries are automatically enrolled in Part A when they sign up for Medicare. Part A beneficiaries do not pay a premium but must meet a deductible before Medicare will cover hospitalization costs. Part B is optional and requires a monthly premium and deductibles.

¹⁰ Borowsky, S. J., & Cowper, D. C. (1999). Dual Use of VA and Non-VA Primary Care. *Journal of General Internal Medicine*, 14(5), 274–280. <http://doi.org/10.1046/j.1525-1497.1999.00335.x>.

¹¹ Shen, Y., Hendricks, A., Wang, F., Gardner, J., & Kazis, L. E. (2008). The Impact of Private Insurance Coverage on Veterans’ Use of VA Care: Insurance and Selection Effects. *Health Services Research*, 43(1 Pt 1), 267–286. <http://doi.org/10.1111/j.1475-6773.2007.00743.x>.

Individuals under the age of 65 who receive disability benefits from Social Security for two years are automatically enrolled in Medicare Part A and Part B. Medicare Advantage (Part C) is a managed care option consisting of plans offered by private companies that contract with Medicare to provide Part A and Part B coverage.

Individuals have the option to augment Medicare by purchasing Medicare Supplemental Insurance, or Medigap, which is bought from private insurers to pay health care costs not covered by Medicare, such as co-payments, deductibles, and health care for travel outside the United States. Some individuals prefer to purchase Medicare Advantage, which are usually provided by Health Management or Preferred Provider Organizations that are approved by Medicare to provide Part A and Part B coverage.

Prescription drug coverage is available separately under Medicare Part D, which is a voluntary prescription drug benefit program available to anyone enrolled in both Medicare Part A and Part B. Since 2006, Medicare beneficiaries have been able to receive coverage for their prescription medications through these private plans. Medicare Part D is discussed in greater detail in Chapter 4 on Prescription Drug Coverage and Use. Some Medicare Advantage plans may also provide Medicare Part D coverage.

Medicaid. Medicaid is a state-administered health plan for individuals and families with lower-incomes and limited resources. Veterans who qualify for Medicaid do not pay copayments for VA health care. Prior to the Affordable Care Act (ACA), Medicaid coverage for adults was limited. However, the ACA provides states with additional funding to expand Medicaid to adults with incomes up to 138 percent of the Federal Poverty Level (FPL). This accounts for nearly half of uninsured Veterans and about one third of their family members who are eligible for Medicaid coverage under the ACA in states with the expanded coverage.¹² In most states, individuals with disabilities who receive Social Security Insurance (SSI) are automatically qualified for Medicaid coverage.

Private Insurance. Finally, private insurance is available when provided through a Veteran's employer, spouse, or other non-Federal source, including state marketplaces established under the Affordable Care Act.

¹² Haley, J., Kenney, G.M. (May 2012). Uninsured Veterans and Family Members: Who Are They and Where Do They Live? (Timely Analysis of Immediate Health Policy Issues). Washington, DC: Robert Wood Johnson Foundation/Urban Institute. <http://www.urban.org/sites/default/files/alfresco/publication-pdfs/412577-Uninsured-Veterans-and-Family-Members-Who-Are-They-and-Where-Do-They-Live-.pdf>.

3.1 VA Enrollment

As in previous years, the 2018 Survey of Enrollees first asked respondents whether they were enrolled in VA health care. Despite the fact that all respondents are enrolled according to administrative records and have access to VA health care services, 5.0 percent indicated that they were not enrolled and another 6.7 percent indicated that they could not remember enrolling. Taken together, 11.7 percent of enrollees indicated that they were not enrolled in VA health care. Additionally, 1.3 percent of respondents did not answer this question.

Respondents who said that they were not enrolled or did not remember enrolling were more likely than those who said that they are enrolled to report having Medicaid, TRICARE, and private insurance coverage. This suggests that the lack of knowledge about enrollment may be due to a lesser need for VA health care. While 26.3 percent of respondents reporting enrollment had private health insurance coverage, 38.3 percent of those who did not report being enrolled had private health insurance.

3.2 Public and Private Insurance Coverage

The availability of other public or private insurance coverage is likely the most important factor related to enrollee use of VA health care services. As in previous years, the survey asked enrollees whether they are covered by various public and private insurance plans. Most enrollees (80.8%) reported that they had some type of public or private insurance coverage.

About half of enrollees (51.3%) reported Medicare coverage, compared to 6.0 percent who reported Medicaid coverage, 21.2 percent TRICARE coverage, and 27.6 percent private insurance coverage. Among those with Medicare, 32.2 percent reported Medicare Part D Coverage. Table 3-1 shows percentage of enrollee coverage by various insurances.

Table 3-1. Percentage of enrollees reporting each type of insurance coverage

	N	%
Medicare ¹	4,419,943	51.3
Medicare Advantage ²	1,408,334	31.9
Medicare Part A ²	2,396,167	54.2
Medicare Part B ²	2,091,326	47.3
Medigap ²	1,020,020	23.1
Medicare Part D ²	1,425,172	32.2
Medicaid ¹	515,281	6.0
TRICARE ¹	1,823,107	21.2
Private coverage ¹	2,377,398	27.6
Private drug coverage ¹	1,932,031	22.4
No coverage ¹	1,651,283	19.2

1. Denominator is all enrollees. Weighted N = 8,614,563 enrollees.

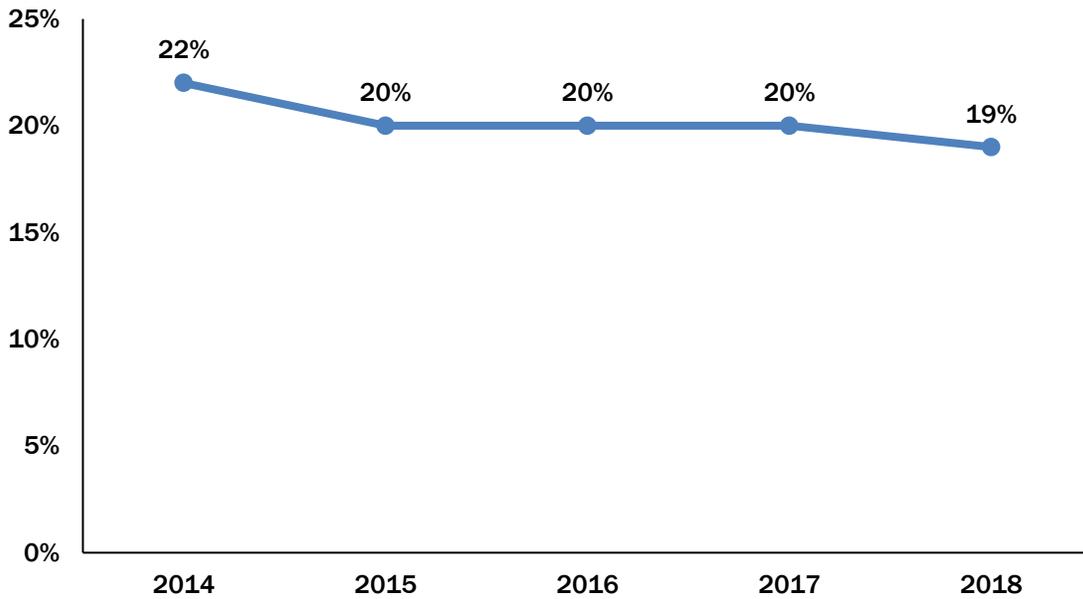
2. Denominator is enrollees with Medicare. Weighted N = 4,419,943 enrollees.

3.2.1 Insurance Status

In this report, “uninsured” refers to the lack of any alternative insurance coverage, either public or private. Enrollees who did not report that they had Medicare, Medicaid, TRICARE, or private insurance coverage are considered to be uninsured.¹³ In 2018, 19.2 percent of enrollees reported no public or private insurance coverage. Looking over time, the proportion of enrollees who do not report insurance coverage has remained fairly steady, with a high of 22 percent in 2014 down to a low of 19.2 percent in 2018 (Figure 3-1).

¹³ Enrollees who did not answer the questions about insurance were considered to be uninsured as they did not report alternative insurance coverage. This includes enrollees who did not answer any of the questions or who answered “No” to some of the questions and did not answer other questions as insurance could not be determined. This was done to be consistent with the definition of no insurance coverage in previous years reports so that trends could be examined. Approximately 0.4 percent of enrollees did not answer the questions on insurance status. Excluding these enrollees would decrease the percent with no coverage from 19.2 percent to 18.8 percent.

Figure 3-1. Percentage of enrollees with no insurance coverage, by year



Note: Denominator is all enrollees. Weighted N = 8,614,563

Insurance Coverage by Demographic and Socioeconomic Characteristics. As shown in Table 3-2, enrollees in Priority Groups 4 through 6 are more likely to be uninsured than those in Priority Groups 1-3 or Priority Groups 7-8 (25.4%, compared to 19.0% and 12.1%, respectively). Uninsured rates are also highest among younger and lower income enrollees. Compared with 34.6 percent of enrollees under 45 years old and 29.8 percent of 45-64 year-olds, 6.0 percent of enrollees age 65 or older lack other public or private insurance coverage. At the same time, enrollees whose incomes were less than \$35,000 per year were more likely than those making more than \$35,000 a year to be uninsured (27.4% compared to 12.1%, respectively).

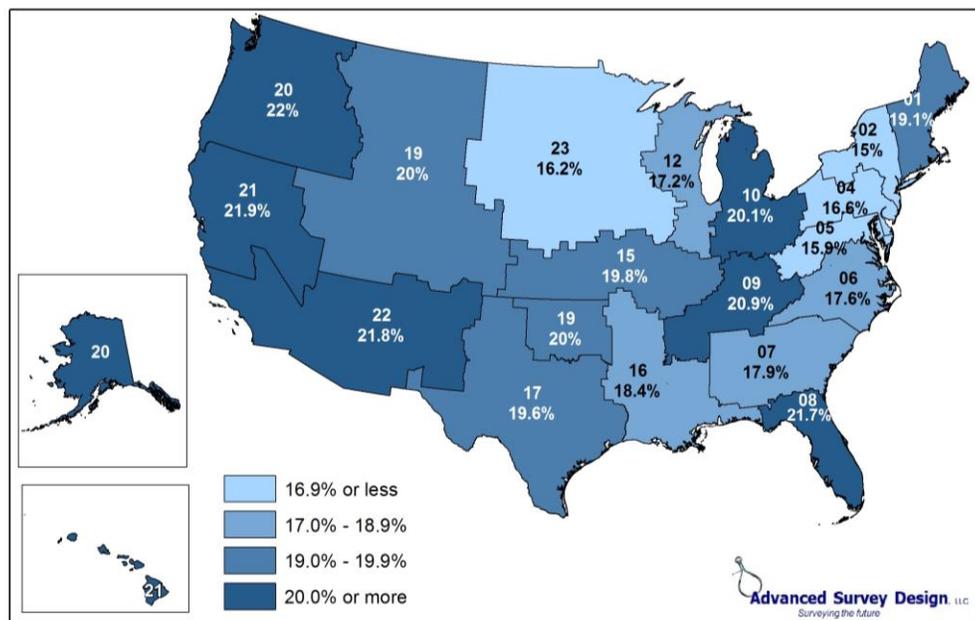
Table 3-2. Percentage of enrollees with no insurance coverage, by priority group, age, and income

	Uninsured		Total
	#	%	
Priority group			
P1-P3	809,825	19.0	4,255,701
P4-P6	605,319	25.4	2,384,759
P7-P8	239,077	12.1	1,974,103
Age			
<45	618,490	34.6	1,787,172
45-64	782,350	29.8	2,624,899
65+	253,382	6.0	4,202,492
Income			
<\$35,000	1,054,372	27.4	3,849,598
\$35,000+	535,181	12.1	4,422,393
Missing	64,667	18.9	342,573

Note: Denominator is all enrollees. Weighted N = 8,614,563.

Figure 3-2 shows a considerable variation in the enrollee uninsurance rate by VISN. Uninsurance ranges from 15 percent in VISN 2 to 22 percent in VISN 20.

Figure 3-2. Percentage of enrollees with no insurance coverage, by VISN



3.2.2 Medicare Coverage

The 2018 survey identified 51.3 percent of enrollees as having Medicare coverage (Table 3-1). The survey asked respondents whether they were enrolled in Medicare and, if so, whether they were enrolled in a Medicare Advantage plan. For those not in a Medicare Advantage plan, the survey asked about enrollment in Part A, Part B, and Medigap. Table 3-3 shows the percentage of enrollees in Medicare by demographic groups. Medicare enrollees were more likely to be those in the lower priority groups (Priority Groups 4-8) or with an annual income of less than \$35,000.

Table 3-3. Percentage of enrollees with Medicare coverage, by priority group, age, and income

	Medicare		Total
	#	%	
Priority group			
P1-P3	1,802,617	42.4	4,255,701
P4-P6	1,372,322	57.5	2,384,759
P7-P8	1,245,003	63.1	1,974,103
Age			
<45	115,780	6.5	1,787,172
45-64	449,411	17.1	2,624,899
65+	3,854,752	91.7	4,202,492
Income			
<\$35,000	2,241,254	58.2	3,849,598
\$35,000+	1,969,386	44.5	4,422,393
Missing	209,302	61.1	342,573

Note: Denominator is all enrollees in each demographic group.

Table 3-4 shows the specific type of Medicare coverage for those who are covered by Medicare. VA enrollees with Medigap coverage tended to be those in Priority Groups 7-8 (31.5%), age 65 or older (24.9%), or making more than \$35,000 a year (28%). However, VA enrollees with an annual income of less than \$35,000 were more likely to obtain Medicare Advantage (Part C) coverage than those making more than \$35,000 (34.7% versus 28.5%, respectively).

Table 3-4. Percentage of enrollees with Medicare coverage

	Medicare Part A and B		Medicare Part A only		Medigap		Medicare Advantage		Total
	#	%	#	%	#	%	#	%	
Priority group									
P1-P3	889,122	49.3	157,111	8.7	372,582	20.7	485,964	27.0	1,802,617
P4-P6	554,570	40.4	150,550	11.0	255,360	18.6	459,723	33.5	1,372,322
P7-P8	551,503	44.3	70,136	5.6	392,078	31.5	462,647	37.2	1,245,003
Age									
<45	44,648	38.6	17,874	15.4	NA	NA	NA	NA	115,780
45-64	189,598	42.2	60,629	13.5	46,228	10.3	119,116	26.5	449,411
65+	1,760,950	45.7	299,294	7.8	957,957	24.9	1,264,368	32.8	3,854,752
Income									
<\$35,000	878,278	39.2	235,285	10.5	419,753	18.7	777,476	34.7	2,241,254
\$35,000+	1,026,833	52.1	128,511	6.5	551,169	28.0	561,954	28.5	1,969,386
Missing	90,084	43.0	14,002	6.7	49,097	23.5	68,904	32.9	209,302

Note: "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Total is enrollees with Medicare in each demographic group.

3.2.3 Medicaid Coverage

The 2018 survey identified six percent of enrollees as having Medicaid coverage (Table 3-1). Table 3-5 shows a strong relationship between the percentage of enrollees with Medicaid coverage and priority group. Enrollees in Priority Groups 4-6 were more likely to report Medicaid enrollment compared to those in other priority groups. Priority Group 5 includes enrollees with nonservice connected disabilities who are eligible for Medicaid. The percentage of enrollees on Medicaid was also strongly related to income. Almost ten percent (9.9%) of enrollees with incomes less than \$35,000 were enrolled in Medicaid compared to 2.6 percent of those with incomes of \$35,000 or higher. Enrollees age 65 or older were more likely than those in younger age groups to report enrollment in Medicaid.

Table 3-5. Percentage of enrollees with Medicaid coverage, by priority group, age, and income

	Medicaid coverage		Total
	#	%	
Priority group			
P1-P3	185,350	4.4	4,255,701
P4-P6	242,257	10.2	2,384,759
P7-P8	87,674	4.4	1,974,103
Age			
<45	79,879	4.5	1,787,172
45-64	149,605	5.7	2,624,899
65+	285,797	6.8	4,202,492
Income			
<\$35,000	380,613	9.9	3,849,598
\$35,000+	115,381	2.6	4,422,393
Missing	19,287	5.6	342,573

Note: Denominator is all enrollees. Weighted N= 8,614,563 enrollees.

3.2.4 TRICARE Coverage

The 2018 survey identified 21.2 percent of enrollees as having TRICARE or TRICARE for Life coverage (Table 3-1). Table 3-6 shows that TRICARE coverage was most common among enrollees in Priority Groups 1-3. These enrollees generally had service-connected disabilities. Enrollees with higher incomes were more likely to have TRICARE coverage. Those in the middle age category (age 45 to 64) were more likely than younger and older enrollees to report having TRICARE coverage.

Table 3-6. Percentage of enrollees with TRICARE coverage, by priority group, age, and income

	TRICARE		Total
	#	%	
Priority group			
P1-P3	1,413,904	33.2	4,255,701
P4-P6	191,989	8.1	2,384,759
P7-P8	217,214	11.0	1,974,103
Age			
<45	333,355	18.7	1,787,172
45-64	811,384	30.9	2,624,899
65+	678,368	16.1	4,202,492
Income			
<\$35,000	417,521	10.8	3,849,598
\$35,000+	1,338,265	30.3	4,422,393
Missing	67,321	19.7	342,573

Note: Denominator is all enrollees. Weighted N = 8,614,563 enrollees.

3.2.5 Private Individual or Group Health Plans

The 2018 survey identified 27.6 percent of enrollees as having private health coverage (Table 3-1). Enrollees were asked whether they were covered by individual or group health plans through an employer, spouse or domestic partner’s employer, union, or someone else. Similar to patterns for Medicare supplements, enrollees younger than 45 years and with higher incomes were more likely than others to have private insurance. Enrollees in Priority Groups 7-8 were more likely to have private insurance, compared with enrollees in Priority Groups 1-3 and 4-6 (Table 3-7).

Table 3-7. Percentage of enrollees with other types of insurance coverage, by priority group, age, and income

	Other types of health coverage		Total
	#	%	
Priority group			
P1-P3	1,232,377	29.0	4,255,701
P4-P6	461,572	19.4	2,384,759
P7-P8	683,448	34.6	1,974,103
Age			
<45	764,815	42.8	1,787,172
45-64	815,200	31.1	2,624,899
65+	797,383	19.0	4,202,492
Income			
<\$35,000	561,252	14.6	3,849,598
\$35,000+	1,729,511	39.1	4,422,393
Missing	86,634	25.3	342,573

Note: Denominator is all enrollees. Weighted N = 8,614,563 enrollees.

3.2.6 Long-term Care Coverage

Long-term care insurance includes coverage for care in residential settings, such as nursing homes or assisted living facilities, in adult day care programs, or in the home by paid caregivers. However, the median annual cost for long-term care services in the U.S. varies by the type of service, and is generally unaffordable for most middle-class Americans. While Medicare covers care from skilled nursing facilities or home care following an inpatient hospitalization, most individuals “spend down” their private resources to pay for long-term care or rely on Medicaid to cover these costs.

The 2018 Survey of Enrollees asked respondents about whether they had a long-term care policy that covers nursing home care, assisted living, or long-term care services in the home. Overall, 7.8 percent of enrollees said that they had a long-term care policy, which is roughly equivalent to the 7 to 8 percent of the overall U.S. population estimated to have long-term care insurance.¹⁴ Table 3-8 shows the percentage of enrollees who had a long-term policy by age group. Among

¹⁴ http://www.rwjf.org/content/dam/farm/reports/issue_briefs/2014/rwjf410654

enrollees less than age 65, a total of 5.0 percent had a long-term care policy, 8.1 percent of those age 65 to 74, 12.4 percent for those age 75 to 84, and 14.3 percent for those age 85 and older.

Table 3-8. Percentage of enrollees with a long-term care policy

Age	Long-term care policy		Total
	#	%	
<65	220,176	5.0	4,412,071
65-74	185,336	8.1	2,281,098
75-84	154,564	12.4	1,242,138
85+	96,868	14.3	679,257

Note: Denominator is all enrollees. Weighted N = 8,614,563 enrollees.

Prescription Drug Coverage and Use

4

VA covers prescriptions written by VA health care providers. This prescription drug benefit helps to make prescription medications accessible. Some enrollees with a service-connected disability are eligible to receive their prescription medications free of charge. According to the VA's 2018 Copayment Rates, enrollees in Priority Group 1 do not pay for medications, as was the case in the previous year. For enrollees in Priority Groups 2 to 8, medication copayment rates changed to a tiered system as of February 27, 2017. Preferred generic medications (Tier 1) have a \$5 copay, non-preferred generics (Tier 2) have an \$8 copay, and brand name drugs (Tier 3) have an \$11 copay for each 30-day supply for treatment of nonservice-connected conditions.¹⁵ Veterans in Priority Groups 2 to 8 are limited to a \$700 annual cap.¹⁶ A list of Tier 1 medications and tier assignments for medications can be found on the VA Health Benefits web page.¹⁷ Note that these guidelines are slightly different than in 2016 and before.¹⁸

VA facilities have pharmacies to fill prescriptions immediately, or requests can be made remotely by way of mail order, telephone, or online through the My HealthVet website. VA will also fill prescriptions prescribed by a non-VA provider if the patient is enrolled in VA health benefits, has an assigned Primary Care Provider, supplied the VA health care provider with their medical records from their non-VA provider, and the VA health care provider agrees with the medication prescribed by the non-VA provider. VA health care providers are not obligated to prescribe a medication recommended by a non-VA provider.¹⁹

As in previous years, the 2018 Survey of Enrollees included questions about the availability of prescription drug coverage through private insurance or Medicare Part D, the number of prescriptions from VA pharmacies and community pharmacies used in the past 30 days, and

¹⁵ https://www.va.gov/HEALTHBENEFITS/resources/publications/IB10-430_copay_rates.pdf

¹⁶ https://www.va.gov/HEALTHBENEFITS/cost/copay_rates.asp

¹⁷ https://www.pbm.va.gov/PBM/Tiered_Copay/Tier_1_CO-PAY_MEDICATION_LIST.pdf

¹⁸ In 2016, there was a flat \$8 copay with a \$960 medication copay annual cap for enrollees in Priority Groups 2-6, and a flat \$9 copay for Priority Groups 7-8 (with no medication copay annual cap). See the 2016 Survey of Veteran Enrollees' Health and Use of Health Care findings report for more information.

https://www.va.gov/HEALTHPOLICYPLANNING/SoE2016/2016_Survey_of_Veteran_Enrollees_Health_and_Health_Care.pdf

¹⁹ <http://www.va.gov/healthbenefits/access/prescriptions.asp>

monthly out-of-pocket drug costs. It is important to understand the extent to which enrollees rely on VA for prescription medications.

VA prescription medication reliance was calculated as the number of prescriptions from VA pharmacies in the past 30 days divided by the total number of prescriptions in the past 30 days. The measure of VA prescription medication reliance was calculated only for enrollees who had prescription medications in the past 30 days. It excluded those with no prescriptions, and those who did not answer the questions about the number of prescriptions from VA or total number of prescriptions used in the past 30 days.

4.1 Private Insurance Prescription Drug Coverage

As discussed in Chapter 3, a total of 80.8 percent of enrollees have health insurance coverage. Enrollees who reported having private health insurance coverage were asked if their coverage included prescription drug coverage. Table 4-1 shows that among enrollees who said they had private insurance coverage in 2018, the vast majority (81.3%) indicated their coverage included a prescription benefit. About one in ten (10.7%) did not have a prescription benefit with their private insurance, and 8.0 percent of enrollees did not answer the question. Out of all enrollees, 27.6 percent reported having a private insurance prescription benefit (not shown).

Table 4-1. Among enrollees with private insurance coverage, the percentage with coverage that includes a prescription benefit

Private insurance includes prescription drug benefit	#	%
Yes	1,932,031	81.3
No	254,876	10.7
Missing	190,490	8.0
Total	2,377,398	100.0

The appendix tables in section A.3 show that in all VISNs, the majority of enrollees who had private insurance coverage also reported prescription drug coverage, although there was some variation. Enrollees in VISN 17 reported the lowest rate of prescription drug coverage with their private insurance coverage (84.4%), whereas enrollees in VISN 7 had the highest rate of prescription drug coverage (93.9%).

4.2 Medicare Part D Coverage

The Medicare Prescription Drug, Improvement, and Modernization Act of 2003, otherwise known as the Medicare Modernization Act (MMA), expanded the federal Medicare program by creating the prescription medication benefit called Part D. Prior to this law, Medicare did not offer a prescription drug benefit. Medicare Part D is a voluntary program available to anyone enrolled in Medicare Part A and/or Part B. Although most Medicare Advantage plans contain a prescription coverage plan, Part D is available to those whose plans do not cover prescriptions. There are numerous Part D plans available depending on the recipient's specific needs, income and region. Since 2006, Medicare beneficiaries have been able to receive coverage for their prescription medications through Medicare Part D. In 2018, more than 43 million Medicare beneficiaries were enrolled in Medicare Part D.²⁰

The VA prescription drug benefit is considered to be “creditable” coverage, which means that, on average, it provides benefits that meet or exceed those provided by Medicare Part D. Enrollees can have both VA prescription drug benefits and Medicare Part D coverage. However, VA prescription benefits and Medicare Part D do not work together. VA prescription drug benefits cover medications obtained through VA providers, whereas Medicare Part D coverage generally does not cover medications obtained through VA providers. Although the VA pharmacy benefit is deemed equivalent to Medicare Part D, Veterans who meet low-income assistance thresholds under Medicare Part D may reduce out-of-pocket expenses under Medicare Part D compared to using the VA pharmacy, thereby making Medicare Part D more attractive.²¹

Some Medicare Part D beneficiaries who have cost-shared past a certain threshold (in 2018, this threshold was \$3,750) enter the coverage gap, colloquially called the “donut hole.”²² To get out of the coverage gap, the beneficiary must pay a greater portion out-of-pocket until they reach the gap ceiling (\$5,000 in 2018), after which they are covered under Part D again. The ACA has been endeavoring to phase out the gap in coverage by requiring manufacturers to maintain a discount on the price of covered brand-name drugs in the coverage gap, reducing copayments for brand-name and generic drugs in the gap, and gradually lowering copayments to the level that applies before the gap. In 2018, beneficiaries paid 35 percent for brand-name drugs and 44 percent for generic drugs in the coverage gap. The goal is to reduce the coverage gap in Part D

²⁰ <https://www.kff.org/medicare/issue-brief/medicare-part-d-in-2018-the-latest-on-enrollment-premiums-and-cost-sharing>

²¹ <http://www.ncbi.nlm.nih.gov/pubmed/17909387>

²² <https://medicare.com/medicare-part-d/coverage-gap-donut-hole-made-simple/>

benefits by lowering coinsurance rates to 25 percent for both brand-name and generic drugs in the coverage gap by 2020.²³

Enrollees who had Medicare coverage, whether it was through the Original Medicare Plan (with Parts A and B) or through a Medicare Advantage plan, were asked if they had Medicare Part D. Table 4-2 shows that among enrollees with Medicare coverage in 2018, 32.3 percent reported that they had Medicare Part D coverage.

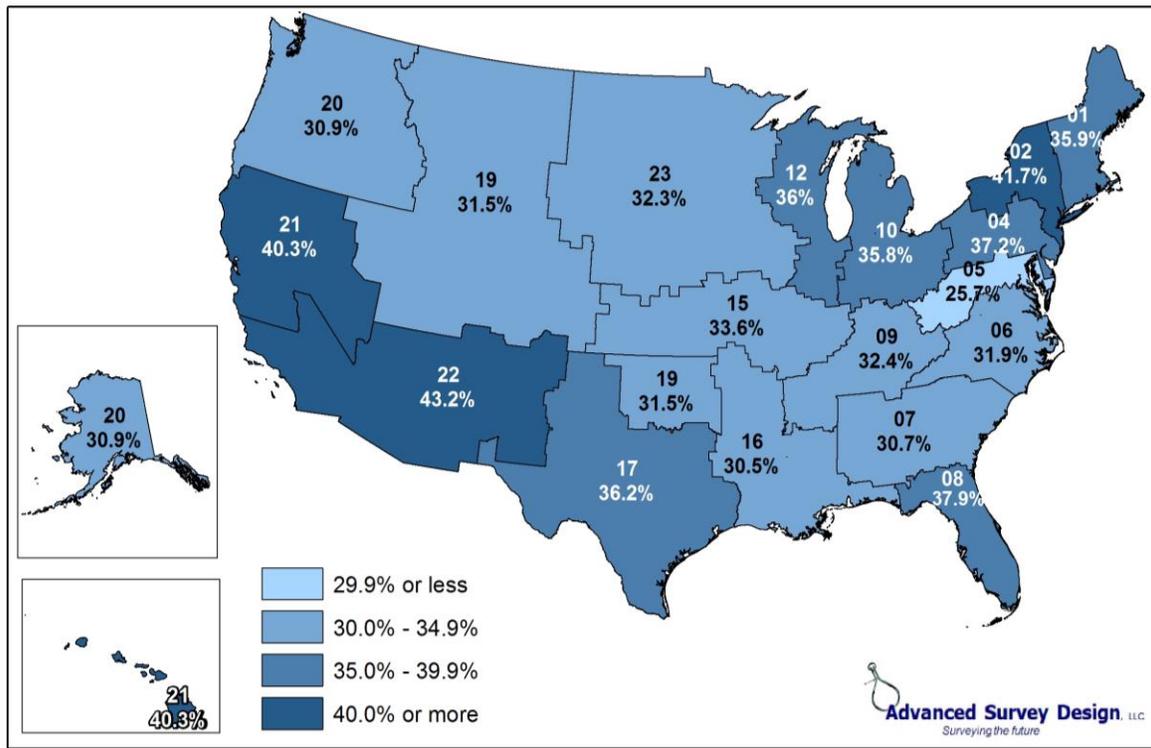
Table 4-2. Among enrollees with Medicare, the percentage with Medicare Part D coverage

Medicare Part D coverage	#	%
Yes	1,425,172	32.3
No	2,605,392	58.9
Missing	389,378	8.8
Total	4,419,943	100.0

Figure 4-1 shows that there was considerable variation in Medicare Part D coverage by VISN. Part D coverage rates ranged from 25.7 percent in VISN 5 to 43.2 percent in VISN 22.

²³ https://q1medicare.com/PartD-MedicarePartD_DonutHole_Discount.php

Figure 4-1. Among enrollees with Medicare, the percentage with Medicare Part D coverage, by VISN



4.2.1 Medicare Part D Coverage by Socioeconomic Characteristics

Table 4-3 shows Medicare Part D coverage rates by socioeconomic and demographic characteristics of enrollees. Among enrollees with Medicare, those in Priority Groups 1-3 were less likely than those in Priority Groups 4-6 or Priority Groups 7-8 to have Medicare Part D coverage (25.8% compared to 34.5% and 39.1%, respectively). Among enrollees who had Medicare coverage, Medicare Part D coverage was less prevalent among enrollees age 45 to 64 (26.4%) than among those age 65 and older (33.2%). As discussed in Chapter 3, individuals younger than 65 who have disabilities can qualify for Medicare. The rates of Medicare Part D coverage were similar across enrollees who reported making less than \$35,000 in annual income and those earning more than \$35,000 (32.7% compared to 32.2%, respectively).

Table 4-3. Among enrollees with Medicare, the percentage with Medicare Part D coverage by priority group, age, and income

	Medicare Part D coverage		
	#	%	Total
Priority group			
P1-P3	464,470	25.8	1,802,617
P4-P6	473,763	34.5	1,372,322
P7-P8	486,939	39.1	1,245,003
Age			
<45	NA	NA	115,780
45-64	118,594	26.4	449,411
65+	1,279,756	33.2	3,854,752
Income			
<\$35,000	732,456	32.7	2,241,254
\$35,000+	633,353	32.2	1,969,386
Missing	59,363	28.4	209,302

Note: Denominator is enrollees with Medicare. Weighted N = 4,419,943 enrollees. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

4.3 Prescription Medication Use

The survey asked enrollees the number of prescription medications they had used in the last 30 days and the number they had obtained from the VA pharmacies. Table 4-4 shows that among all enrollees, 42.8 percent reported using five or more prescription medications in the past month. Another 18.2 percent reported taking one to two prescription medications in the past month and 18.9 percent reported taking three to four prescription medications. Fully 16.5 percent of enrollees reported taking no prescription medications in the past month. The average (mean) number of prescription medications taken by enrollees in the past 30 days was 4.9. The mean includes those who took zero prescription medications.

Table 4-4. Number of prescription medications used in the last 30 days

Number of prescriptions in last 30 days	#	%
0	1,419,966	16.5
1 - 2	1,570,627	18.2
3 - 4	1,627,832	18.9
5 or more	3,690,550	42.8
Missing	305,588	3.6
Total	8,614,563	100.0
Mean = 4.9		

Note: The total and the mean include enrollees who used 0 prescriptions in the last 30 days and enrollees who had missing data on the question about number of prescriptions.

Enrollees who reported taking at least one prescription medication in the past 30 days were asked about the number of prescription medications they obtained from VA pharmacies. Table 4-5 shows that among these enrollees, 29.1 percent obtained five or more of their prescription medications from VA pharmacies. Another 17.8 percent obtained one to two prescription medications from VA and 15.2 percent obtained three to four prescription medications from VA. Fully 35.9 percent obtained no prescription medications from VA. For those who reported using one or more prescription drugs in the last 30 days, enrollees obtained an average of 3.4 prescriptions from the VA. The next section explores the topic of VA prescription medication reliance in greater detail.

Table 4-5. Among enrollees who used prescription medications in the past 30 days, the number of prescription medications from VA

Number of prescriptions from VA in last 30 days	#	%
0	2,471,267	35.9
1 - 2	1,229,588	17.8
3 - 4	1,044,126	15.2
5 or more	2,001,660	29.1
Missing	142,368	2.1
Total	6,889,009	100.0
Mean = 3.4		

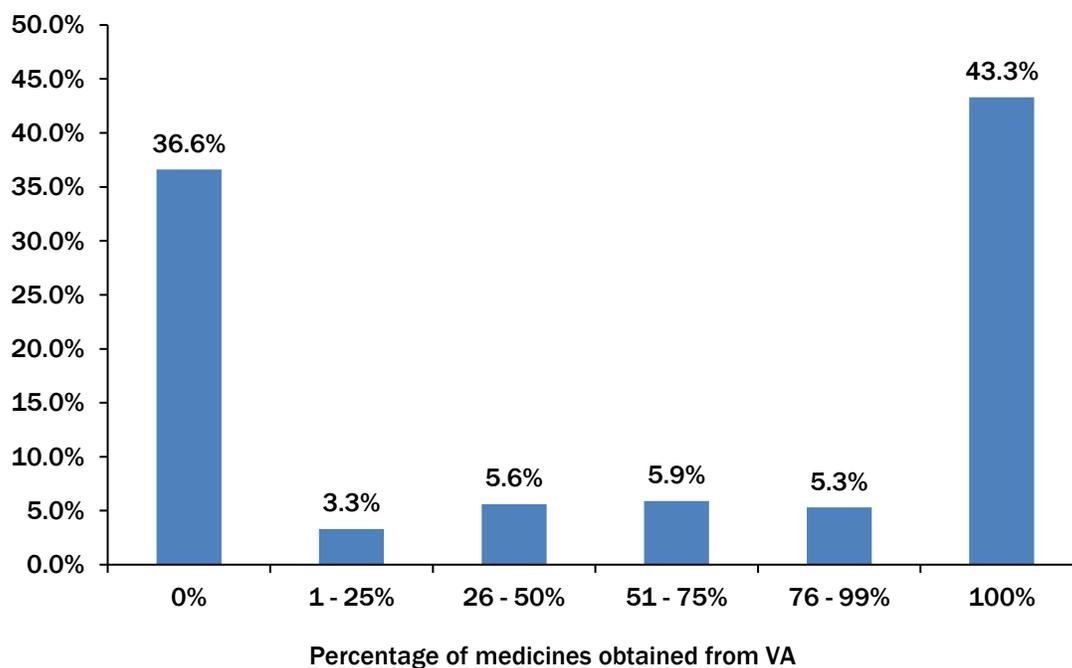
Note: The total and the mean exclude enrollees who used zero prescriptions in the past 30 days and enrollees who had missing data on the question about number of prescriptions.

4.4 VA Prescription Medication Use

To better understand the reliance on the VA for prescription medications, VA prescription drug reliance was calculated as the number of prescription medications obtained from VA in the past 30 days divided by the total number of prescriptions in the past 30 days. The measure of VA prescription drug reliance was calculated only for enrollees who used prescription medications in the past 30 days.

Figure 4-2 shows a bimodal distribution of VA prescription medication reliance. Namely, enrollees tended to obtain either all of their prescription medications from VA or none of their prescription medications from VA. For example, 43.3 percent of enrollees reported being entirely reliant on the VA for their prescription medications in the past 30 days. Another 36.6 percent of enrollees obtained none of their prescription medications from VA. One in five (20.0%) enrollees can be described as “dual” users, obtaining some of their prescription medications from VA pharmacies and some from outside pharmacies.

Figure 4-2. VA prescription medication reliance, 2018



Note: Weighted N = 6,746,641 enrollees who used prescription medication in the past 30 days and had non-missing data on both number of prescriptions from VA and outside sources.

Cigarette Smoking **5**

The Survey of Enrollees serves as an important source of data on the prevalence of smoking among the enrollee population. Despite the steady decrease in smoking prevalence over the years, cigarette smoking remains an important health measure in assessing the health of VA enrollees. While smoking rates among the Veteran population tend to be similar to that of the general population²⁴, smoking is nevertheless a significant health problem for both Veterans and non-Veterans. The Centers for Disease Control and Prevention (CDC) estimates cigarette smoking to cause approximately one in five deaths each year in the U.S., and remains the leading preventable cause of death in the U.S.²⁵ Although most young smokers start smoking prior to age 18, many in the military begin during their period of service.^{26,27}

VA recognizes the importance of providing support to enrollees who desire to quit smoking and offers several services such as smoking cessation medication, counseling, a proactive national quitline, Quit VET, and a mobile text message program, SmokefreeVET.

5.1 Cigarette Smoking Status Overview

Enrollees were asked a series of questions about their smoking status in the 2018 survey. As in the past two survey years, the questions about cigarette smoking were modeled after the Behavioral Risk Factor Surveillance Survey (BRFSS), a national health survey conducted by the CDC. Enrollees were first asked whether they smoked at least 100 cigarettes in their lifetime. Enrollees who indicated that they had not smoked 100 cigarettes in their lifetime were not asked any further questions about smoking. Enrollees who indicated that they had smoked at least 100 cigarettes were asked three additional questions about their smoking history. Specifically, they were asked whether they currently smoked every day, some days, or not at all. Those who indicated that they smoked at least some days were considered to be current smokers. Current

²⁴ <https://www.mentalhealth.va.gov/quit-tobacco/>

²⁵ http://www.cdc.gov/tobacco/data_statistics/fact_sheets/health_effects/effects_cig_smoking/

²⁶ <https://www.mentalhealth.va.gov/quit-tobacco/>

²⁷ http://uthscsa.edu/hscnews/pdf/IOMReport_CombatingTobaccoUseinMilitaryandVeteranPopulations.pdf

smokers were asked about any quit attempts in the past 12 months.²⁸ Those who were not current smokers were asked about the length of time since they last smoked regularly.

Based on their responses to the series of questions, enrollees were classified into six groups: (1) never smokers, (2) ever smokers, (3) current smokers, (4) recent unsuccessful quitters, (5) former smokers, and (6) recent successful quitters. Figure 5-1 depicts the stratification of enrollees into these six groups.

Have you smoked at least 100 cigarettes in your life?

1. Enrollees who answered “No” were “**never smokers**”
2. Enrollees who answered “Yes” were “**ever smokers**”

Of “ever smokers:” *Do you now smoke cigarettes every day, some days, or not at all?*

3. Enrollees who answered “every day” or “some days” were “**current smokers**”
4. Enrollees who answered “not at all” were “**former smokers**”

Of “current smokers:” *During the past 12 months, have you stopped smoking for more than a day because you were trying to quit smoking?*

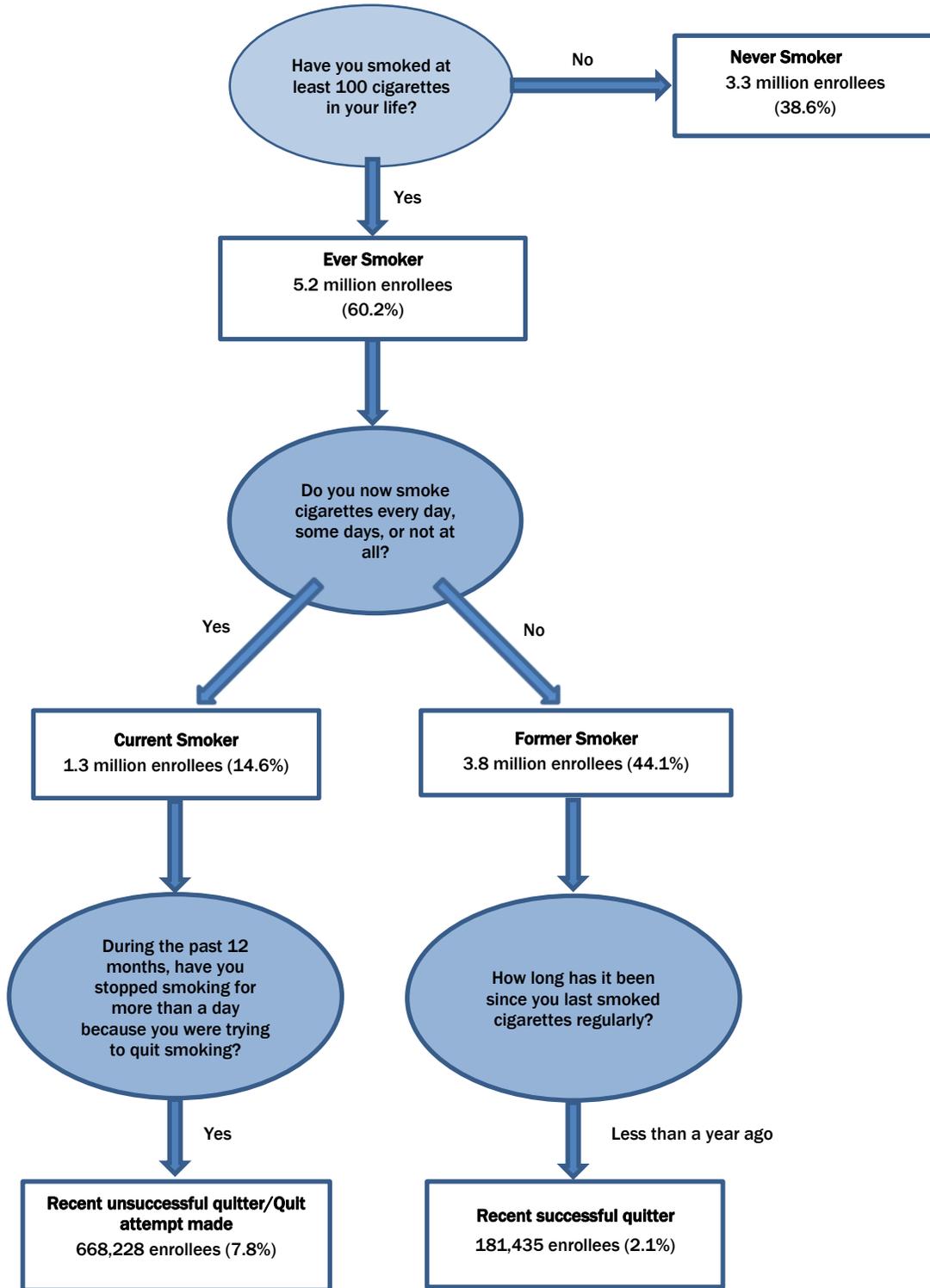
5. Enrollees who answered “Yes” were “**recent unsuccessful quitters**”

Of “former smokers:” *How long has it been since you last smoked cigarettes regularly?*

6. Enrollees who answered “Less than a year ago” were “**recent successful quitters**”

²⁸ In the 2010-2015 survey cycles, all “ever smokers” were asked the question about recently quitting (“During the past 12 months, have you stopped smoking for more than one day because you were trying to quit smoking?”). In 2016-2018, only “current smokers” were asked this question, which translates to the percentage of “current smokers” who made a recent quit attempt, or are “unsuccessful quitters.”

Figure 5-1. Smoker status classification



Note: Denominator is all enrollees, excluding missing respondents.

In 2018, a total of 60.2 percent of enrollees were classified as ever smokers. Using all enrollees as the denominator, current smokers make up 14.6 percent of the total enrollee population, which is only slightly higher than the current smoking rate of adults in the U.S. aged 18 years or older (14.1%). The prevalence of current smoking has declined among VA enrollees, as it has among the overall adult population in the U.S., from 17.9 percent in 2014 to 14.6 percent in 2018.^{29, 30}

Table 5-1 shows smoking status over the past five survey cycles in which the questions about smoking were asked. Most former smokers, 67.3 percent (not shown), reported successfully quitting smoking 10 years ago or more, and 9.0 percent of former smokers last smoked one to four years ago. An additional 4.8 percent of former smokers, or 2.1 percent of the enrollee population, reported having successfully quit smoking in the previous 12 months. Over half (53.2%) of current smokers, or 7.8 percent of the enrollee population, had made a recent quit attempt but were unsuccessful.

The 2018 survey results generally held to prior survey trends and showed a steady decrease in the percentage of ever smokers, a decrease in current smokers, and an increase in the percentage of enrollees who had never smoked.

²⁹ Selected Estimates Based on Data From the January-September 2017 National Health Interview Survey (<https://www.cdc.gov/nchs/nhis/releases/released201803.htm>)

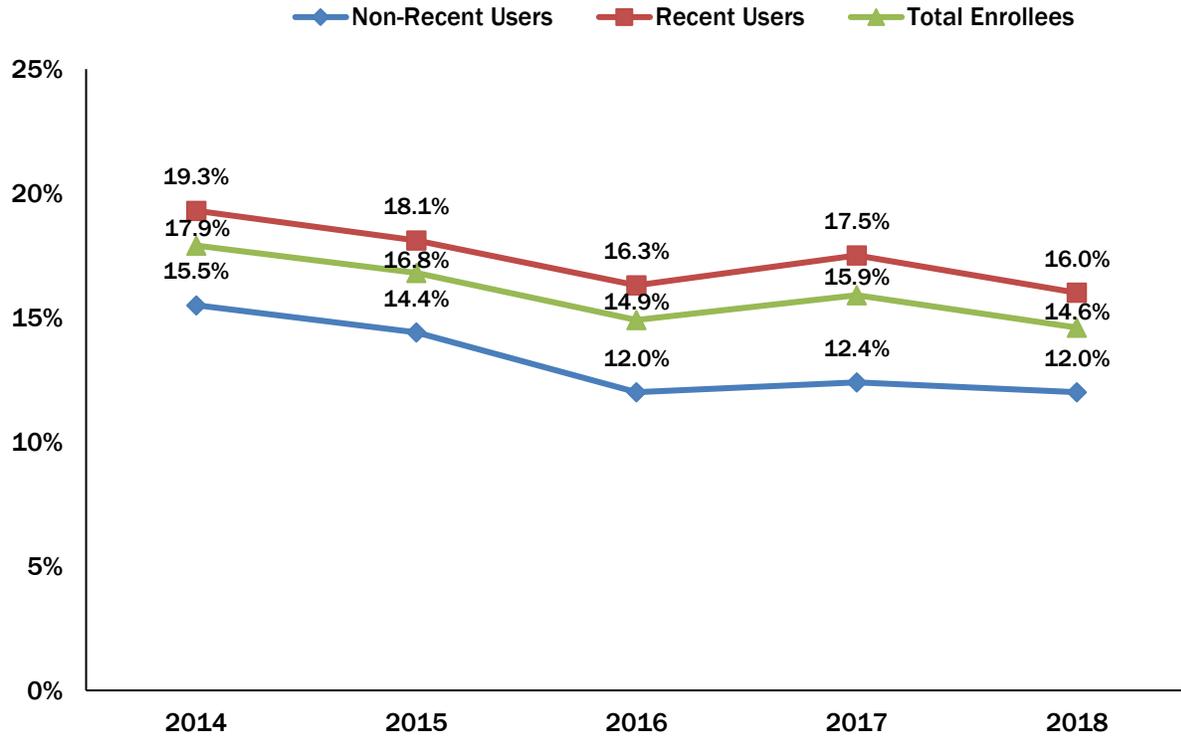
³⁰ https://www.cdc.gov/nchs/data/nhis/earlyrelease/EarlyRelease201803_08.pdf

Table 5-1. Enrollee smoking status, by year

Smoking status	2014	2015	2016	2017	2018
Never smokers	3,092,288	3,086,199	3,194,692	3,164,520	3,324,089
% Enrollee population	36.4%	36.6%	38.0%	37.9%	38.6%
Ever smokers	5,394,677	5,223,149	5,067,294	5,049,630	5,188,004
% Enrollee population	63.6%	61.9%	60.3%	60.5%	60.2%
Current smokers	1,521,919	1,415,952	1,252,816	1,326,435	1,255,216
% Ever smoker population	28.2%	27.1%	24.7%	26.3%	24.2%
% Enrollee population	17.9%	16.8%	14.9%	15.9%	14.6%
Recent unsuccessful quitters	–	–	720,587	772,615	668,228
% Current smoker population	–	–	57.5%	58.3%	53.2%
% Enrollee population	–	–	8.6%	9.3%	7.8%
Former smokers	3,765,995	3,680,338	3,736,691	3,603,294	3,797,716
% Ever smoker population	69.8%	70.5%	73.7%	71.4%	73.2%
% Enrollee population	44.4%	43.6%	44.5%	43.2%	44.1%
Recent successful quitters	–	–	145,991	143,548	181,435
% Former smokers	–	–	3.9%	4.0%	4.8%
% Enrollee population	–	–	1.7%	1.7%	2.1%
Enrollee population	8,486,965	8,442,380	8,401,553	8,345,428	8,614,563

The current smoking rate among recent users of VHA services also decreased over the past five years (2014-2018), showing a similar trend to that of non-recent users. Recent users are defined as enrollees who used VA health care within the past fiscal year. As shown in Figure 5-2, the proportion of current smokers dropped from 19.3 percent in 2014 to 16 percent in 2018 among recent users of VHA services and from 15.5 percent to 12 percent among non-recent users.

Figure 5-2. Percent of smokers by recent utilization of VHA services from 2014 to 2018



There were notable differences in smoking across different priority groups, age groups, and income groups (Table 5-2). Enrollees under 45 years of age and enrollees who earned \$35,000 per year or more were less likely to have ever smoked than their older and lower income counterparts. There were some notable but more nuanced differences in smoking habits across priority groups. Similar to findings from the 2017 Survey of Enrollees, Priority Groups 7-8, those who are least affected by service-related conditions, had the lowest percentage of current smokers (10.2% of all enrollees in Priority Groups 7-8, compared with 13.7% in Priority Groups 1-3 and 19.6% in Priority Groups 4-6). Priority Groups 7-8 also had the highest percentage of former smokers (47.9% of all enrollees in this group).

Table 5-2. Enrollee smoking status, by priority group, age, and income

	Priority group			Age group			Income group	
	1-3	4-6	7-8	<45	45-64	65+	<\$35,000	\$35,000+
Never smokers	1,783,820	774,094	766,175	846,488	1,180,858	1,296,743	1,257,370	1,950,579
% Enrollee population	41.9%	32.5%	38.8%	47.4%	45.0%	30.9%	32.7%	44.1%
Ever smokers	2,432,211	1,574,943	1,180,849	923,490	1,420,342	2,844,172	2,545,378	2,434,593
% Enrollee population	57.2%	66.0%	59.8%	51.7%	54.1%	67.7%	66.1%	55.1%
Current smokers	585,144	467,881	202,192	327,685	528,549	398,982	758,455	452,180
% Ever smokers	24.1%	29.7%	17.1%	35.5%	37.2%	14.0%	29.8%	18.6%
% Enrollee population	13.7%	19.6%	10.2%	18.3%	20.1%	9.5%	19.7%	10.2%
Recent unsuccessful quitters	335,482	230,188	102,558	197,302	285,882	185,044	389,834	252,645
% Current smokers	57.3%	49.2%	50.7%	60.2%	54.1%	46.4%	51.4%	55.9%
% Enrollee population	7.9%	9.7%	5.2%	11.0%	10.9%	4.4%	10.1%	5.7%
Former smokers	1,788,328	1,063,590	945,798	584,670	849,527	2,363,519	1,716,631	1,923,645
% Ever smokers	73.5%	67.5%	80.1%	63.3%	59.8%	83.1%	67.4%	79.0%
% Enrollee population	42.0%	44.6%	47.9%	32.7%	32.4%	56.2%	44.6%	43.5%
Recent successful quitters	97,271	61,135	23,030	81,502	58,488	41,446	88,676	88,099
% Former smokers	5.4%	5.7%	2.4%	13.9%	6.8%	1.7%	5.2%	4.6%
% Enrollee population	2.3%	2.6%	1.2%	4.6%	2.2%	1.0%	2.3%	2.0%
Enrollee population	4,255,701	2,384,759	1,974,013	1,787,172	2,624,899	4,202,492	3,849,598	4,422,393

Note: Missing income group not shown.

When comparing current smoker status among VA enrollees by specific demographic characteristics, notable differences across groups emerged (Table 5-3). Enrollees who are uninsured or unemployed were more likely to be current smokers than their respective counterparts. Across all racial and ethnic groups, Black non-Hispanics, American Indian/Alaska Native non-Hispanics, and Multi-Racial non-Hispanics were most likely to be current smokers. In terms of health status, enrollees who reported having fair or poor health were more likely to be current smokers than those who reported being in good/very good/excellent health and those who had not recently accessed the VA health system. There was a higher proportion of current smokers among the female enrollees than among their male counterparts.

An important distinction among current smokers is that those enrolled Veterans who had recently accessed the VA health system had a higher smoking rate (16.0%) than those who had not used the system recently (12.0%).

Table 5-3. Current smoker status, by special populations

	Current smoker		Total enrollees
	N	%	N
Gender			
Female	116,734	16.2%	722,591
Male	1,138,483	14.4%	7,891,972
Race and ethnicity			
White non-Hispanic	877,911	13.7%	6,385,032
Black non-Hispanic	198,717	19.7%	1,006,437
American Indian/Alaska Native non-Hispanic	18,193	25.6%	70,964
Asian non-Hispanic	11,294	15.2%	74,179
Native Hawaiian non-Hispanic	NA	NA	19,314
Multi-Racial non-Hispanic	29,977	19.2%	156,512
Hispanic	82,116	12.6%	653,115
Missing	33,832	13.6%	249,010
Insurance status			
Insured	847,051	12.2%	6,960,342
Not insured	385,776	23.3%	1,654,221

Table 5-3. Current smoker status, by special populations (continued)

	Current smoker		Total enrollees
	N	%	N
OEF/OIF/OND status			
Yes	Yes	Yes	Yes
No	No	No	No
Health status			
Good/Very good/Excellent	822,472	12.9%	6,373,166
Fair/Poor	425,921	19.5%	2,188,805
Employment status			
Employed, full-time or part-time	494,440	15.1%	3,268,587
Unemployed	70,964	25.1%	283,016
Recent patient status (used VA within the past year)			
VA patient	885,721	16.0%	5,534,531
Not a VA patient	360,387	12.0%	2,995,368

Note: Denominator is all enrollees in the group. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

5.1.1 Cigarette Smoking Status by VISN

Figure 5-3 shows the percentage of total enrollees who are current smokers by VISN. The percentages of current smokers range from 11.4 percent (VISN 8) to 19.9 percent (VISN 16) of the enrollee population. The percentage of current smokers is less than 14.1 percent (the overall national average of adult current smokers) of the enrollee population in nine out of the 18 VISNs.

Figure 5-3. Percentage of enrollees who are current smokers, by VISN

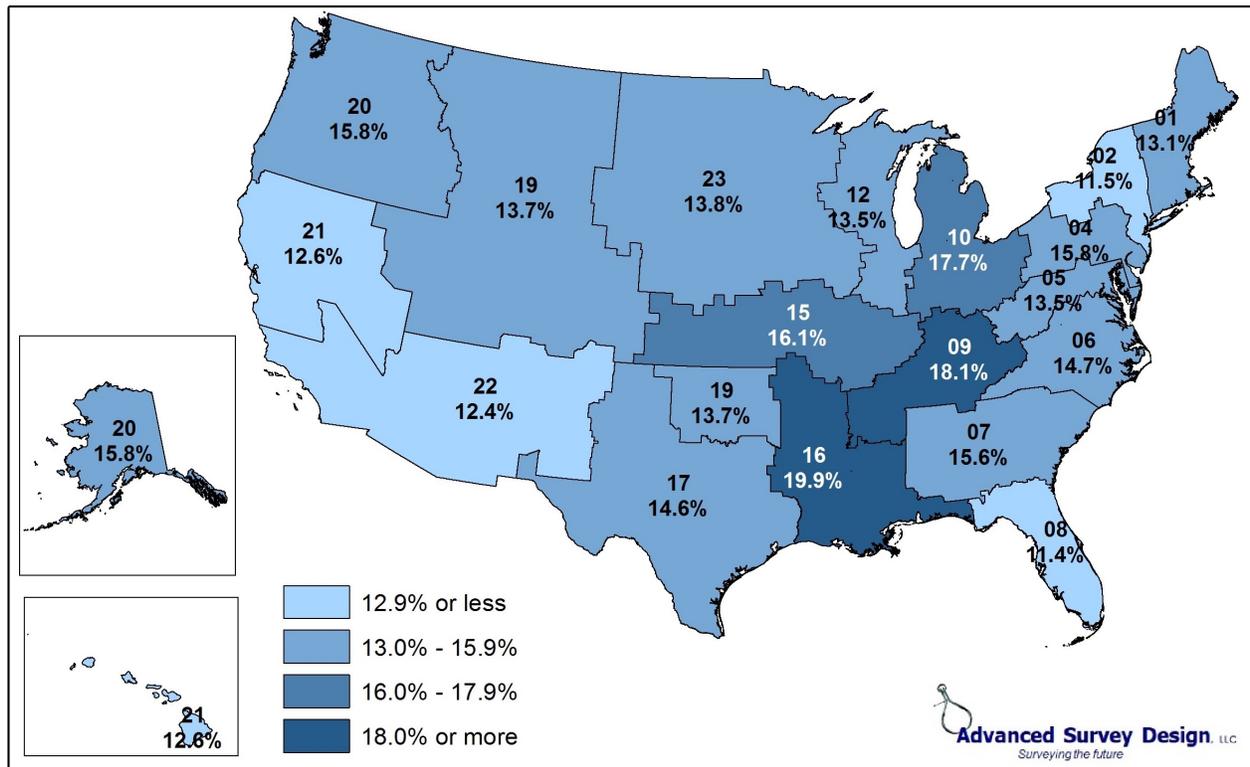


Table 5-4 compares the 2017 and 2018 smoking rates by VISN. The current smoking rate showed a general trend of decline across all the VISNs except VISNs 1, 6, and 20. The biggest drop occurred in VISN 12 from 18.9 percent in 2017 to 13.5 percent in 2018, followed by VISN 8 (from 14.9% to 11.4%) and VISN 21 (from 15.6% to 12.6%).

Table 5-4. Current smoking rates by VISN between 2017 and 2018

VISN	Percentage of current smokers		
	2017 (%)	2018 (%)	% Change from 2017 to 2018
1	12.7	13.1	0.4
2	12.7	11.5	-1.2
4	17.3	15.8	-1.5
5	13.9	13.5	-0.4
6	13.1	14.7	1.6
7	17.9	15.6	-2.3
8	14.9	11.4	-3.5
9	18.9	18.1	-0.8
10	18.0	17.7	-0.3
12	18.9	13.5	-5.4
15	17.9	16.1	-1.8
16	22.0	19.9	-2.1
17	15.8	14.6	-1.2
19	14.2	13.7	-0.5
20	14.0	15.8	1.8
21	15.6	12.6	-3.0
22	13.5	12.4	-1.1
23	16.4	13.8	-2.6

Self-reported health status is another important determinant of enrollees' use of VA health care services. Previous research indicates that Veterans who use the VA for all of their health care are more likely to be in poor health than Veterans who use the VA for only some or none of their health care.^{31,32} As in previous years, the 2018 Survey of Enrollees gathered information about enrollees' perceived health status and functional limitations. Health status was assessed with a question that asked enrollees to rate their health relative to other people their own age. Functional limitations were assessed with a series of questions about the level of difficulty they experienced with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs). These health status variables are standard measures in socioeconomic and health interview surveys that are used to predict potential health care needs.

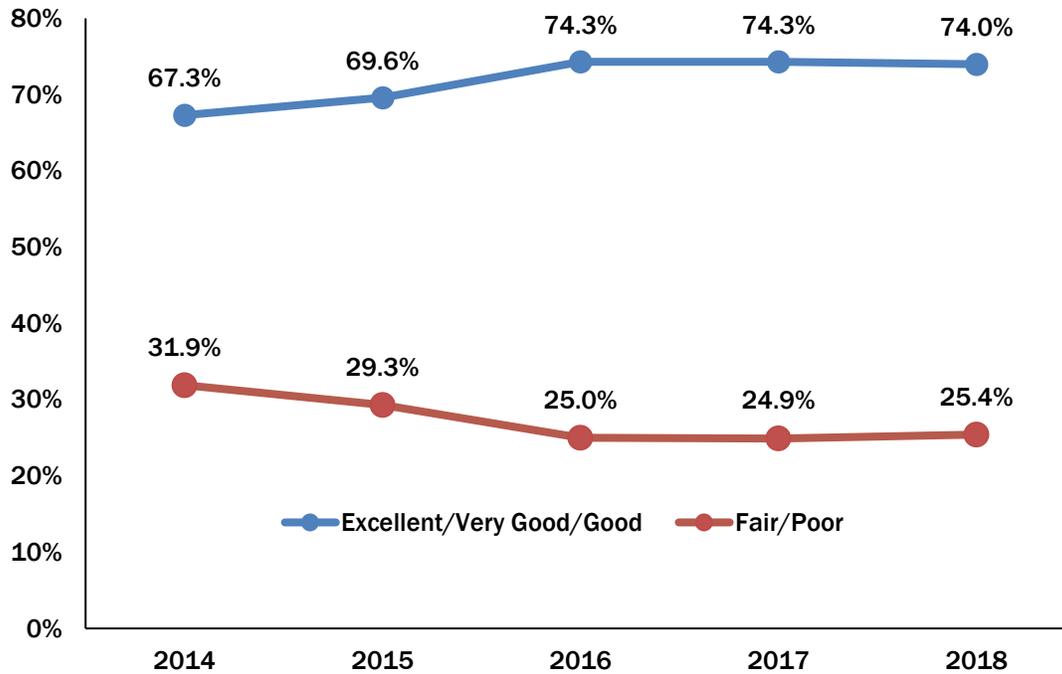
6.1 Perceived Health Status

Enrollees rated their current health status relative to other people their own age as “excellent,” “very good,” “good,” “fair,” or “poor.” Figure 6-1 displays the last five years of the relative health status of enrollees after categorization into two broader groups: (1) those who reported that their health was “excellent,” “very good,” or “good,” and (2) those who reported that their health was “fair” or “poor.” Since 2014, the proportion of enrollees reporting “excellent,” “very good,” or “good” health increased by about seven percentage points, and the proportion reporting “fair” or “poor” health decreased by about the same proportion. Similar to 2017, approximately three quarters of enrollees (74.0%) reported that their health status was at least “good.”

³¹ Nelson, K. M., Starkebaum, G. A., and Reiber, G. E. (2007). Veterans using and uninsured Veterans not using Veterans Affairs (VA) health care. *Public Health Reports*, 122(1), 93-100.

³² Landes, S.D., London, A.S., and Wilmoth, J.M. (2018). Mortality among Veterans and non-Veterans: does type of health care coverage matter? *Population Research and Policy Review*, 37(4): 517-537.

Figure 6-1. Perceived health status of enrollees grouped, by year



Note: Denominator is all enrollees. Weighted N = 8,614,563 enrollees. Percentages of enrollees with Excellent/Very Good/Good health and Fair/Poor health do not total to 100 because of missing data, which are not shown.

Table 6-1 shows responses to the health status question disaggregated by each of the response choices. Over the past five years, the percentage of enrollees who reported “very good” and “good” health increased, while the percentage reporting “fair” or “poor” health decreased. Overall, the proportion of enrollees who reported “very good” health increased from 24.8 percent in 2014 to 29.5 percent in 2018 and the proportion who reported “good” health increased from 31.9 percent in 2014 to 34.1 percent in 2018. Likewise, the percentage who reported “poor” health decreased from 9.8 percent to 5.8 percent, and those who reported “fair” health decreased from 22.2 percent to 19.6 percent across these same years.

Table 6-1. Perceived health status of enrollees, by year

	2014		2015		2016		2017		2018	
	N	%	N	%	N	%	N	%	N	%
Excellent	897,450	10.6	761,544	9.0	912,180	10.9	930,222	11.1	896,407	10.4
Very good	2,106,452	24.8	2,222,432	26.4	2,482,320	29.5	2,395,655	28.7	2,541,161	29.5
Good	2,711,052	31.9	2,893,377	34.3	2,848,183	33.9	2,874,628	34.4	2,935,598	34.1
Fair	1,880,200	22.2	1,833,904	21.8	1,604,522	19.1	1,576,206	18.9	1,687,753	19.6
Poor	830,041	9.8	639,263	7.6	492,308	5.9	504,783	6.0	501,051	5.8
Missing	61,771	0.7	79,372	0.9	62,040	0.7	63,934	0.8	52,592	0.6
Total	8,486,966	100.0	8,429,892	100.0	8,401,553	100.0	8,345,428	100.0	8,614,563	100

6.1.1 Perceived Health Status by Priority, Age, and Income

Table 6-2 shows health status by enrollee socioeconomic characteristics. While the majority of enrollees in general reported being in “good” health, those in Priority Groups 1-3 are less likely than those in other priority groups to perceive themselves in “excellent,” “very good,” or “good” health. About seven out of ten enrollees reported being in at least “good” health across age groups (73.3% of those younger than 45, 73.5% of those 45 to 64 years old, and 74.6% of those age 65 and older). Enrollees earning less than \$35,000 reported being in “fair” or “poor” health at a higher rate compared to higher-earning enrollees (30.5% vs. 20.7%, respectively).

Table 6-2. Perceived health status of enrollees, by priority, age, and income

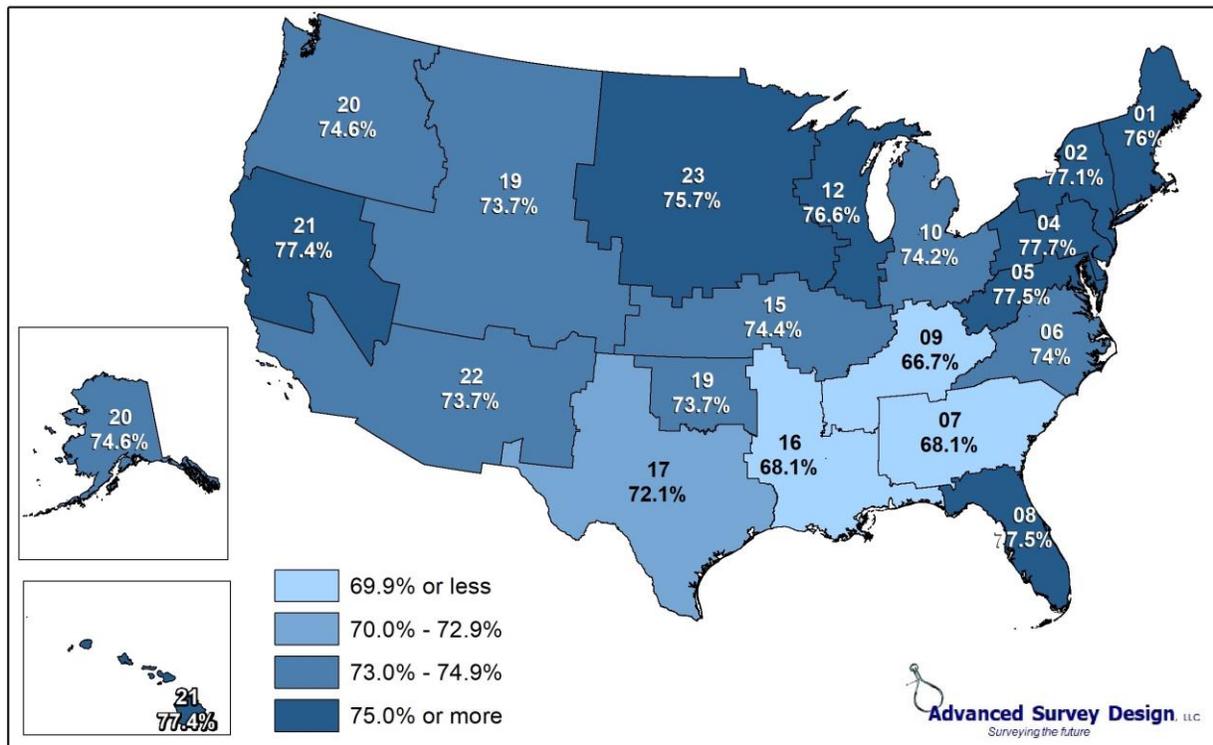
	Excellent/Very good/Good		Fair/Poor		Missing		Total
	N	%	N	%	N	%	
Priority group							
P1-P3	2,980,449	70.0	1,252,984	29.4	22,269	0.5	4,255,701
P4-P6	1,767,652	74.1	602,596	25.3	14,512	0.6	2,384,759
P7-P8	1,625,066	82.3	333,225	16.9	15,811	0.8	1,974,103
Age							
<45	1,310,185	73.3	468,970	26.2	NA	NA	1,787,172
45-64	1,928,722	73.5	684,713	26.1	11,465	0.4	2,624,899
65+	3,134,259	74.6	1,035,121	24.6	33,112	0.8	4,202,492
Income							
<\$35,000	2,650,875	68.9	1,175,344	30.5	23,380	0.6	3,849,598
\$35,000+	3,487,918	78.9	917,079	20.7	17,396	0.4	4,422,393
Unknown	234,374	68.4	96,382	28.1	11,817	3.4	342,573

Note: Denominator is all enrollees. Weighted N = 8,614,563. “NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate. Percentages may not add to 100 percent due to rounding.

6.1.2 Perceived Health Status by VISN

Figure 6-2 shows that there was little variation in perceived health status by VISN. In all VISNs, the majority of enrollees reported being in “good,” “very good,” or “excellent” health. These percentages ranged from 66.7 percent in VISN 9, to 77.7 percent in VISN 4. VISNs 7, 9, and 16 were the only areas where the rate of perceived “good,” “very good,” or “excellent” health was below 70 percent.

Figure 6-2. Percentage of Enrollees Reporting Perceived Health is Good or Better by VISN



6.2 Functional Limitations

As in the previous year, the 2018 Survey of Enrollees asked enrollees about their level of difficulty with functional tasks, including Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs). ADLs represent the fundamental functions of self-care and IADLs represent tasks necessary for independent functioning as a member of a community. Enrollees were asked how much assistance they needed to conduct the following ADLs: bathing, eating,

transferring (i.e., getting in or out of bed or a chair), using the toilet, walking around the house, and dressing. Enrollees were also asked how much help they needed to conduct the following IADLs: preparing meals, managing money, doing household chores, using the telephone, taking medications properly, getting to places in the community, scheduling medical services, and driving or using public transportation.

Having difficulty with ADLs or IADLs means the enrollee requires some, or was completely dependent on, assistance of another person or special equipment to perform daily activities. The tasks requiring, at minimum, some help were tallied for each enrollee to create a disability index. The disability index has a value of 0 for enrollees reporting no ADL or IADL limitations. The disability index has a value of 1 for enrollees reporting one or more IADLs but no ADL limitations. This was referred to as having a “low level disability.” The disability index was coded 2 for enrollees who had one ADL, 3 for enrollees who have two ADLs, and so forth. Enrollees who indicated a need for assistance with either transferring or using the toilet were counted as having one ADL.

Table 6-3 shows the percentage of enrollees at each level of the disability index. As in previous years, the proportion of enrollees with no disability or who have a low-level disability is over 80 percent (88.3% in 2016, 87.8% in 2017, and 86.8% in 2018). The rate of enrollees with disabilities has remained relatively stable since 2016. In 2018, the proportion of enrollees with one or two disabilities was estimated at 7.9 percent (compared to 7.7% in 2016 and 8.1% in 2017). Across all three years, the proportion of enrollees with three, four, or five disabilities has risen slightly (4.0%, 4.1%, and 5.2%, respectively).

Table 6-3. Percentage of enrollees with ADL and IADL disabilities

Disability index	Description	2016		2017		2018	
		N	%	N	%	N	%
0	No ADL or IADL	5,662,615	67.4	5,472,325	65.6	5,758,731	66.8
1	IADL but no ADL	1,756,161	20.9	1,856,018	22.2	1,724,020	20.0
0 TO 1	No or low level disability	7,418,776	88.3	7,328,343	87.8	7,482,751	86.8
2	One ADL disability	419,637	5.0	471,680	5.7	441,955	5.1
3	Two ADL disabilities	225,357	2.7	202,982	2.4	241,990	2.8
2 TO 3	1 or 2 ADL disabilities	644,994	7.7	674,662	8.1	683,945	7.9
4	Three ADL disabilities	126,248	1.5	122,548	1.5	155,029	1.8
5	Four ADL disabilities	102,477	1.2	104,636	1.3	170,866	2.0
6	Five ADL disabilities	109,057	1.3	115,240	1.4	121,972	1.4
4 TO 6	3, 4, or 5 ADL disabilities	337,782	4.0	342,424	4.1	447,867	5.2
	Total	8,401,553	100	8,345,428	100.0	8,614,563	100

Note: Respondents who did not answer this question were considered “No ADL or IADL.”

In addition to the indicators for ADLS and IADLs, the 2018 Survey of Enrollees asked about the degree to which enrollees needed assistance with emotional and cognitive functioning from family, friends, neighbors, or others in a typical week. The percentages across the last three years are displayed in Table 6-4. In 2018, approximately a quarter of enrollees expressed a need for support coping with stressful situations (26.0%) and avoiding triggers of anxiety (24.7%).

Table 6-4. Percentage of enrollees with emotional and cognitive needs

Description	2016		2017		2018	
	N	%	N	%	N	%
Coping with stressful situation	2,121,440	25.3	2,394,680	28.7	2,237,470	26.0
Avoiding triggers of anxiety	2,008,990	23.9	2,201,121	26.4	2,123,875	24.7
Coping with memory loss	1,806,736	21.5	1,948,668	23.4	1,953,889	22.7

Note: Denominator is all enrollees. Weighted N = 8,614,563 enrollees.

6.2.1 Functional Limitations by Age, Priority, and Income

Table 6-5 shows the percentage of enrollees with ADL and IADL disabilities by priority, age, and income. Disability was less prevalent among enrollees in the lowest Priority Groups (7-8) and those with higher levels of income (\$35,000 or more). Likewise, having three or more ADL disabilities was most common among those in Priority Groups 1-3 (6.1%), those age 65 years or older (6.2%), and those earning less than \$35,000 per year (6.6%).

Table 6-5. Percentage of enrollees with ADL and IADL disabilities, by priority, age, and income

	No ADL or IADL disability		IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, 5, or 6 ADL disabilities		Missing		Total
	N	%	N	%	N	%	N	%	N	%	
Priority group											
P1-P3	2,619,561	61.6	908,448	21.3	410,336	9.6	260,975	6.1	56,382	1.3	4,255,701
P4-P6	1,530,737	64.2	492,188	20.6	176,709	7.4	135,379	5.7	49,747	2.1	2,384,759
P7-P8	1,462,047	74.1	323,384	16.4	89,867	4.6	58,548	3.0	40,257	2.0	1,974,103
Age											
<45	1,218,313	68.2	346,891	19.4	141,271	7.9	68,256	3.8	12,440	0.7	1,787,172
45-64	1,787,052	68.1	480,904	18.3	203,906	7.8	124,041	4.7	28,997	1.1	2,624,899
65+	2,606,980	62	896,225	21.3	331,734	7.9	262,604	6.2	104,949	2.5	4,202,492
Income											
<\$35,000	2,209,025	57.4	940,784	24.4	365,912	9.5	252,466	6.6	81,411	2.1	3,849,598
\$35,000+	3,215,764	72.7	713,006	16.1	274,847	6.2	177,755	4.0	41,022	0.9	4,422,393
Missing	187,557	54.7	70,229	20.5	36,153	10.6	24,680	7.2	23,953	7.0	342,573

Note: Denominator is enrollees. Weighted N = 8,614,563.

Digital Access to VA Information and Resources

7

Since the Health Information Technology for Economic and Clinical Health (HITECH) Act of 2009, the federal government has made significant investments in the adoption of health information technology (HIT), with the aim of transforming health care delivery and promoting person-centered and self-managed health. Health providers and hospitals have followed suit by transitioning to, or improving their existing electronic systems. For example, the VA is making medical records more accessible through the Blue Button Initiative,³³ increasing its capacity for secure information exchange of health records with external (non-VA) providers and other outside entities, and updating its IT systems so that patients can use mobile platforms to access health information and services.³⁴ The VA has also recently released a new online feature through the My HealthVet portal that allows Veterans to access their medical images and associated study reports online. Called the VA Medical Images and Reports, this feature allows Veterans with a premium account to view, download and share copies of their radiology studies, such as X-rays, mammograms, MRIs and CTs, from the VA Electronic Health Record (EHR).³⁵

However, HIT has not been adopted and implemented ubiquitously, due to barriers that affect both providers and patients. Barriers for providers include cost pressures, time limitations, cultural differences, poor usability, and lack of steady and consistent access for patient users.³⁶ As more providers adopt health information technologies and make health care more available through remote means (e.g., email, phone consultations, mobile applications, and video), it has become increasingly important to understand how Veterans access the Internet, the frequency of and reasons for Internet use, and how Internet use varies across subgroups of Veterans.

An early study of Veteran Internet use found little differences compared to non-Veterans. However, the proportion of Internet users among Veterans receiving care in the VA health care

³³ <http://www.va.gov/bluebutton>

³⁴ <https://www.va.gov/op3/docs/strategicplanning/va2014-2020strategicplan.pdf>

³⁵ <https://www.va.gov/opa/pressrel/pressrelease.cfm?id=4046>

³⁶ *Federal Health IT Strategic Plan 2015-2020*. Prepared by The Office of the National Coordinator for Health Information Technology (ONC), Office of the Secretary, United States Department of Health and Human Services. https://www.healthit.gov/sites/default/files/9-5-federalhealthitstratplanfinal_0.pdf

system (59%) was significantly lower compared to Veterans receiving care from a community provider outside the VA health care system (71%).³⁷

As in previous years, the 2018 Survey of Enrollees included questions about enrollees' use of the Internet and willingness to use the Internet to access VA information and resources. This section reports on these findings as well as those on enrollees' awareness and use of My HealthVet (MHV), an online personal health record for Veterans and active duty service members, their health care providers, and dependents. MHV provides Veterans and active duty services members access to the Veterans Health Library (VHL), an online, accessible, and bilingual (English and Spanish) repository of up-to-date information about pertinent health concerns.

7.1 Access to the Internet and Text Messaging

As in the 2017 survey, more than three in four enrollees (77.8%, not shown in table) in the 2018 survey reported using the Internet, at least occasionally. Table 7-1 shows the percentage of enrollee Internet users by age, priority group, and income. Internet usage was most prevalent among enrollees who were younger, with higher incomes, and among those in Priority Groups 1-3. Nearly all (97.6%) of enrollees under the age of 45 reported that they use the Internet, compared with 63.2 percent of enrollees 65 years of age or older. Additionally, Internet use for enrollees with an annual income of \$35,000 or more was about 21 percentage points higher than the rate of Internet use among lower income enrollees. A recent study suggests that Internet use for health resource access is a critical resource for Veterans and their caregivers, with those feeling most technologically comfortable benefiting most from online resources.³⁸

³⁷ Houston, T. K., Volkman, J. E., Feng, H., Nazi, K. M., Shaimada, S. L., & Fox, S. (2013). Veteran internet use and engagement with health information online. *Military Medicine*, 178(4), 394-400. doi: 10.7205/MILMED-D-12-00377.

³⁸ Duan-Porter, W., Van Houtven, C.H., Mahanna, E.P., Chapman, J.G., Stechuchak, K.M., Coffman, C.J., and Hastings, S.N. 2018. Internet use and technology-related attitudes of Veterans and informal caregivers of Veterans. *Telemedicine and e-Health*, 24(7), doi: <https://doi.org/10.1089/tmj.2017.0015>.

Table 7-1. Enrollee use of the Internet, by age, priority group, and income

	Use the Internet, at least occasionally		Total
	N	%	
Age			
<45	1,744,857	97.6	1,787,172
45 to 64	2,298,435	87.6	2,624,899
65+	2,656,736	63.2	4,202,492
Priority group			
P1-P3	3,624,882	85.2	4,255,701
P4-P6	1,610,857	67.5	2,384,759
P7-P8	1,464,289	74.2	1,974,103
Income			
<\$35,000	2,582,971	67.1	3,849,598
\$35,000+	3,899,048	88.2	4,422,393
Missing	218,009	63.6	342,573

Note: Denominator is all enrollees. Weighted N = 8,614,563.

The 2018 Survey of Enrollees also asked about enrollee use of text messaging.³⁹ Table 7-2 shows the rate of text message use by priority group, age, and income. Just over seven in ten enrollees (71.3%, not shown) indicated that they send or receive text messages. Use of text messages varies with age, priority group, and income. Whereas almost all enrollees under the age of 45 (96.3%) reported that they use text messaging, that proportion drops to 87.5 percent of enrollees age 45-64 years old, and just over half (50.5%) of enrollees age 65 years old or older. Text messaging was highest among enrollees under 45, enrollees in Priority Groups 1-3, and enrollees who earned over \$35,000.

³⁹ Beginning with the 2017 survey (and including the 2018 survey), all respondents received the question about text message use. This reflects a change from the 2016 survey, in which only internet users received this question.

Table 7-2. Use of text messages by priority group, age, and income

	Sends/Receives text messages		Total
	N	%	
Age			
<45	1,721,418	96.3	1,787,172
45-64	2,296,795	87.5	2,624,899
65+	2,121,109	50.5	4,202,492
Priority group			
P1-P3	3,385,159	79.5	4,255,701
P4-P6	1,518,694	63.7	2,384,759
P7-P8	1,235,468	62.6	1,974,103
Income			
<\$35,000	2,394,677	62.2	3,849,598
\$35,000+	3,573,654	80.8	4,422,393
Missing	170,990	49.9	342,573

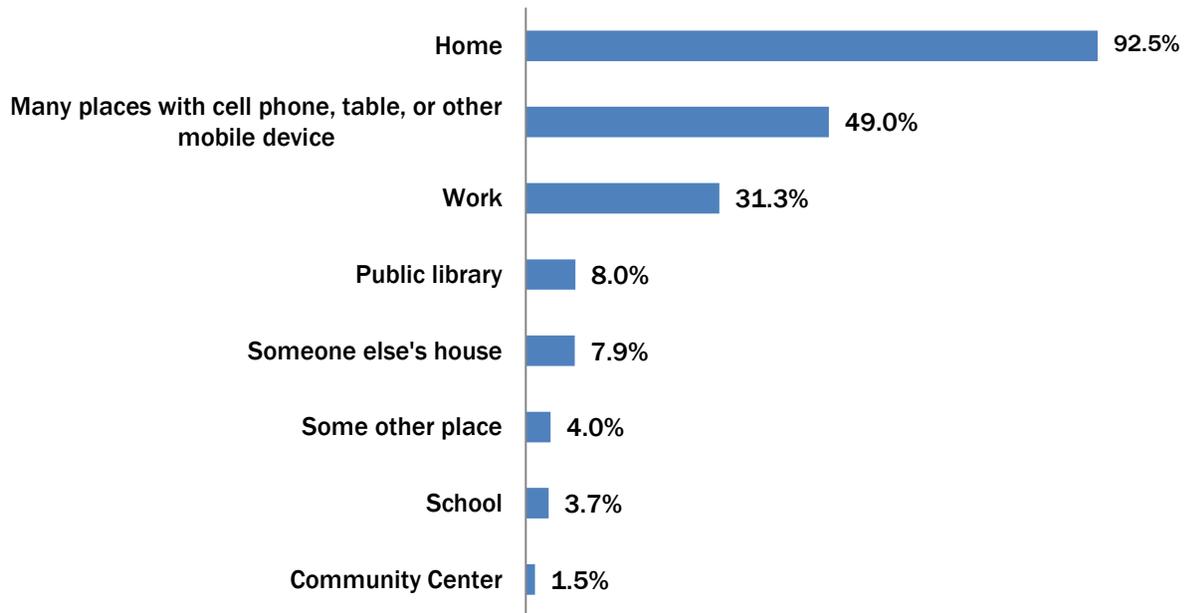
Note: Denominator is all enrollees. Weighted N = 8,614,563.

The remainder of this chapter describes responses to several questions related to Internet use among the 77.8 percent of all enrollees who indicated that they use the Internet at least occasionally. These enrollees are referred to as enrollee Internet users, Internet users, or enrollees who self-identify as Internet users.

7.1.1 Places where Enrollees Access the Internet

As shown in Figure 7-1, the most common place where enrollees accessed the Internet was at home (92.5%). Enrollees also reported accessing the Internet through mobile devices such as through a cell phone or tablet (49.0%) and at work (31.3%). A much smaller share of enrollees reported accessing the Internet at a public library (8.0%), someone else’s house (7.9%), a school (3.7%), a community center (1.5%), or some other place (4.0%).

Figure 7-1. Among enrollee Internet users, the places where they access the Internet



Note: Denominator is enrollees who are Internet users. Weighted N = 6,700,028 enrollees.

Table 7-3 shows places where enrollee Internet users accessed the Internet by priority group, age, and income. Across priority group, age group, and income, home was the most frequent place where enrollees accessed the Internet. However, there were notable differences across all three groups for other locations.

Lower income enrollee Internet users were more likely than those with higher incomes to access the Internet at a public library and less likely to access the Internet at work or on a mobile device. The rate at which higher income enrollee Internet users accessed the Internet at work was about 25 percentage points higher compared to lower income enrollee Internet users.

The youngest enrollee Internet users (younger than 45 years old) were more likely than older enrollee Internet users to access the Internet from all of the given locations except for public libraries, where a higher proportion of those age 45-64 reported using this location (10.1%) compared to 9.6% of those age 44 and younger. In particular, the youngest group of enrollee Internet users were more likely than older users to use the Internet on a mobile device (73.4%

compared to 52.8% of 45-64 and 29.8% of 65 and older) and at work (56% compared to 40.6% of 45-64 and 7.0% of 65 and older).

Enrollee Internet users in Priority Groups 1-3 were most likely to access the Internet from home (93.9% compared to 89.3% of Priority Groups 4-6 and 92.8% of Priority Groups 7-8); through mobile devices (53.4% compared to 44.3% of Priority Groups 4-6 and 43.6% of Priority Groups 7-8); and from work (35.8% compared to 22.3% of Priority Groups 4-6 and 29.8% of Priority Groups 7-8), compared with those in other priority groups.

Table 7-3. Places where enrollees access the Internet by priority group, age, and income

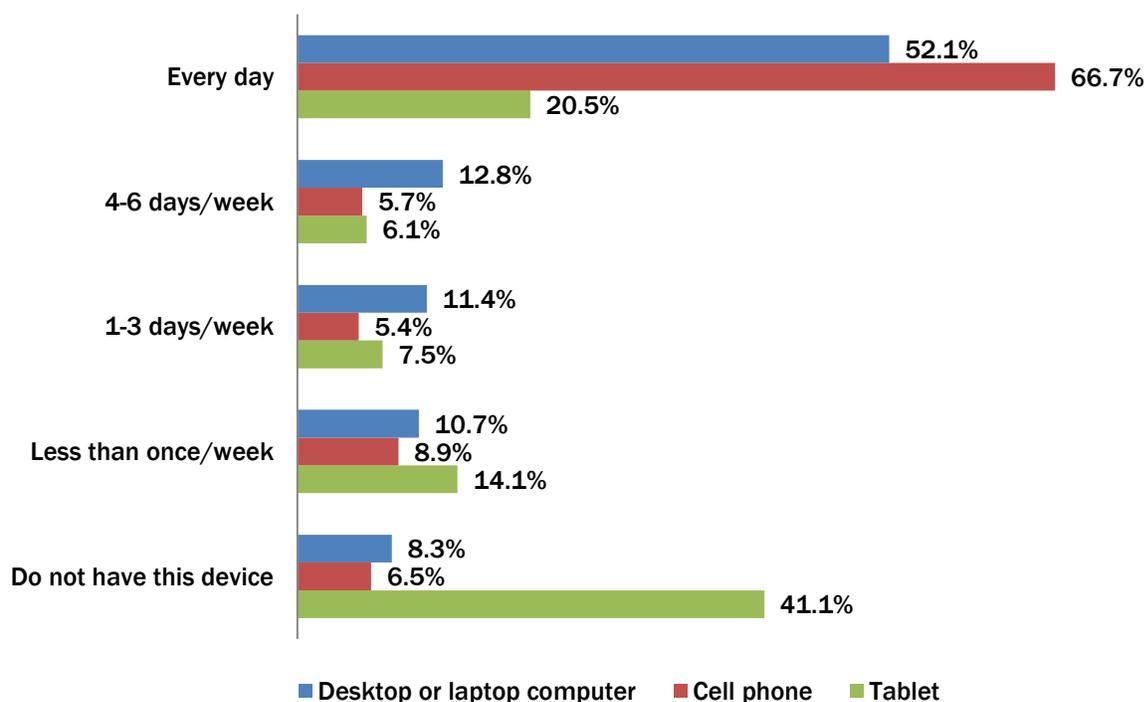
	Priority group			Age group			Income group	
	1-3	4-6	7-8	<45	45-64	65+	<\$35K	\$35K+
Home	3,403,620	1,437,913	1,358,541	1,627,695	2,091,170	2,481,209	2,300,938	3,708,762
% Internet users	93.9%	89.3%	92.8%	93.3%	91.0%	93.4%	89.1%	95.1%
Cell phone, tablet, other mobile device	1,933,985	714,263	637,851	1,281,384	1,213,984	790,730	1,075,680	2,134,881
% Internet users	53.4%	44.3%	43.6%	73.4%	52.8%	29.8%	41.6%	54.8%
Work	1,299,205	359,862	436,965	977,667	932,937	185,429	433,314	1,618,344
% Internet users	35.8%	22.3%	29.8%	56.0%	40.6%	7.0%	16.8%	41.5%
Public library	268,220	181,647	88,999	167,960	232,277	138,629	323,176	205,519
% Internet users	7.4%	11.3%	6.1%	9.6%	10.1%	5.2%	12.5%	5.3%
Someone else's house	290,178	130,206	109,717	240,210	172,221	117,672	253,097	267,515
% Internet users	8.0%	8.1%	7.5%	13.8%	7.5%	4.4%	9.8%	6.9%
School	165,451	63,809	3,805	185,362	55,088	12,615	140,039	110,282
% Internet users	4.4%	3.6%	1.5%	10.6%	2.3%	0.4%	5.0%	2.8%
Some other place	145,838	59,104	61,231	107,768	88,362	70,044	124,425	134,533
% Internet users	4.0%	3.7%	4.2%	6.2%	3.8%	2.6%	4.8%	3.5%
Community center	49,061	30,486	20,784	44,984	34,128	21,218	56,163	43,138
% Internet users	1.4%	1.9%	1.4%	2.6%	1.5%	0.8%	2.2%	1.1%

Note: Denominator is enrollees who are Internet users. Weighted N = 6,700,028 enrollees.

7.1.2 Frequency of Internet Use

Of the enrollees who self-identified as Internet users, Figure 7-2 shows the frequencies at which enrollees access the Internet through a desktop computer, cell phone, and tablet. The majority of enrollee Internet users reported accessing the Internet every day using a cell phone (66.7%), while almost half use a desktop computer every day (52.1%). Almost one in five enrollees (20.5%) accessed the Internet every day via a tablet, though another 41.1 percent reported not having access to a tablet.

Figure 7-2. Among enrollee Internet users, the frequency of use in a typical week, by device



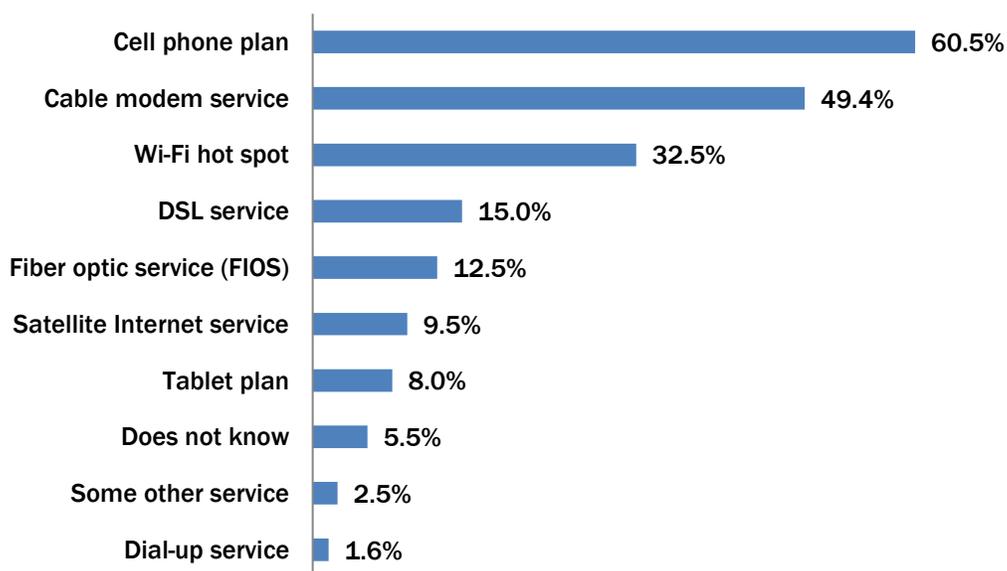
Note: Denominator is enrollees who are Internet users. Weighted N = 6,700,028 enrollees. The sum of frequencies by device do not total 100 because of missing data.

7.1.3 Services Used to Access the Internet

Enrollees who reported using the Internet at least occasionally were asked what types of services they used to access the Internet. As shown in Figure 7-3, the three most common types of services

that enrollee Internet users reported using was through a cell phone plan (60.5%), a cable modem (49.4%), and a Wi-Fi hot spot (32.5%). About one in seven (15%) use a DSL service and just over one-tenth (12.5%) use a fiber optic service. Other types of services used by enrollees to access the Internet include satellite Internet services (9.5%), tablet plans (8.0%), and dial-up services (1.6%), and 5.5 percent of enrollees using the Internet do not know the service they use to access the Internet.

Figure 7-3. Among enrollee Internet users, the services used to access the Internet



Note: Denominator is enrollees who are Internet users. Weighted N = 6,700,028 enrollees.

7.2 Activities Performed Through the Internet

As more health information becomes accessible online, more people are seeking health information online through sites specifically designed to host health information and non-health related websites like Facebook and Twitter.⁴⁰ The rate of older adults using the Internet has steadily increased – in 2016, 67 percent of Americans age 65 and older used the Internet regularly.⁴¹ In their meta-analysis of quantitative studies on older people’s use of Internet, Hunsaker and Hargittai found that across studies, higher levels of education and income and better

⁴⁰ Kim, H., and Xie, B. 2017. “Health literacy in the eHealth era: A systematic review of the literature.” *Patient Education and Counseling*, 100: 1079.

⁴¹ Hunsaker, A., and Hargittai, E., 2018. “A review of Internet use among older adults.” *New Media and Society*: 5.

self-reported health status are consistently predictive of more Internet use for older adults.⁴² Further, Veterans with more education have also been found to be more likely to use the Internet for health-related purposes. Residence in an urban area and having poor health are also factors associated with a higher likelihood of a Veteran using the Internet for health-related purposes.⁴³ Among those who use the Internet for health-related purposes, Veterans in the VA health care system are approximately three times more likely to seek information related to Alzheimer's disease, dementia and memory loss, and less likely to use the Internet to look for information about health insurance, when compared with Veterans not in the VA health care system.⁴⁴

In the 2018 Survey of Enrollees, enrollees who were Internet users indicated whether they use the Internet to perform a list of health and non-health related tasks (Figure 7-4). Approximately eight in ten enrollees who use the Internet used it in the last year to send emails (87.2%), get travel directions (83.6%), and get weather reports (81.9%). Enrollees were also using the Internet for e-Commerce purposes, with 74.1 percent of Internet-using enrollees going online to track the delivery of purchases, 71.5 percent purchasing household goods or services, 70.5 percent paying bills online, and 60.6 percent making airline, hotel, or restaurant reservations.

In terms of eHealth, 76.1 percent of Internet-using enrollees went online to look up health information, while nearly half (47.0%) reported accessing personal information in a health record online and over one third (36.5%) of Internet-using enrollees went online to make medical appointments.

⁴² Hunsaker, A., and Hargittai, E., 2018. "A review of Internet use among older adults." *New Media and Society*: 6.

⁴³ McInnes, D. K., Gifford, A. L., Kazis, L. E., & Wagner, T. H. (2010). Disparities in health-related internet use by US Veterans: Results from a national survey. *Informatics in Primary Care*, 18(1), 59-68.

⁴⁴ Houston, T. K., Volkman, J. E., Feng, H., Nazi, K. M., Shaimada, S. L., & Fox, S. (2013). Veteran internet use and engagement with health information online. *Military Medicine*, 178(4), 394-400. doi: 10.7205/MILMED-D-12-00377.

Figure 7-4. Among enrollee Internet users, the use of the Internet to perform health and non-health related tasks



Note: Denominator is enrollees who are Internet users. Weighted N = 6,700,028 enrollees. Orange bars indicate health related activities.

Enrollees’ use of the Internet for health-related purposes varies with income and age, and across priority groups. Compared to other Internet-using enrollees, younger and higher-income enrollee Internet users were more likely to perform each of the tasks on the Internet (Table 7-4). Further, in every task, enrollee Internet users in the youngest age group used the Internet to perform the task at the highest rate, while the opposite was true among the oldest age group. Similarly, lower income enrollee Internet users were less likely to perform a task on the Internet compared to higher income enrollee Internet users. Priority Groups 1-3 reported the highest rates of using the Internet to perform both health and non-health related tasks relative to Priority Groups 4-6 and 7-8. These patterns are consistent with those reported in 2017.

Table 7-4. Percentage of enrollees who used the Internet for health and non-health related tasks by priority group, age, and income

	Priority group			Age group			Income group	
	1-3	4-6	7-8	<45	45-64	65+	<\$35K	\$35K+
Send emails	3,246,806	1,337,477	1,259,866	1,657,402	2,040,198	2,146,548	2,101,744	3,570,493
% Internet users	89.6%	83.0%	86.0%	95.0%	88.8%	80.8%	81.4%	91.6%
Get travel directions	3,122,704	1,266,959	1,209,213	1,626,019	1,988,983	1,983,873	1,991,567	3,449,427
% Internet users	86.1%	78.7%	82.6%	93.2%	86.5%	74.7%	77.1%	88.5%
Get weather reports	3,051,633	1,265,944	1,170,255	1,607,992	1,933,382	1,946,458	1,989,824	3,340,159
% Internet users	84.2%	78.6%	79.9%	92.2%	84.1%	73.3%	77.0%	85.7%
Look up health information	2,873,153	1,152,322	1,070,834	1,421,564	1,803,544	1,871,201	1,839,561	3,103,823
% Internet users	79.3%	71.5%	73.1%	81.5%	78.5%	70.4%	71.2%	79.6%
Track delivery of purchases	2,840,004	1,090,267	1,032,136	1,557,327	1,763,568	1,641,511	1,690,357	3,134,904
% Internet users	78.3%	67.7%	70.5%	89.3%	76.7%	61.8%	65.4%	80.4%
Purchase household goods/services	2,729,523	1,053,293	1,010,265	1,465,421	1,670,233	1,657,428	1,588,382	3,073,622
% Internet users	75.3%	65.4%	69.0%	84.0%	72.7%	62.4%	61.5%	78.8%
Pay bills online	2,718,196	1,043,072	960,840	1,541,297	1,710,205	1,470,606	1,621,595	2,978,095
% Internet users	75.0%	64.8%	65.6%	88.3%	74.4%	55.4%	62.8%	76.4%
Airline/hotel/other reservations	2,398,306	804,155	858,848	1,328,846	1,464,571	1,267,892	1,162,657	2,787,642
% Internet users	66.2%	49.9%	58.7%	76.2%	63.7%	47.7%	45.0%	71.5%
Access personal health record	1,884,766	625,429	640,187	971,013	1,105,003	1,074,367	1,012,822	2,053,475
% Internet users	52.0%	38.8%	43.7%	55.7%	48.1%	40.4%	39.2%	52.7%
Make medical appointments	1,475,199	484,925	487,018	759,997	884,931	802,214	747,062	1,633,289
% Internet users	40.7%	30.1%	33.3%	43.6%	38.5%	30.2%	28.9%	41.9%
Take online courses	1,191,794	338,564	358,539	909,622	693,520	285,755	535,089	1,307,979
% Internet users	32.9%	21.0%	24.5%	52.1%	30.2%	10.8%	20.7%	33.5%

Note: Excludes enrollees who indicated they do not use the Internet. Weighted N = 6,700,028 enrollees.

7.3 Readiness to Use Internet for VA Information and Activities

Telehealth is one of VA’s efforts to shift health care from a provider-centric delivery model to a patient-centric model where Veterans’ personal health goals are taken into consideration and their health care needs are better met through more timely care, improved access, and higher quality.⁴⁵ Telehealth is a term used to describe various technologies such as Home Telehealth, Clinical Video Telehealth, and Store-and-Forward Telehealth (enabling sites in need of specialized consults to forward clinical data, images, and/or videos), all of which use “modern technology to provide clinical care and patient education when the patient and provider are in separate locations.”⁴⁶ Telehealth enables patients to receive medical exams from primary care providers, consult with specialists, participate in counseling, monitor chronic conditions, and share/receive diagnostic information, while circumventing barriers such as stigma, geographic distance, and travel costs. VHA telehealth services have seen a steady annual growth in the last several years,⁴⁷ and have been a critical resource for delivering clinical programs and services to meet the psychosocial and health needs of Veterans and their caregivers.^{48,49,50}

In the 2018 survey, enrollee Internet users were asked if they would be willing to perform a series of health-related tasks using a computer or mobile device. As indicated in Figure 7-5, more than eight in ten Internet-using enrollees said that they were “somewhat” or “very willing” to go online to obtain information on VA benefits (87.6%) and look for health information on a VA website (84.3%). About three in four stated that they were “somewhat” or “very willing” to go on line to access their personal health record (79.9%), access laboratory or X-ray test results (79.1%), communicate with their health care provider over secure email (79.0%), refill medication prescription (78.2%), fill out health forms (77.2%), and schedule medical appointments (76.8%).

⁴⁵ <http://www.mdedge.com/fedprac/article/101082/health-policy/madhulika-agarwal-telehealth-vha>

⁴⁶ <http://www.northflorida.va.gov/NORTHFLORIDA/services/telehealth.asp>

⁴⁷ Darkins, A. (2014). The growth of telehealth services in the Veterans Health Administration between 1994 and 2014: a study in the diffusion of innovation. *Telemedicine and e-Health*, 20(9), 761-768.

⁴⁸ Yuen, E. K., Gros, D. F., Price, M., Zeigler, S., Tuerk, P. W., Foa, E. B., & Acierno, R. (2015). Randomized controlled trial of home-based telehealth versus in-person prolonged exposure for combat-related PTSD in Veterans: Preliminary results. *Journal of clinical psychology*, 71(6), 500-512.

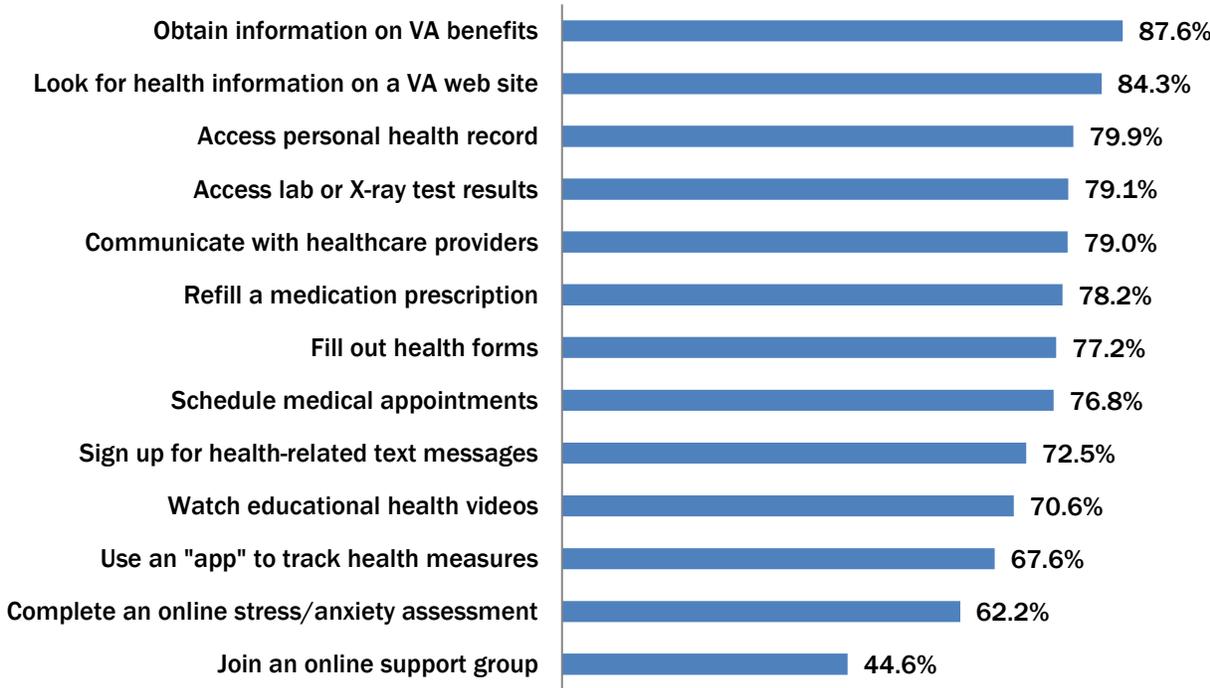
⁴⁹ Hernandez, H., Scholten, J., & Moore, E. (2015). Home Clinical Video Telehealth Promotes Education and Communication with Caregivers of Veterans with TBI. *TELEMEDICINE and e-HEALTH*, 21(9), 761-766.

⁵⁰ Dang, S., Gomez-Orozco, C. A., van Zuilen, M. H., & Levis, S. (2017). Providing Dementia Consultations to Veterans Using Clinical Video Telehealth: Results from a Clinical Demonstration Project. *Telemedicine and e-Health*.

Enrollees who access the Internet were least likely to say that they are “somewhat” or “very willing” to join an online support group for people with similar health issues (44.6%).

Compared with enrollee Internet users’ reported *use* of the Internet to complete health related tasks (Figure 7-4), enrollee Internet users’ *willingness* to perform health related tasks over the Internet was much higher (Figure 7-5). For example, while 47.0 percent of enrollees (from Figure 7-4) use the Internet to access their personal health record, fully 79.9 percent of Internet-using enrollees said that they were “somewhat” or “very willing” to access personal health records online. Likewise, while 36.5 percent of Internet-using enrollees currently go online to make medical appointments (from Figure 7-4), 76.8 percent indicated that they were “somewhat” or “very willing” to schedule medical appointments online.

Figure 7-5. Among enrollee Internet users, the willingness to perform (tele) health-related tasks



Note: Denominator is enrollees who are Internet users. Weighted N = 6,700,028 enrollees.

Table 7-5 shows the willingness of enrollee Internet users to perform telehealth services, telemedicine, or perform health-related tasks using the Internet. The willingness of enrollee Internet users to perform these tasks varied across priority groups. Priority Group 1-3 enrollee

Internet users had the highest willingness rates for all of the health tasks or telehealth services in the survey question, while Priority Groups 7-8 had the lowest willingness rates for all tasks.

Table 7-5. Percentage of enrollees willing to perform (tele) health-related tasks by priority group, age, and income

	Priority group			Age group			Income group	
	1-3	4-6	7-8	<45	45-64	65+	<\$35K	\$35K+
Obtain information on VA benefits	3,274,637	1,375,857	1,219,620	1,618,350	2,104,792	2,146,972	2,181,888	3,523,826
% Internet users	90.3%	85.4%	83.3%	92.7%	91.6%	80.8%	84.5%	90.4%
Look for health information on VA website	3,167,612	1,318,443	1,158,797	1,590,600	2,049,287	2,004,966	2,089,708	3,404,461
% Internet users	87.4%	81.8%	79.1%	91.2%	89.2%	75.5%	80.9%	87.3%
Access personal health record	3,041,813	1,222,360	1,090,731	1,552,246	1,940,699	1,861,959	1,966,800	3,251,544
% Internet users	83.9%	75.9%	74.5%	89.0%	84.4%	70.1%	76.1%	83.4%
Access lab or X-ray test results	3,017,361	1,206,138	1,074,653	1,531,963	1,933,242	1,832,946	1,931,673	3,230,881
% Internet users	83.2%	74.9%	73.4%	87.8%	84.1%	69.0%	74.8%	82.9%
Communicate with providers	3,019,076	1,210,544	1,063,569	1,541,224	1,968,851	1,783,114	1,912,445	3,246,081
% Internet users	83.3%	75.1%	72.6%	88.3%	85.7%	67.1%	74.0%	83.3%
Schedule medical appointments	2,949,851	1,161,836	1,034,699	1,544,489	1,903,165	1,698,733	1,853,235	3,163,357
% Internet users	81.4%	72.1%	70.7%	88.5%	82.8%	63.9%	71.7%	81.1%
Refill medication prescription	3,001,275	1,186,571	1,051,545	1,510,352	1,941,246	1,787,793	1,911,252	3,189,460
% Internet users	82.8%	73.7%	71.8%	86.6%	84.5%	67.3%	74.0%	81.8%
Fill out health forms	2,913,489	1,196,710	1,059,024	1,529,965	1,891,514	1,747,743	1,865,359	3,176,276
% Internet users	80.4%	74.3%	72.3%	87.7%	82.3%	65.8%	72.2%	81.5%

Table 7-5. Percentage of enrollees willing to perform (tele) health-related tasks by priority group, age, and income (continued)

	Priority group			Age group			Income group	
	1-3	4-6	7-8	<45	45-64	65+	<\$35K	\$35K+
Watch educational health videos	2,655,535	1,098,925	972,609	1,347,761	1,779,637	1,599,671	1,734,458	2,875,493
% Internet users	73.3%	68.2%	66.4%	77.2%	77.4%	60.2%	67.1%	73.7%
Receive health-related text messages on mobile device	2,797,459	1,117,709	942,429	1,458,291	1,856,427	1,542,879	1,748,894	2,989,111
% Internet users	77.2%	69.4%	64.4%	83.6%	80.8%	58.1%	67.7%	76.7%
Use app to track health measures	2,625,420	1,009,293	897,632	1,428,916	1,692,797	1,410,632	1,614,642	2,812,319
% Internet users	72.4%	62.7%	61.3%	81.9%	73.6%	53.1%	62.5%	72.1%
Complete online health assessment to measure stress/anxiety	2,422,360	946,839	795,314	1,413,038	1,593,933	1,157,543	1,535,876	2,543,177
% Internet users	66.8%	58.8%	54.3%	81.0%	69.3%	43.6%	59.5%	65.2%
Join online support group	1,733,199	691,387	564,382	996,871	1,185,163	806,934	1,122,802	1,798,998
% Internet users	47.8%	42.9%	38.5%	57.1%	51.6%	30.4%	43.5%	46.1%

Note: Excludes enrollees who indicated they do not use the Internet. Weighted N = 6,700,028 enrollees.

Younger enrollee Internet users were most willing to conduct (tele)health-related tasks on the Internet. With the exception of joining online support groups, over 77 percent of enrollee Internet users under 45 were willing to conduct the other surveyed health related tasks on the Internet (57.1% were “somewhat” or “very willing” to join an online support group). Correspondingly, VA enrollee Internet users age 65 and up were least likely to be willing to use the Internet to perform the daily health and non-health related tasks listed.

The majority of enrollee Internet users across high- and low-income levels were willing to perform most (tele)health tasks on the Internet. However, higher-income enrollee Internet users were more willing to conduct all health-related and telemedicine tasks on the Internet compared to the lower-income enrollees.

Telehealth has the potential to improve access to services and help reduce the inequalities in health care use, and ultimately outcomes, attributable to socioeconomic, geographic, and demographic differences among VA enrollees. However, in order for these benefits to be realized, it is important for these technologies to reach Veteran subgroups who are disproportionately less willing or able to adopt these new practices by providing the information and support they need in order to overcome any barriers to access and use.

7.4 Use of the My HealthVet Website

My HealthVet (MHV) is an online personal health record for Veterans and active duty service members as well as their health care providers and dependents. The objective of MHV is to provide patients with easy access to accurate health information, and the tools that are needed to make informed decisions. MHV provides an online platform where enrollees can record, access, and share important health information and communicate with their health care provider. Health-related information includes family health history, health care providers, health insurance, immunizations, lab reports and tests, medical events, medications, military health history, health goals, and current medical or health conditions.⁵¹ A new pilot program was launched in December 2015 to allow patients with diabetes to track their blood sugar levels and to update their health care providers on glucose levels through a Secure Messaging feature.⁵² Since the initial pilot (2000-

⁵¹ <http://catalog.data.gov/dataset/my-healthvet-mhv>

⁵² <https://www.myhealth.va.gov/mhv-portal-web/improving-diabetes-management-while-increasing-access?inheritRedirect=true>

2010), the My HealthVet program has demonstrated the value of providing patients with easier access to information contained in their VA health record. Furthermore, patients are encouraged to import laboratory test results from the VA electronic health record (EHR) system into a personal health record (PHR) system, which enable patients to manage their own health information.

While the VA manages the overall MHV system, the content of the PHR is the property of the Veteran.⁵³ Among the Veterans who participated, the overall level of satisfaction with this pilot program was high. Eighty-four percent agreed the information and services provided were helpful, the majority indicated that the pilot program helped to improve their care, and 90 percent said they would recommend it to another Veteran. The pilot portal's ability to import from the VA EHR system ranked especially high on the list of features.⁵⁴ This feature is currently available for "premium" account holders of MHV. The premium account gives users the highest level of access and full use of MHV features, and requires account holders to have their identification verified in order to link their MHV account with their VA/DoD records.⁵⁵ Only Veterans and/or VA patients can hold advanced and premium level accounts, however, anyone who registers on MHV can have a basic account, which has limited access to MHV features, with functionalities for the account holder to enter and view their self-reported health information.

The 2018 Survey of Enrollees asked questions about awareness and use of the MHV website.⁵⁶ Over half (54.5%) of enrollee Internet users indicated that they were aware of the MHV, and of those who were aware of MHV, 58.2 percent (not shown) said that they had used it.

Table 7-6 shows that younger enrollee Internet users were more likely to be aware of MHV compared to older enrollees. Specifically, 63.1 percent of enrollee Internet users age 45 or younger were aware of the MHV website, compared to 46.7 percent of enrollee Internet users age 65 or over. The rate of MHV use varied less compared to awareness. For example, while 60.8

⁵³ Nazi, K. M., Hogan, T. P., Wagner, T. H., McInnes, D. K., Smith, B. M., Haggstrom, D., ... Weaver, F. M. (2010). Embracing a health services research perspective on personal health records: Lessons learned from the VA My HealthVet system. *Journal of General Internal Medicine*, 25 (Suppl. 1), 62-67.

⁵⁴ Nazi, K. M., Hogan, T. P., McInnes, D. K., Woods, S. S., & Graham, G. (2013). Evaluating patient access to electronic health records: Results from a survey of Veterans. *Medical Care*, 51(3, Suppl. 1), S52-S56. doi: 10.1097/MLR.0b013e31827808db.

⁵⁵ <https://www.myhealth.va.gov/web/myhealthvet/my-healthvet-offers-three-account-types>

⁵⁶ The 2018 Survey of Enrollees – like the 2017 and 2016 instruments – only asks My HealthVet-related questions of the enrollees that responded "Yes" to "Do you use the My HealthVet Web site?" The 2015 and previous survey cycles asked MHV-related questions of everyone.

percent of enrollee Internet users under 45 were aware of the MHV website and used the website, 55.5 percent of enrollee Internet users over 65 were both aware of and used the MHV website.

As shown in Table 7-6, enrollee Internet users in higher priority groups were more likely to be aware of and use MHV. The majority of enrollee Internet users in Priority Group 1-3 reported being aware of MHV (61.6%), and of those who were aware, most (60.7%) said that they used MHV. In contrast, 40.3 percent of Priority Group 7-8 enrollee Internet users said they were aware of MHV, and 51.8 percent of those that were aware of MHV reported using the site.

Similar to findings from the 2017 Survey, differences in awareness of MHV across income levels persisted. A greater percentage of lower income enrollee Internet users were aware of MHV (59.1%) compared to higher income enrollee Internet users (51.6%). Despite differences in awareness levels, among those who were aware of MHV, use did not vary by income (58.5% of those making less than \$35,000 compared to 57.9% of those making \$35,000 or more).

Table 7-6. Among enrollee Internet users, the percentage who are aware of and use the My HealtheVet website, by age, priority group, and income

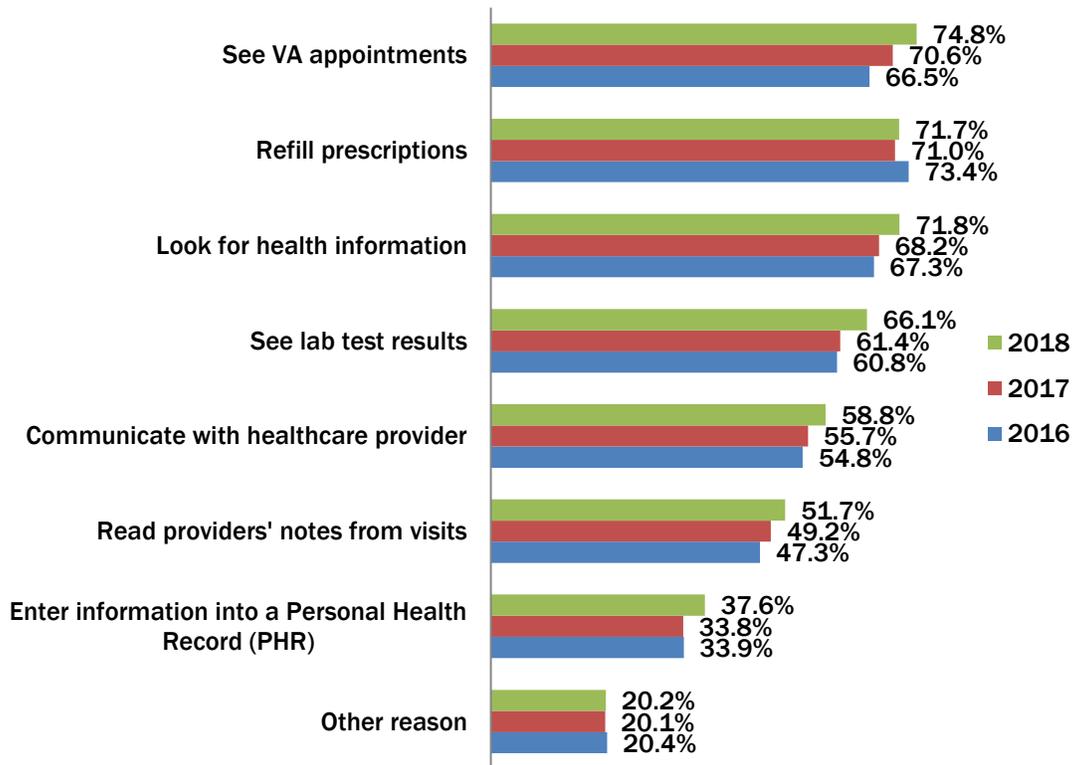
	Aware of MHV ¹		Total	Among aware, used MHV ²		Total
	N	%		N	%	
Age						
<45	1,100,413	63.1	1,744,858	669,599	60.8	1,100,413
45 to 64	1,309,632	57.0	2,298,435	765,025	58.4	1,309,632
65+	1,240,823	46.7	2,656,736	688,450	55.5	1,240,823
Priority group						
P1-P3	2,234,118	61.6	3,624,882	1,355,828	60.7	2,234,119
P4-P6	827,170	51.3	1,610,858	461,887	55.8	827,169
P7-P8	589,581	40.3	1,464,289	305,359	51.8	589,581
Income						
<\$35,000	1,527,591	59.1	2,582,972	894,305	58.5	1,527,591
\$35,000+	2,011,518	51.6	3,899,048	1,164,146	57.9	2,011,518
Missing	111,759	51.3	218,008	64,623	57.8	111,760

¹ Denominator is enrollees who use the Internet. Weighted N = 6,700,028 enrollees.

² Denominator is enrollees who use the Internet and who were aware of the My HealtheVet web site. Weighted N = 3,650,869 enrollees.

Figure 7-6 shows 2016 and 2017 findings compared to the 2018 findings on the reported reasons for using the MHV among MHV users. In 2018, 74.8 percent of MHV users looked at VA appointments, 71.8 percent looked for health information, 71.7 percent refilled prescriptions, and 66.1 percent looked at lab results. The majority of MHV users also used MHV to communicate with their health care provider through MHV (58.8%). Overall, there were slight increases over time in the majority of reported reasons, with the greatest increase in using MHV to see VA appointments, an increase from 66.5 percent in 2016 to 74.8 percent in 2018.

Figure 7-6. Among MHV users, the reported reasons for using the My HealtheVet website



Note: Denominators are enrollees who are Internet users and who indicated they were both aware and users of My HealtheVet. 2018 Weighted N = 2,123,074 enrollees.

Table 7-7 displays the variation in ways that enrollees use the MHV across priority groups, income, and age. While the proportions of MHV users did not vary much across Priority Groups, the greatest difference was in the use of MHV to refill prescriptions with the highest percentage among enrollees of Priority Groups 1-3 (73.6%), compared to 70.5 percent in Priority Groups 4-5 and 64.9 percent in Priority Groups (7-8). Enrollees younger than 65 years old were more likely to use MHV for purposes beyond refilling prescriptions. The largest difference by income was refilling prescriptions, with 75.4 percent of those MHV users with income less than \$35,000 saying that they use the MHV for this purpose, compared to 68.8 percent of those making \$35,000 or more.

Table 7-7. Percentage of enrollees reporting on reasons for using My HealtheVet website (MHV)

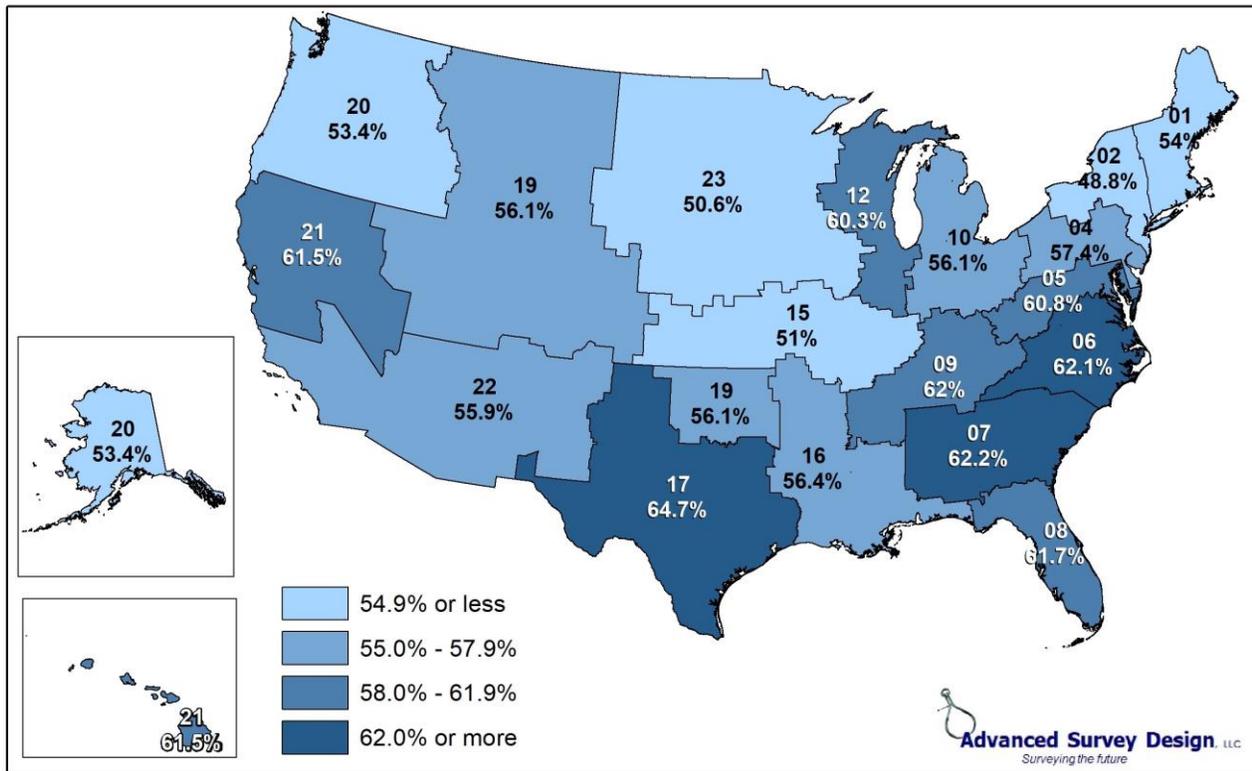
	Priority group			Age group			Income group	
	1-3	4-6	7-8	<45	45-64	65+	<\$35K	\$35K+
Refill prescriptions	997,501	325,730	198,175	473,631	557,644	490,130	674,650	801,326
% MHV users	73.6%	70.5%	64.9%	70.7%	72.9%	71.2%	75.4%	68.8%
Look for health information	979,507	329,720	215,293	516,416	556,768	451,336	632,737	848,845
% MHV users	72.2%	71.4%	70.5%	77.1%	72.8%	65.6%	70.8%	72.9%
See VA appointments	1,023,960	351,801	211,962	521,915	578,127	487,680	680,775	861,749
% MHV users	75.5%	76.2%	69.4%	77.9%	75.6%	70.8%	76.1%	74.0%
See lab test results	891,698	304,035	208,358	479,819	496,980	427,292	576,812	792,658
% MHV users	65.8%	65.8%	68.2%	71.7%	65.0%	62.1%	64.5%	68.1%
Communicate with health care provider	818,890	269,115	159,597	398,915	479,327	369,360	516,320	698,081
% MHV users	60.4%	58.3%	52.3%	59.6%	62.7%	53.7%	57.7%	60.0%
Read provider's notes	705,539	231,671	160,308	389,804	400,293	307,420	443,681	621,903
% MHV users	52.0%	50.2%	52.5%	58.2%	52.3%	44.7%	49.6%	53.4%
Enter information into PHR	508,124	184,645	105,070	311,258	292,929	193,652	338,317	442,386
% MHV users	37.5%	40.0%	34.4%	46.5%	38.3%	28.1%	37.8%	38.0%
Other reason	288,426	85,853	54,131	185,675	154,217	88,519	187,094	231,379
% MHV users	21.3%	18.6%	17.7%	27.7%	20.2%	12.9%	20.9%	19.9%

Note: Includes only enrollees who are Internet users and who indicated they were both aware and users of My HealtheVet. Weighted N = 2,123,074 enrollees.

7.4.1 Use of the My HealthVet Website by VISN

Figure 7-7 shows the percentage of enrollees who use the My HealthVet website among those who reported both using the Internet and being aware of My HealthVet. The lowest percentage of enrollees using the MHV website in any VISN was 48.8 percent (VISN 2), and the highest was 64.7 percent (VISN 17). The top five highest VISNs were VISN 17 (64.7%); VISN 7 (62.2%); VISN 6 (62.1%); VISN 9 (62.0%); and VISN 8 (61.7%). The lowest five VISNs were VISN 2 (48.8%); VISN 23 (50.6%); VISN 15 (51.0%); VISN 20 (53.4%); and VISN 1 (54.0%).

Figure 7-7. Percentage of enrollees who use the My HealthVet website by VISN



Enrollees' Views of VA Health Care **8**

In 2010, the VA adopted the Patient-Centered Medical Home model and branded it the Patient Aligned Care Teams (PACT) initiative, with the goal of changing its primary care practices. Under this initiative, the VA has committed to using a patient-centered approach, improving access, and fostering support networks to ensure that it provides high-quality care to over 5.3 million primary care patients.⁵⁷ Primary care teams, comprised of four trained health professionals, communicate with

patients to understand their individual health goals and deliver coordinated care. Patients can still access care by way of an in-person appointment, but can also receive services through additional channels, such as in-person group visits and tele-consultations. This approach is intended to transform the process of delivering and receiving care, resulting in better health outcomes and higher patient satisfaction.

The VA funded five demonstration sites to develop an evidence base and evaluation strategies under the PACT model and to deliver accessible, patient-centered, coordinated, and team-based care through telemedicine and secure messaging methods to serve rural patients. The sites have produced some promising initial results, which include a 20-percent reduction in urgent care visits, an increase in the percentage of Veterans using secure messaging to receive virtual care, and a majority (70%) of Veterans who are able to get an appointment on the same day if requested.⁵⁸ However, studies have shown mixed results and processes would need to be standardized if the

In general, Veterans in Priority Groups 1-3 expressed less satisfaction

Older Veterans were more satisfied and reported better experiences

Younger Veterans reported more reasons for using non-VA services

There is variation in satisfaction among racial and ethnic groups of enrolled Veterans

⁵⁷ Schectman, G., & Stark, R. (2014). Orchestrating large organizational change in primary care: The Veterans' Health Administration experience implementing a patient-centered medical home. *Journal of General Internal Medicine*, 29 (Suppl.2), 550–551. <http://doi.org/10.1007/s11606-014-2828-7>

⁵⁸ [https://pcmh.ahrq.gov/sites/default/files/attachments/VA_PCMH_Activities_Public_Final\(1\).pdf](https://pcmh.ahrq.gov/sites/default/files/attachments/VA_PCMH_Activities_Public_Final(1).pdf)

model were to be used system-wide to ensure that the patient experience is more consistent across VA medical centers.^{59,60}

Some business, operational, and other processes (e.g., contacting newly enrolled Veterans to schedule appointments) have been found to be inconsistent with VHA policy and/or inconsistent across VA medical centers.^{61,62}

The 2018 Survey of Enrollees included a series of questions about enrollees' views on health care and reasons for using or not using services provided through the VA health system. Two sets of questions were designed for enrollees who indicated that they used any VA health care services at a VA facility or a community provider that was paid by the VA on or after January 1, 2017. A total of 59.6 percent (not shown) of enrollees responded to these questions regarding enrollees' general experience with using the VA services, and their satisfaction with the care they received.

8.1 Experience Using the VA

VA has several existing programs to help enrollees better access VA health care services. In 2014, Congress enacted the Veterans Access, Choice, and Accountability Act, which provided \$15 billion in new funding for Department of Veterans Affairs (VA) health care.⁶³ In general, this law requires VA to offer Veterans the option to receive hospital care and medical services from a non-VA provider when a VA facility cannot provide an appointment within 30 days, or when Veterans reside more than 40 miles from the nearest VA facility.⁶⁴ The VA Beneficiary Travel program

⁵⁹ Werner, R. M., Duggan, M., Duey, K., Zhu, J., & Stuart, E.A. (2013). The patient-centered medical home: An evaluation of a single private payer demonstration in New Jersey. *Medical Care*, 51, 487-493.

⁶⁰ Day, J., Scammon, D. L., Kim, J., Sheets-Mervis, A., Day, R., Tomoiaia, A., Magill, M. K. (2013). Quality, satisfaction, and financial efficiency associated with elements of primary care practice transformation: Preliminary findings. *Annals of Family Medicine*, 11(Suppl. 1), S50-S59.

⁶¹ Independent Assessment of the Health Care Delivery Systems and Management Processes of the Department of Veterans Affairs. Volume I: Integrated Report. Prepared for the U.S. Department of Veterans Affairs by the CMS Alliance to Modernize Health Care Federally Funded Research and Development Center. September 1, 2015.

⁶² VA Health Care: Actions Needed to Improve Newly Enrolled Veterans Access to Primary Care. Report to the Chairman, Subcommittee on Oversight & Investigations, Committee on Veterans' Affairs, House of Representatives. United States Government Accountability Office. March 2016.

⁶³ http://www.gao.gov/highrisk/managing_risks_improving_va_health_care/why_did_study

⁶⁴ https://www.va.gov/opa/choiceact/for_Veterans.asp

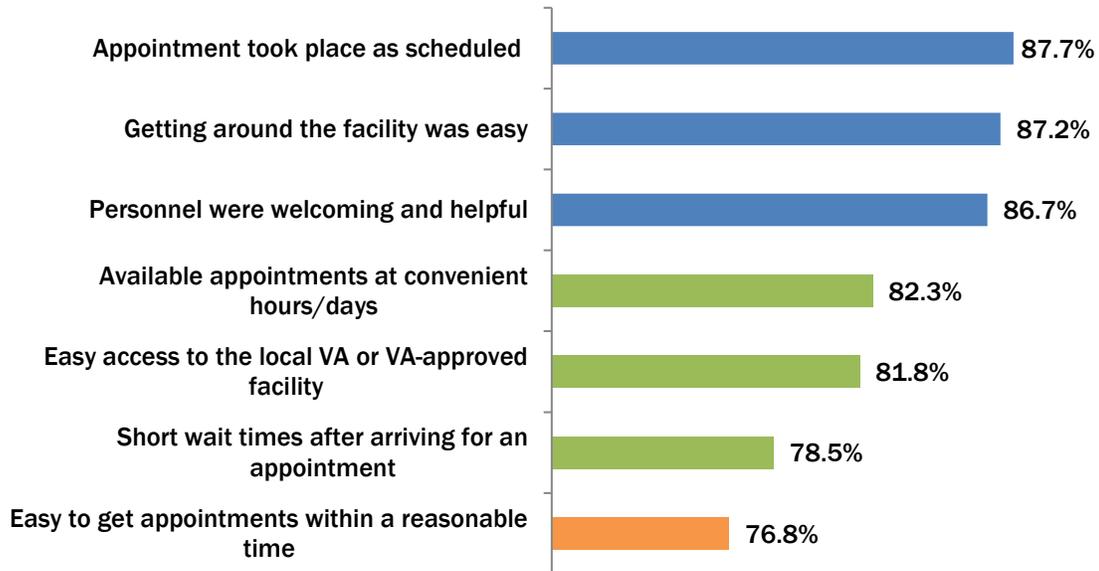
reimburses eligible enrollees for certain transportation expenses to travel to VA-provided or VA-authorized outpatient and inpatient medical services.⁶⁵

In response to these policies, the 2018 Survey of Enrollees asked seven questions to assess perceptions of availability and accessibility of VA health care among enrollees who used VA services in the past year. The questions asked about their general experience with VA health care services from scheduling the appointment to their experience on the actual day of the visit.

Figure 8-1 shows that among enrollees who used VA health care services, a large majority responded favorably about their experiences with scheduling appointments and accessibility on the day of their visit to the VA or VA-approved facility. Regarding factors related to appointment scheduling and interaction (blue bars), 87.7 percent indicated that their appointments took place as scheduled, 87.2 percent indicated that it was easy getting around the facility, and 86.7 percent indicated that personnel were welcoming and helpful during their visits to VA or VA-approved facilities. Regarding accessibility and appointments (green bars), 82.3 percent indicated that they were able to find appointments at convenient times and days, 81.8 percent of enrollees indicated that the VA or VA-approved facility was easy to access, and 78.5 percent experienced short wait times after arriving for an appointment. In addition, 76.8 percent were able to get appointments within a reasonable time “most of the time” or “nearly always or always” (orange bar).

⁶⁵ http://www.va.gov/HEALTHBENEFITS/vtp/beneficiary_travel.asp

Figure 8-1. Among VA users, the percentage of enrollees who indicated “most of the time” or “always/nearly always” about their VA health care experiences with scheduling, access, and interactions with personnel



Note: Denominator is enrollees who used any VA health care services on or after January 1, 2017 at a VA facility or a community provide that was paid by the VA. Weighted N = 5,135,751 of enrollees.

8.1.1 VA Experience by Priority Group, Age, Income, Race, and Ethnicity

As shown in Table 8-1, perceptions about scheduling appointments were least positive for Priority Groups 1-3. Nearly three quarters (72.6%) of enrollees in Priority Groups 1-3 reported that it was easy to get appointments within a reasonable time, compared to 81.2 percent of enrollees in Priority Groups 4-6 and 82.4 percent of enrollees in Priority Groups 7-8. Likewise, 79.0 percent of those in Priority Groups 1-3 indicated that they were able to schedule appointments at convenient days and times, compared to 85.6 percent of enrollees in Priority Groups 4-6 and 87.2 percent of enrollees in Priority Groups 7-8. There were also noticeable differences across age groups. Over 80 percent of enrollees age 65 and up reported that in most or all cases, it was easy to schedule appointments within a reasonable time (83.5%) and/or at convenient times and days (88.2%). This contrasted with the youngest group of enrollees (younger than age 45), where only 63.0 percent and 69.6 percent had favorable experiences in response to the same two questions, respectively. Perceptions of scheduling varied less across income level. Lower and higher-income enrollees’ perceptions of appointment scheduling varied by less than three percentage points for each

question. In general, enrolled Veterans of minority racial and ethnic groups were less likely than their White counterparts to express satisfaction with their appointment scheduling.

Table 8-1. Among VA health care users, the percentage of enrollees reporting on perceptions of appointment scheduling, by priority group, age, income, race, and ethnicity

	Easy to get appointments within a reasonable time	Available appointments at convenient hours/days	Appointments took place as scheduled	Total
Priority group				
P1-P3	72.6	79.0	86.2	2,749,222
P4-P6	81.2	85.6	88.9	1,443,329
P7-P8	82.4	87.2	90.5	943,200
Age				
<45	63.0	69.6	84.2	1,043,552
45-64	75.2	81.2	87.5	1,543,113
65+	83.5	88.2	89.4	2,549,087
Income				
<\$35,000	78.2	83.2	87.4	2,597,837
\$35,000+	75.3	81.7	88.4	2,327,696
Missing	75.6	80.0	84.9	210,218
Race and Ethnicity (mutually exclusive)				
White non-Hispanic	78.7	84.2	88.9	3,789,742
Black non-Hispanic	73.3	79.6	85.1	617,866
American Indian/Alaska Native non-Hispanic	66.9	73.5	85.9	42,192
Asian non-Hispanic	64.3	66.2	85.1	42,748
Native Hawaiian non-Hispanic	67.0	77.4	74.0	9,260
Multi-racial non-Hispanic	66.4	69.9	84.3	97,077
Hispanic	71.6	76.7	84.1	392,243
Missing	71.4	76.4	82.7	144,622

Note: Weighted N = 5,135,751 of enrollees who used any VA health care services on or after January 1, 2017 at a VA facility or a community provider that was paid by the VA. Responses represent a combination of enrollees who answered “Always and Nearly Always” and “Most of the Time.”

Table 8-2 shows similar patterns for factors relating to accessibility across the priority groups. Veterans in Priority Groups 1-3 responded less favorably about their experiences with getting to and getting around the VA or VA-approved facilities, as well as with their wait times after arriving for an appointment, compared to those in Priority Groups 4-6 and Priority Groups 7-8. The greatest disparity in perceptions about accessibility to VA facilities and experiences with VA personnel can be seen across age groups. For all four indicators displayed in Table 8-2, younger enrollees were more likely to report less satisfactory experiences overall, and enrollees age 65 and older were most likely to report that their experiences were consistently (mostly or always) positive in regards to accessing the VA facilities, wait times, and in their interactions with VA personnel. Enrollee perceptions of accessibility were fairly consistent across income levels, though slightly fewer lower-income enrollees reported positively about accessibility compared to their higher-income counterparts (except for personnel were welcoming and helpful). There were noticeable differences among racial and ethnic group responses about accessibility experiences. In particular, fewer than 70 percent of Asian non-Hispanic or American Indian/Alaska Native non-Hispanic enrollees indicated they had routinely experienced a short wait upon arriving for their appointment or easy access to the local VA or VA-approved facility.

Table 8-2. Percentage of enrollees reporting on perceptions of VA accessibility, by priority group, age, income, race, and ethnicity

	Easy access to the local VA or VA-approved facility (%)	Short wait times after arriving for an appointment (%)	Getting around the facility was easy (%)	Personnel were welcoming and helpful (%)	Total
Priority group					
P1-P3	80.4	75.3	85.5	83.7	2,749,222
P4-P6	82.0	80.9	88.7	90.2	1,443,329
P7-P8	85.9	84.4	89.9	90.2	943,200
Age					
<45	79.6	70.6	84.1	76.9	1,043,552
45-64	81.6	76.5	86.9	86.4	1,543,113
65+	82.9	83.0	88.7	91.0	2,549,087
Income					
<\$35,000	80.3	78.3	87.2	87.1	2,597,837
\$35,000+	83.8	79.4	87.8	86.6	2,327,696
Missing	78.7	72.6	81.9	83.8	210,218

Table 8-2. Percentage of enrollees reporting on perceptions of VA accessibility, by priority group, age, income, race, and ethnicity (continued)

	Easy access to the local VA or VA-approved facility	Short wait times after arriving for an appointment	Getting around the facility was easy	Personnel were welcoming and helpful	Total
Race and Ethnicity (mutually exclusive)					
White non-Hispanic	82.7	80.6	88.2	88.3	3,789,742
Black non-Hispanic	82.5	73.0	85.0	82.4	617,866
American Indian/Alaska Native non-Hispanic	67.2	65.7	78.3	80.4	42,192
Asian non-Hispanic	68.8	65.8	79.3	85.2	42,748
Native Hawaiian non-Hispanic	72.1	60.5	81.2	72.9	9,260
Multi-racial non-Hispanic	73.3	73.1	85.4	82.9	97,077
Hispanic	79.4	74.4	85.7	82.2	392,243
Missing	79.0	72.4	82.5	82.9	144,622

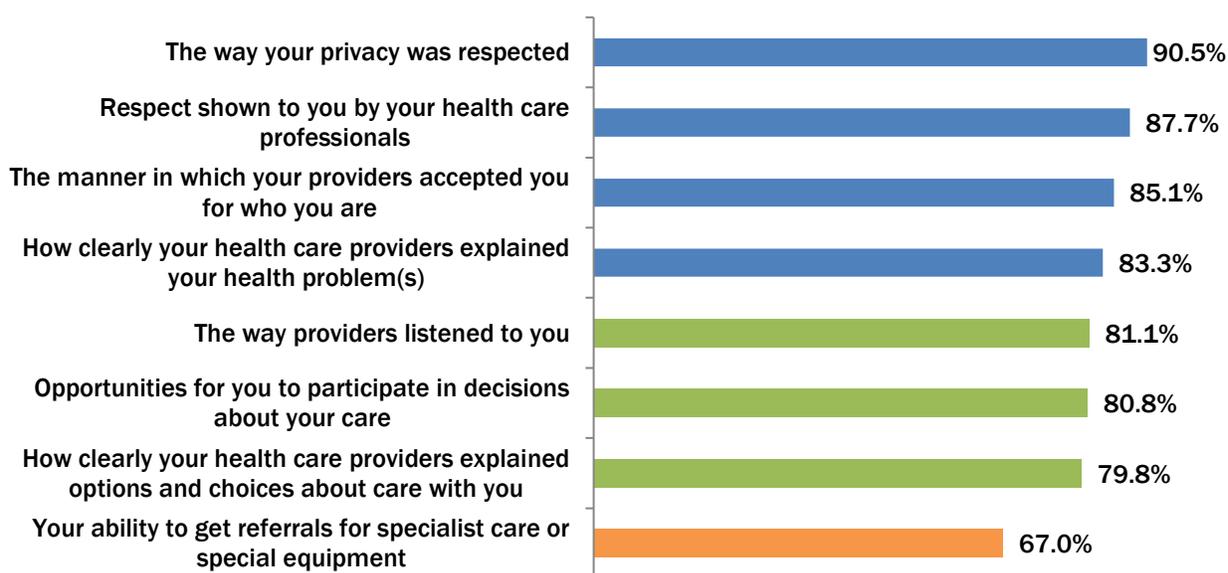
Note: Weighted N = 5,135,751 of enrollees who used any VA health care services on or after January 1, 2017 at a VA facility or a community provide that was paid by the VA. Responses represent a combination of enrollees who answered “Always and Nearly Always” and “Most of the Time.”

8.2 Satisfaction with Health Care Received Through VA Services

Similar to the format for the statements about enrollees’ experience when using VA services, the 2018 Survey of Enrollees included a second set of statements that assessed enrollees’ general levels of satisfaction with the health care they received at a VA facility. As displayed in Figure 8-2, statements were categorized into three groups, and ranked from highest to lowest levels of satisfaction within each group. The first group included four statements that asked about the interactions between providers and enrollees on their visit (blue bars). Enrollees were most satisfied with the way in which their privacy was respected (90.5%). Enrollees also felt satisfied in the way that they were shown respect (87.7%), accepted for who they were (85.1%), and the degree to which their providers clearly explained their health problems (83.3%). The majority of

enrollees (79.8% to 81.1%) also expressed high satisfaction with participation in decision-making about their health issues (green bars). Participation included the way that their providers listened to them during their visits, how clearly providers explained the options and choices about care, and the degree to which they were presented with opportunities to participate in their own health care decision-making. Lastly, one statement assessed the enrollees’ ability to get referrals for specialist care or special equipment (orange bar). Among the enrollees who used VA services in 2017, over two-thirds (67.0%) indicated that they were satisfied with this aspect of the VA health care services. Responses continued to trend positively in 2018.

Figure 8-2. Among VA users, the percentage of enrollees who indicated “moderately satisfied” or “very satisfied” with their interactions and decision-making process with providers, and referrals received at a VA health care facility



Note: Denominator is enrollees who used any VA health care services on or after January 1, 2017 at a VA facility or a community provide that was paid by the VA. Weighted N = 5,135,751 of enrollees.

8.2.1 Satisfaction by Priority Group, Age, Income, Race, and Ethnicity

When examined by socio-demographic characteristics, enrollees in lower priority groups (Priority Groups 4-6 and 7-8), age 65 and older, and those with higher incomes, generally had higher levels of satisfaction with VA health care. For example, as Table 8-3 shows, 86.8 to 91.8 percent of enrollees age 65 and older indicated that they were moderately or very satisfied with their interactions with VA providers. In contrast, 68.7 to 87.4 percent of those younger than 45 years

old reported equivalent levels of satisfaction. In general, enrollees who are White were slightly more likely to express satisfaction with their VA health care experiences than enrollees in other racial and ethnic groups. Enrollees across all the socio-demographic groups, except Native Hawaiian non-Hispanic, were most satisfied with the respect they received for their privacy, but least satisfied with the way VA health care providers listened to them.

Table 8-3. Among VA health care users, percentage of enrollees reporting on VA satisfaction, by priority group, age, income, race, and ethnicity

	Your privacy was respected (%)	Respect shown to you (%)	Accepted you for who you are (%)	The way providers listened to you (%)	Total
Priority group					
P1-P3	89.3	85.4	82.4	78.2	2,749,222
P4-P6	91.7	90.1	87.4	83.5	1,443,329
P7-P8	92.1	90.7	89.4	85.8	943,200
Age					
<45	87.4	80.0	76.6	68.7	1,043,552
45-64	90.3	87.2	84.3	80.0	1,543,113
65+	91.8	91.2	89.1	86.8	2,549,087
Income					
<\$35,000	90.0	87.3	84.9	80.6	2,597,837
\$35,000+	91.4	88.4	85.7	81.6	2,327,696
Missing	86.7	85.4	80.8	81.1	210,218

Table 8-3. Among VA health care users, percentage of enrollees reporting on VA satisfaction, by priority group, age, income, race, and ethnicity (continued)

	Your privacy was respected (%)	Respect shown to you (%)	Accepted you for who you are (%)	The way providers listened to you (%)	Total
Race and Ethnicity (mutually exclusive)					
White non-Hispanic	91.4	88.8	86.3	81.9	3,789,742
Black non-Hispanic	88.5	85.3	81.5	80.1	617,866
American Indian/Alaska Native non-Hispanic	82.1	79.1	78.2	70.2	42,192
Asian non-Hispanic	87.7	79.6	81.5	71.6	42,748
Native Hawaiian non-Hispanic	84.7	89.0	84.7	75.8	9,260
Multi-racial non-Hispanic	85.3	83.6	75.9	72.8	97,077
Hispanic	89.6	85.7	84.7	80.6	392,243
Missing	85.0	80.9	79.0	76.9	144,622

Note: Weighted N = 5,135,751 of enrollees who used any VA health care services on or after January 1, 2017 at a VA facility or a community provider that was paid by the VA. Responses represent a combination of enrollees who answered “Very Satisfied” and “Mostly Satisfied.”

Table 8-4 shows the responses for the statements about understanding and involvement in their health care decision process. Again, older enrollees generally had more positive levels of satisfaction with these processes compared to younger enrollees. Enrollees age 65 and older were more satisfied with these aspects of VA health care (ranging from 84.7% to 87.8%) than those younger than age 45 (69.6% to 72.6%). Priority Groups 1-3 enrollees were less likely to be satisfied (ranging from 76.7% to 80.8%) compared to those in Priority Groups 7-8 (ranging from 83.9% to 86.5% in satisfaction). Further, enrollees in Priority Groups 1-3 and those younger than 45 years old also expressed less satisfaction than the other groups regarding referrals for a specialist or special equipment. Satisfaction levels of lower income enrollees were similar to those of higher income enrollees except that lower-income enrollees were more likely to be satisfied with their ability to get referrals for specialists or special equipment. As with other experience and satisfaction factors, there was variation among racial and ethnic groups in their satisfaction with

the way they were kept involved with their health care. Of note, Native Hawaiians were far less satisfied (59.2%) with their ability to get referrals than other racial/ethnic groups. American Indian/Alaska Native enrollees expressed the least satisfaction with three of the four aspects of their health care decision-making process: 72.4 percent satisfaction with the way their health care problems were explained, 65.7 percent satisfaction with their participation in decisions about care, and 65.2 percent satisfaction with the explanation of options about care.

Table 8-4. Percentage of enrollees reporting on VA satisfaction, by priority group, age, income, race, and ethnicity

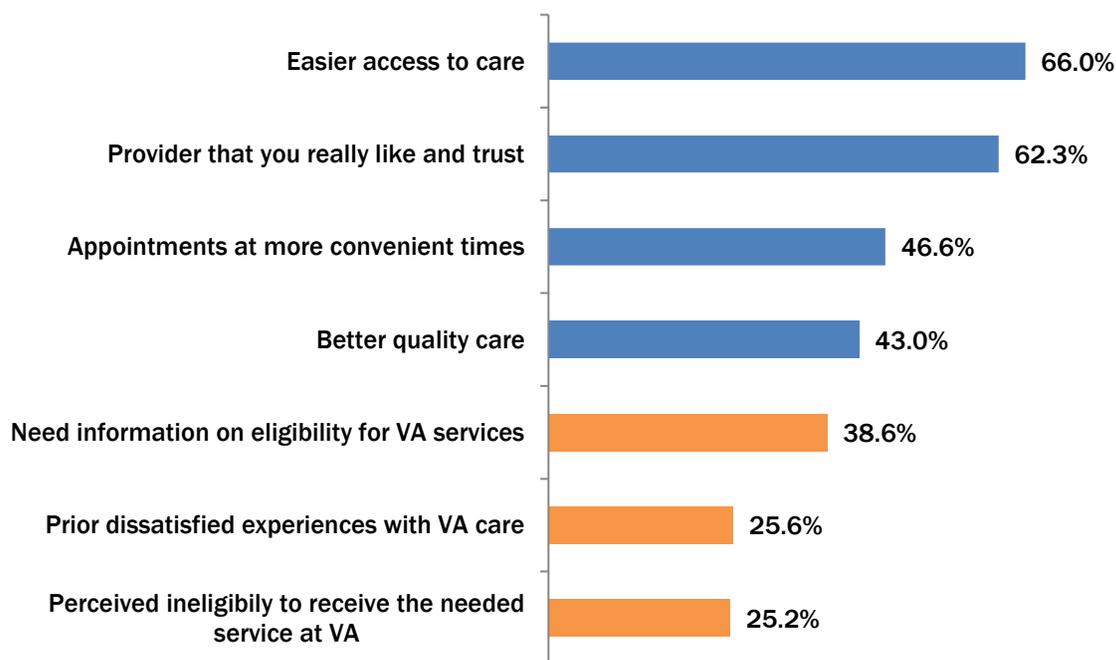
	Explanation of health problem(s)	Participation in decisions about your care	Explanation of options about care	Referrals for specialist or special equipment	Total
Priority group					
P1-P3	80.8	78.1	76.7	65.3	2,749,222
P4-P6	85.9	83.8	83.0	70.3	1,443,329
P7-P8	86.5	84.0	83.9	67.0	943,200
Age					
<45	72.6	72.0	69.6	60.3	1,043,552
45-64	83.1	80.6	78.6	67.1	1,543,113
65+	87.8	84.5	84.7	69.7	2,549,087
Income					
<\$35,000	83.2	80.4	79.8	69.5	2,597,837
\$35,000+	83.5	81.5	79.9	64.7	2,327,696
Missing	81.5	78.5	78.4	61.4	210,218
Race and ethnicity (mutually exclusive)					
White non-Hispanic	84.0	81.8	80.5	66.6	3,789,742
Black non-Hispanic	83.8	80.3	80.3	70.0	617,866
American Indian/Alaska Native non-Hispanic	72.4	65.7	65.2	60.2	42,192
Asian non-Hispanic	74.8	70.2	67.2	67.0	42,748
Native Hawaiian non-Hispanic	75.7	76.2	76.2	59.2	9,260
Multi-racial non-Hispanic	74.1	73.4	73.0	66.2	97,077
Hispanic	81.2	78.3	78.3	70.5	392,243
Missing	78.6	76.4	75.0	59.7	144,622

Note: Weighted N = 5,135,751 of enrollees who used any VA health care services on or after January 1, 2017 at a VA facility or a community provider that was paid by the VA. Responses represent a combination of enrollees who answered "Very Satisfied" and "Mostly Satisfied."

8.3 Reasons for Using Health Care Services Other Than VA's

Similar to the 2017 results, 2018 findings show that 61.6 percent (not shown) of enrollees indicated that they had used health care services other than those provided or paid by VA. These enrollees were asked about possible reasons they chose to use other health care services for some or all of their health care needs. Figure 8-3 shows that the responses to these statements spanned from 66.0 percent agreement to a low of 25.2 percent agreement. Among the positive aspects of using non-VA facilities (blue bars), the top two reasons reported by enrollees were that they found these facilities provided “easier access to care” (66.0%), and that they had an existing provider outside VA who they “really like and trust” (62.3%). About half of enrollees who responded to this question indicated that they used other health care services because appointments were available at more convenient times (46.6%) and 43.0 percent indicated that they provided better quality of care than VA health facilities.

Figure 8-3. Among VA health care users, reasons for using other health care services and barriers to using VA services



Note: Denominator excludes enrollees who never used health care services other than those provided or paid for by VA. Weighted N = 5,303,650 enrollees.

Three remaining statements were phrased as perceived barriers (orange bars) to using VA services. About two out of five (38.6%) of enrollees indicated that they did not have sufficient information about their eligibility for VA services, and 25.2 percent believed that they were ineligible to receive the needed services at VA. In addition, 25.6 percent of enrollees indicated they were dissatisfied with prior experiences with VA health care. As with previous survey items, reasons for using other health care services and barriers to using VA services were similar from 2017 to 2018.

8.3.1 Reasons for Using Other Health Care Services, by Priority Group, Age, Income, Race, and Ethnicity

As shown in Table 8-5, of those enrollees who reported using other health care services, a greater proportion of enrollees in Priority Groups 1-3 agreed with all the reasons listed in the survey for using non-VA services, compared to enrollees in the lower priority groups. While those in the youngest enrollee group (those under 45 years of age) were also more likely to select these reasons for using other health care services (with the exception of having a provider they really like and trust), enrollees who were age 65 or older placed a higher importance on having a “provider that [they] really like and trust” as their reason for using other health care services. Across the board, higher-income respondents were also more likely to agree with these reasons, compared with the lower-income respondents. Although variation exists across racial and ethnic groups, easier access to care was the most frequently cited reason within each group for using a provider other than the VA health care.

Table 8-5. Percentage of enrollees reporting on reasons for using other health care services by priority group, age, income, race, and ethnicity (positive factors)

	Easier access to care	Provider that you really like and trust	Appointments at more convenient times	Better quality care	Total
Priority group					
P1-P3	69.7	64.4	51.7	48.6	2,654,674
P4-P6	60.7	56.3	38.9	33.9	1,229,359
P7-P8	63.7	63.6	43.7	40.3	1,419,617
Age					
<45	72.8	52.8	60.0	55.6	962,415
45-64	66.8	59.3	50.5	44.8	1,439,814
65+	63.3	66.9	40.2	37.9	2,901,421
Income					
<\$35,000	61.0	56.0	39.7	34.8	1,907,937
\$35,000+	69.4	66.2	51.0	47.9	3,189,348
Missing	59.7	59.9	43.0	41.6	206,365
Race and ethnicity (mutually exclusive)					
White non-Hispanic	66.8	63.8	45.3	42.8	4,123,432
Black non-Hispanic	62.0	57.5	51.2	39.8	508,748
American Indian/Alaska Native non-Hispanic	53.6	52.5	51.4	46.1	42,243
Asian non-Hispanic	77.2	58.4	55.0	53.1	40,539
Native Hawaiian non-Hispanic	75.2	66.8	54.8	NA	11,366
Multi-racial non-Hispanic	67.5	54.2	54.7	50.1	86,703
Hispanic	63.1	56.9	51.6	45.4	345,775
Missing	62.8	56.9	47.9	45.0	144,844

Note: Weighted N = 5,303,650 of enrollees. Excludes enrollees who never used health care services other than those provided or paid for by VA. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

A more varied pattern emerged for the negatively phrased statements about barriers to using VA care. Table 8-6 shows that lower priority groups (Priority Groups 4-6 and 7-8) were more likely to identify as barriers the need for more information on eligibility for VA services and their

perceived ineligibility to receive needed services at the VA. However, enrollees in the highest priority group (Priority Group 1-3) were more likely than lower priority groups to say that “prior dissatisfaction with VA care” was an important reason for using other health care services. Enrollees younger than age 65 were more likely than older enrollees to identify needs for more information on eligibility, dissatisfaction with prior VA care experiences, or perceived ineligibility as reasons for using a non-VA health service. Enrollees with an annual household income less than \$35,000 were more likely to experience barriers related to perceived ineligibility to receive the needed service at VA, compared to higher income enrollees. Enrollees from all minority racial and ethnic groups were much more likely than White non-Hispanic enrollees to cite needing information on their eligibility as a reason for using a provider other than VA.

Table 8-6. Percentage of enrollees reporting on reasons for using other health care services by priority group, age, income, race, and ethnicity (negative factors)

	Need information on eligibility for VA services	Prior dissatisfied experiences with VA care	Perceived ineligibility to receive the needed service at VA	Total
Priority group				
P1-P3	36.7	30.6	22.5	2,654,674
P4-P6	40.5	20.6	26.9	1,229,359
P7-P8	40.6	20.5	28.7	1,419,617
Age				
<45	44.2	39.0	29.6	962,415
45-64	44.2	28.9	25.7	1,439,814
65+	34.0	19.5	23.5	2,901,421
Income				
<\$35,000	39.3	25.2	26.4	1,907,937
\$35,000+	38.5	25.6	24.6	3,189,348
Missing	35.3	28.5	23.3	206,365
Race and ethnicity (mutually exclusive)				
White non-Hispanic	36.9	24.2	24.6	4,123,432
Black non-Hispanic	44.4	28.4	25.2	508,748
American Indian/Alaska Native non-Hispanic	50.7	45.2	31.7	42,243
Asian non-Hispanic	48.2	22.3	35.6	40,539
Native Hawaiian non-Hispanic	50.0	NA	NA	11,366
Multi-racial non-Hispanic	45.1	39.0	29.0	86,703
Hispanic	45.6	30.9	29.0	345,775
Missing	39.9	28.7	24.5	144,844

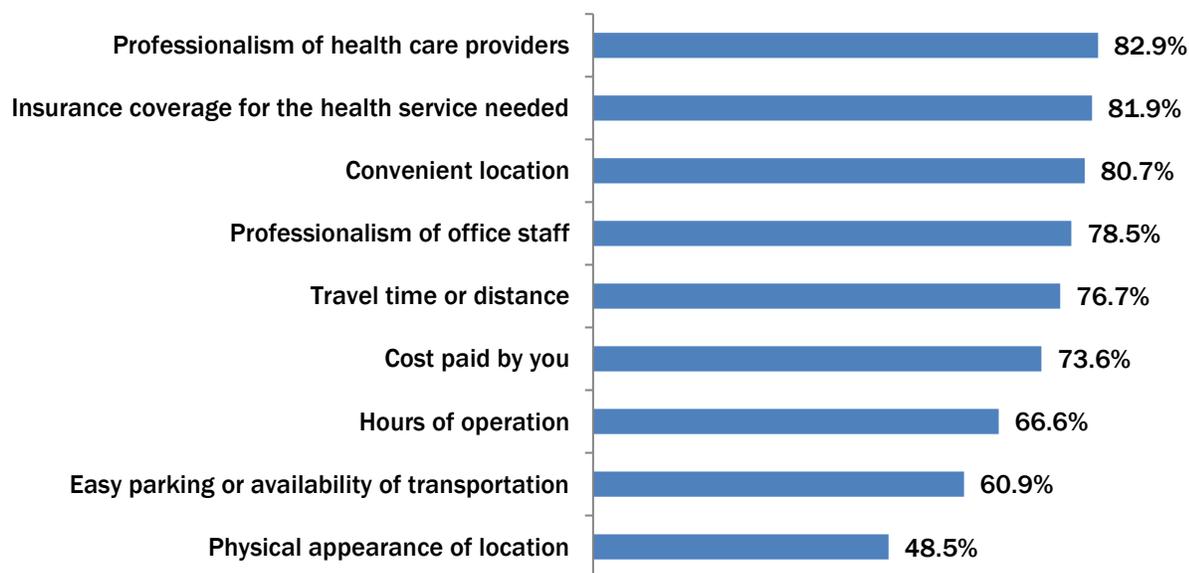
Note: Weighted N = 5,303,650 of enrollees. Excludes enrollees who never used health care services other than those provided or paid for by VA. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

8.4 Factors Considered in Selecting a Health Care Provider

All enrollees were asked about the factors that they consider when selecting a health care provider, how much they currently use the VA to meet their needs, how they plan to use VA in the future, and the degree of trust they have in the VA to fulfill our country’s commitment to Veterans.

The question about factors considered when selecting a health care provider included nine statements. Similar to the format described in the previous section, respondents were given the option to select “yes” or “no” to indicate their agreement or disagreement with each of the statements. Figure 8-4 displays the responses by the percentage of enrollees that selected the statement as a factor that they considered in selecting a health care provider. The professionalism of health care providers (82.9%) and insurance coverage (81.9%) were ranked as the two most important factors for selecting a health care provider. Factors relating to accessibility and availability, such as convenient location (80.7%), travel time or distance (76.7%), hours of operation (66.6%), and ease of parking or transportation (60.9%) were also important factors.

Figure 8-4. Factors considered when selecting a health care provider



Note: Denominator is the national enrollee population. Weighted N = 8,614,563 enrollees.

While concerns about cost were not viewed as one of the top-ranked factors of consideration, out-of-pocket costs were an important factor when choosing health care services for 73.6 percent of

enrollees. This is interesting to note in the context of the health benefits that many enrollees qualify for, such as cost-free health care services based on a compensable service-connected condition, income, or other factors. While enrollees do not pay premiums for VA care, some enrollees are required to make co-payments for medical services and outpatient medications related to the treatment of nonservice-connected conditions.

8.4.1 Factors for Selecting a Health Care Provider, by Priority Group, Age, Income, Race, and Ethnicity

In general, there were few differences among the factors that enrollees considered important in selecting a health care provider by demographic groups (Table 8-7). When comparing levels of agreement across the three priority groups, enrollees in Priority Groups 1-3 considered professionalism of health care professionals (85.4% for providers and 81.6% for office staff), insurance coverage (83.2%), and health care accessibility (82.7% for convenient location, 79.0% for travel distance, and 69.3% for hours of operation) more frequently as factors affecting their selection of a health care provider than the other priority groups. In terms of differences by age group, enrollees younger than 45 years of age consistently placed greater importance than other age groups on all issues besides ease of parking and physical appearance of location when selecting a health care provider. Furthermore, higher percentages of enrollees earning \$35,000 or more indicated agreement that the surveyed factors were important when considering their health care providers compared to lower-income enrollees. The only indicators in which higher-income enrollees expressed a less or equal concern were the ease of parking, the physical appearance of the location, and out-of-pocket payment. Professionalism of health care providers was chosen more than any other factors by all racial and ethnic groups.

Table 8-7. Percentage of enrollees reporting on factors considered when selecting a health care provider, by priority group, age, income, race, and ethnicity

	Professionalism of health care providers	Insurance coverage for the health service needed	Professionalism of office staff	Convenient location	Travel time or distance	Cost paid by you	Hours of operation	Easy parking or availability of transportation	Physical appearance of location	Total
Priority group										
P1-P3	85.4	83.2	81.6	82.7	79.0	72.6	69.3	61.1	50.4	4,255,701
P4-P6	81.0	78.0	76.9	78.4	74.7	74.9	64.2	62.0	47.7	2,384,759
P7-P8	79.9	83.9	73.6	79.4	74.2	74.0	63.4	59.3	45.3	1,974,103
Age										
<45	89.8	89.7	86.4	86.7	82.8	83.6	74.1	53.3	52.8	1,787,172
45-64	87.1	83.0	83.3	83.0	79.5	77.6	71.8	61.0	52.3	2,624,899
65+	77.4	78.0	72.1	76.8	72.4	66.8	60.0	64.1	44.2	4,202,492
Income										
<\$35,000	80.7	77.1	76.6	78.2	74.9	74.0	64.9	63.6	48.7	3,849,598
\$35,000+	85.3	86.6	80.6	83.5	78.9	73.7	68.6	58.8	48.5	4,422,393
Missing	76.7	75.1	71.9	73.9	70.8	66.8	58.4	57.8	46.7	342,573
Race and ethnicity(mutually exclusive)										
White non-Hispanic	82.2	81.9	77.3	80.1	76.4	73.6	64.7	59.2	45.2	6,385,032
Black non-Hispanic	83.7	80.6	79.8	82.3	76.9	72.6	72.2	67.4	60.9	1,006,437
American Indian/Alaska Native non-Hispanic	86.8	79.5	81.8	84.3	78.5	70.2	75.9	72.1	55.5	70,964
Asian non-Hispanic	88.1	90.0	87.0	89.2	86.6	72.4	79.9	82.4	62.7	74,179
Native Hawaiian non-Hispanic	90.3	78.3	85.5	77.9	76.4	74.3	77.1	65.1	62.6	19,314
Multi-racial non-Hispanic	88.0	84.6	84.3	79.6	80.0	76.0	68.5	56.6	50.4	156,512
Hispanic	87.5	85.1	85.3	84.7	79.8	77.0	74.6	64.7	58.6	653,115
Missing	79.0	75.6	76.9	79.1	71.9	68.2	61.2	60.7	48.1	249,010

Note: Denominator is the national enrollee population. Weighted N = 8,614,563 enrollees.

8.5 Current and Planned Future Use of VA

According to the FY 2014-2020 Strategic Plan, the VA projects that the Veteran population will change dramatically by gender, race/ethnicity, and age in the coming decades.⁶⁶ Increases in the diversity of the Veteran population will result in the need for more diverse services, outreach, communications, research, and development. To understand the needs of a changing Veteran population, it is crucial to examine enrollees’ reasons for current and future use of VA care. The 2018 Survey of Enrollees asked enrollees to respond about how much they currently use VA services to meet their health care needs.

Table 8-8 shows the trending of this question over a five-year period. Consistent across previous years, 28.7 percent of enrollees in the 2018 survey said that they currently used VA services to meet all of their health care needs. Furthermore, trends across 2014 and 2018 showed minimal fluctuation, when responses of “all” and “most of my health care needs” were combined.

Table 8-8. Percentage of enrollees’ current use of VA services to meet health care needs, by year

	2014	2015	2016	2017	2018
All of my health care needs	30.3	32.5	28.5	29.5	28.7
Most of my health care needs	15.4	14.6	19.0	18.4	18.4
Some of my health care needs	26.9	25.7	25.5	26.1	26.7
None of my health care needs	21.5	22.1	23.0	22.1	22.3
I have no health care needs	4.8	3.7	2.3	2.1	2.7
Missing	1.1	1.4	1.7	1.7	1.3
Total Enrollees	8,486,965	8,442,380	8,401,553	8,345,428	8,614,563

Table 8-9 shows the results of current use of VA services when examined by socioeconomic characteristics of enrollees. Enrollees in high priority groups (Priority Groups 1-3 and 4-6) were more likely to report that they used VA for all of their health care needs than those in the low priority group (Priority Group 7-8). Enrollees who were age 65 or older were least likely of all the age groups to report that they used VA services to meet all of their health care needs. Additionally, enrollees with incomes less than \$35,000 were more likely to use the VA for all of

⁶⁶ <http://www.va.gov/op3/docs/StrategicPlanning/VA2014-2020strategicPlan.pdf>

their health care needs (41.1%), compared to enrollees with incomes of \$35,000 or more (18.0%). Black non-Hispanic enrollees were more likely than any other racial or ethnic groups to indicate they currently used VA health care for all of their needs.

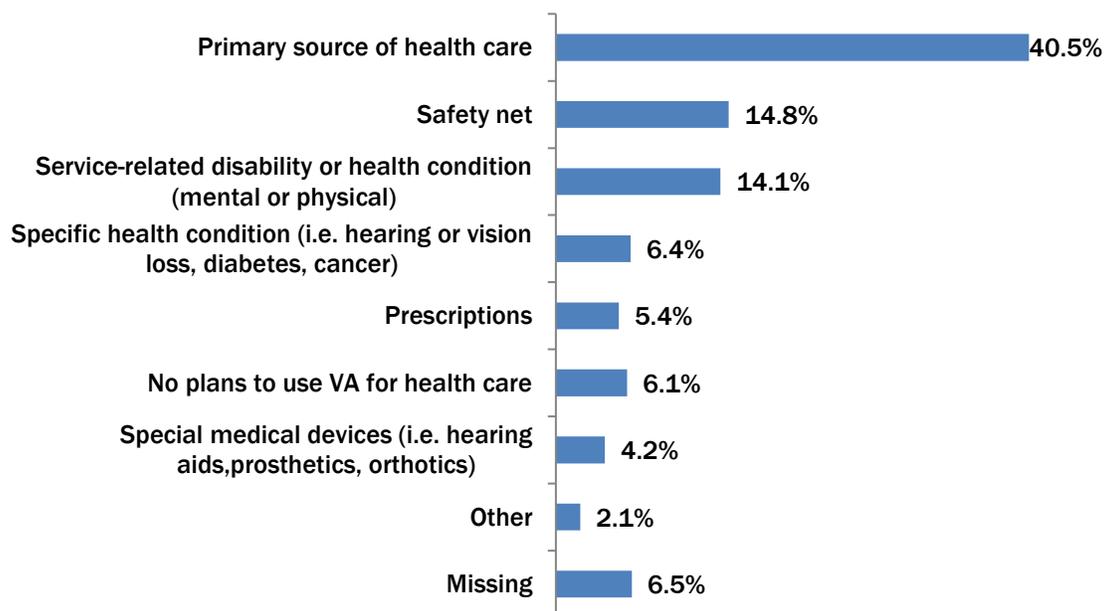
Table 8-9. Percentage of enrollees report on current use of VA services to meet health care needs, by priority, age, income, race, and ethnicity

	Have no needs	None of needs	Some needs	Most needs	All needs	Total
Priority group						
P1-P3	1.2	19.2	28.6	20.7	29.4	4,255,701
P4-P6	3.8	19.6	19.7	18.0	37.5	2,384,759
P7-P8	4.6	32.2	31.1	13.9	16.5	1,974,103
Age						
<45	5.4	20.3	24.3	20.9	28.4	1,787,172
45-64	2.4	23.1	20.0	18.0	35.6	2,624,899
65+	1.7	22.6	31.9	17.5	24.5	4,202,492
Income						
< \$35,000	2.3	12.7	22.0	20.4	41.1	3,849,598
\$35,000 +	3.1	30.9	30.5	16.6	18.0	4,422,393
Unknown	2.1	18.0	30.9	18.2	27.2	342,573
Race and ethnicity (mutually exclusive)						
White non-Hispanic	2.8	24.3	27.6	18.4	25.8	6,385,032
Black non-Hispanic	1.4	14.3	22.5	18.5	41.6	1,006,437
American Indian/Alaska Native non-Hispanic	NA	19.8	28.6	12.4	33.9	70,964
Asian non-Hispanic	NA	24.0	32.4	16.5	23.8	74,179
Native Hawaiian non-Hispanic	NA	NA	30.9	NA	NA	19,314
Multi-racial non-Hispanic	NA	21.6	20.8	22.1	33.6	156,512
Hispanic	3.6	16.5	25.4	16.9	36.4	653,115
Missing	NA	18.2	26.4	20.3	26.8	249,010

Note: Denominator is the national enrollee population. Weighted N = 8,614,563 enrollees. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

The 2018 Survey of Enrollees asked enrollees to select one option that best represented how they planned to use VA health care in the future. Items included in this question are displayed in Figure 8-5 ordered by the most to the least planned use. A total of 40.5 percent of enrollees said that they planned to use VA health care as the primary source of health care. This was followed by 14.8 percent who said that they would use it as a safety net and 14.1 percent who said that they planned to use VA health care for service-related disability or physical or mental health condition. Fewer than seven percent of enrollees planned to use VA health care for specific medical conditions (such as hearing or vision loss, diabetes, or cancer), prescriptions, or special medical devices (such as hearing aids, prosthetics, or orthotics).

Figure 8-5. Percentage of enrollees by planned future use of VA health care



Note: Denominator is the national enrollee population. Weighted N = 8,614,563 enrollees.

Table 8-10 shows that planned future use is related to enrollee socioeconomic characteristics. In general, enrollees in Priority Groups 7-8, who were 65 years or older, and those who had an annual income of \$35,000 and above, were less likely to use the VA health care services as their primary source of health care. Enrollees in Priority Groups 4-6 were most likely to use VA as their primary source of care (50.0%), while enrollees in Priority Groups 7-8 were most likely to report that they planned to use VA as a “safety net” (23.5%). Older enrollees (age 65 or older) were more likely than younger enrollees to report that they would use VA for prescriptions, specific health conditions, and special medical devices. Finally, enrollees with incomes below \$35,000 were more likely to use

VA as their primary source of care (52.3%), whereas those with incomes of \$35,000 or more were more likely to use VA as a safety net (18.9%) and for service-related disabilities or health conditions (18.8%). While Native Hawaiian non-Hispanic and White non-Hispanic enrollees were less likely than other racial/ethnic groups to indicate that they planned to use VA as their primary source of health care (23.1% and 38.8%, respectively), Black non-Hispanic enrollees were more likely than others to use VA as their primary source of health care (49.0%).

Table 8-10. Percentage of enrollees report on future use of VA health care, by priority, age, income, race, and ethnicity

	Primary source	Safety net	Service-related health condition	Prescriptions	Specific health condition	Special medical devices	No plans to use	Total
Priority group								
P1-P3	40.7	10.7	23.4	3.4	5.5	4.0	4.8	4,255,701
P4-P6	50.0	15.0	4.8	5.3	6.8	3.3	5.9	2,384,759
P7-P8	28.4	23.5	5.1	9.8	7.8	5.8	9.0	1,974,103
Age								
<45	42.2	15.1	26.7	NA	2.1	NA	4.9	1,787,172
45-64	49.1	14.2	16.5	2.4	4.1	1.8	4.8	2,624,899
65+	34.4	15.2	7.1	9.0	9.6	7.3	7.3	4,202,492
Income								
< \$35,000	52.3	10.5	8.7	5.9	6.5	3.4	3.9	3,849,598
\$35,000 +	30.5	18.9	18.8	4.9	6.3	4.9	7.8	4,422,393
Missing	36.9	11.1	13.4	6.0	5.9	5.7	7.9	342,573

Table 8-10. Percentage of enrollees report on future use of VA health care, by priority, age, income, race, and ethnicity (continued)

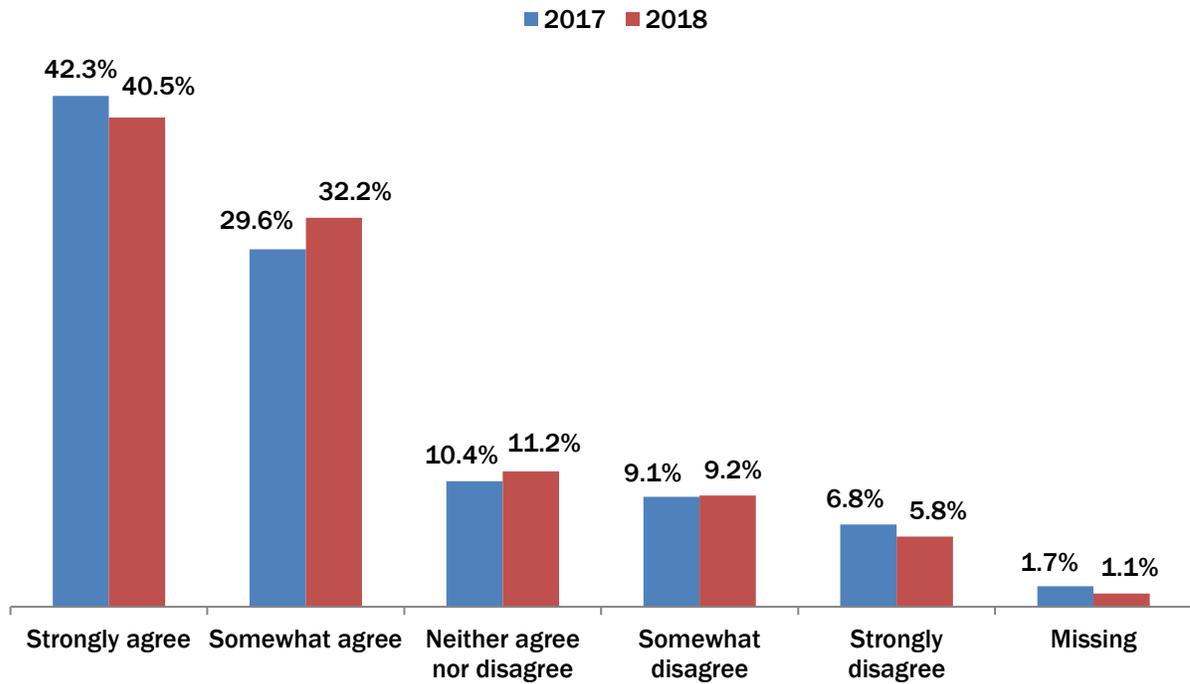
	Primary source	Safety net	Service-related health condition	Prescriptions	Specific health condition	Special medical devices	No plans to use	Total
Race and ethnicity (mutually exclusive)								
White non-Hispanic	38.8	15.7	12.1	6.2	6.8	4.9	7.0	6,385,032
Black non-Hispanic	49.0	10.5	20.8	2.8	4.7	1.3	2.4	1,006,437
American Indian/Alaska Native non-Hispanic	43.8	16.8	11.8	NA	7.0	NA	NA	70,964
Asian non-Hispanic	43.3	13.0	26.2	NA	NA	NA	NA	74,179
Native Hawaiian non-Hispanic	23.1	NA	NA	NA	NA	NA	NA	19,314
Multi-racial non-Hispanic	45.1	15.4	19.4	NA	3.2	NA	NA	156,512
Hispanic	43.1	12.5	19.3	3.0	6.0	3.1	4.1	653,115
Missing	39.0	14.6	13.8	4.7	6.1	3.8	4.4	249,010

Note: Denominator is the national enrollee population. Weighted N = 8,614,563 enrollees. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

8.6 Trust in VA

In the 2018 survey, enrollees rated the degree to which they agreed that they “trust VA to fulfill our country’s commitment to Veterans.” As shown in Figure 8-6, a total of 72.7 percent of all respondents either “strongly agree” or “somewhat agree” with this statement, a slight increase from 71.9 percent in 2017, although those responding “strongly agree” decreased by nearly two percentage points from 2017 to 2018 (42.3% to 40.5%).

Figure 8-6. Percentage of enrollees' responses to: "I trust VA to fulfill our country's commitment to Veterans"



Note: Denominator is the national enrollee population. Weighted N = 8,614,563 enrollees.

Trust in the VA by priority group, age, and income is displayed in Table 8-11. Within each demographic group, patterns were similar to the overall responses displayed in Figure 8-6. Enrollees in Priority Groups 4-6 expressed the highest level of trust in the VA to fulfill the country's commitment to Veterans (47.4% "strongly agree" and 29.3% "somewhat agree"), whereas enrollees in Priority Groups 1-3 expressed the least trust (36.5% "strongly agree" and 33.6% "somewhat agree"). In terms of age differences, the youngest enrollees (younger than age 45) expressed the least trust in the VA (26.5% "strongly agree" and 34.6% "somewhat agree"), while the oldest group (age 65 or older) expressed the most trust (47.7% "strongly agree" and 30.3% "somewhat agree"). Enrollees with incomes less than \$35,000 expressed more trust in the VA (48.4% "strongly agree" and 29.0% "somewhat agree"), compared to enrollees with incomes over \$35,000 (34.6% "strongly agree" and 35.8% "somewhat agree"). Veterans who were American Indian/Alaska Native (32.3%), multi-racial (33.1%), and White (39.7%) were less likely than other racial and ethnic groups to "strongly agree" that they trusted VA to carry out its mission to Veterans.

Table 8-11. Percentage of enrollees’ responses to: “I trust VA to fulfill our country’s commitment to Veterans,” by priority, age, income, race, and ethnicity

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
Priority group						
P1-P3	36.5	33.6	11.8	10.6	6.5	4,255,701
P4-P6	47.4	29.3	10.4	6.7	4.9	2,384,759
P7-P8	40.8	32.6	11.0	9.1	5.3	1,974,103
Age						
<45	26.5	34.6	15.2	13.6	9.4	1,787,172
46-64	38.5	33.6	11.0	9.8	6.1	2,624,899
65+	47.7	30.3	9.7	6.9	4.0	4,202,492
Income						
< \$35,000	48.4	29.0	10.5	6.7	4.9	3,849,598
\$35,000+	34.6	35.8	11.8	11.3	6.3	4,422,393
Missing	27.3	21.7	12.1	9.6	8.5	342,573
Race and ethnicity (mutually exclusive)						
White non-Hispanic	39.7	33.2	11.3	9.5	6.0	6,385,032
Black non-Hispanic	47.5	30.7	11.4	6.2	3.9	1,006,437
American Indian/Alaska Native non-Hispanic	32.3	23.3	12.6	16.0	15.5	70,964
Asian non-Hispanic	48.2	30.5	NA	NA	NA	74,179
Native Hawaiian non-Hispanic	48.4	NA	NA	NA	NA	19,314
Multi-racial non-Hispanic	33.1	31.3	13.7	14.9	6.7	156,512
Hispanic	45.3	30.0	11.2	7.8	5.0	653,115
Missing	23.8	21.3	9.0	11.6	8.1	249,010

Note: Denominator is the national enrollee population. Weighted N = 8,614,563 enrollees. “NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Appendix A – VISN Tables

Appendix A – VISN Tables

A.1 Demographics

Table A.1-1. Enrollees by priority group and VISN

VISN	VISN total	Priority group					
		P1-P3		P4-P6		P7-P8	
1	341,820	155,999	45.6%	89,814	26.3%	96,007	28.1%
2	448,521	160,523	35.8%	130,898	29.2%	157,100	35.0%
4	405,460	157,225	38.8%	123,761	30.5%	124,474	30.7%
5	311,315	165,361	53.1%	76,361	24.5%	69,593	22.4%
6	521,280	288,656	55.4%	133,162	25.5%	99,462	19.1%
7	608,936	341,926	56.2%	156,809	25.8%	110,201	18.1%
8	662,469	305,832	46.2%	196,616	29.7%	160,021	24.2%
9	366,068	188,006	51.4%	105,123	28.7%	72,939	19.9%
10	662,582	290,652	43.9%	217,616	32.8%	154,314	23.3%
12	370,740	142,154	38.3%	114,244	30.8%	114,342	30.8%
15	326,875	152,722	46.7%	96,016	29.4%	78,137	23.9%
16	421,930	210,705	49.9%	123,349	29.2%	87,876	20.8%
17	712,793	411,731	57.8%	170,721	24.0%	130,341	18.3%
19	432,010	246,075	57.0%	102,589	23.7%	83,346	19.3%
20	433,325	236,074	54.5%	115,363	26.6%	81,888	18.9%
21	448,388	220,687	49.2%	128,713	28.7%	98,988	22.1%
22	720,686	359,172	49.8%	210,637	29.2%	150,877	20.9%
23	419,365	222,201	53.0%	92,967	22.2%	104,197	24.8%
National	8,614,563	4,255,701	49.4%	2,384,759	27.7%	1,974,103	22.9%

Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Table A.1-2. Enrollees by age and VISN

VISN	VISN total	Age group					
		<45		45-64		65+	
1	341,820	71,867	21.0%	90,276	26.4%	179,677	52.6%
2	448,521	84,333	18.8%	110,429	24.6%	253,760	56.6%
4	405,460	81,719	20.2%	100,423	24.8%	223,318	55.1%
5	311,315	67,965	21.8%	116,842	37.5%	126,508	40.6%
6	521,280	94,885	18.2%	192,591	36.9%	233,804	44.9%
7	608,936	113,277	18.6%	233,028	38.3%	262,630	43.1%
8	662,469	87,357	13.2%	212,293	32.0%	362,819	54.8%
9	366,068	76,438	20.9%	120,544	32.9%	169,086	46.2%
10	662,582	129,753	19.6%	204,398	30.8%	328,431	49.6%
12	370,740	73,092	19.7%	90,656	24.5%	206,992	55.8%
15	326,875	65,278	20.0%	92,061	28.2%	169,536	51.9%
16	421,930	98,954	23.5%	133,083	31.5%	189,893	45.0%
17	712,793	166,623	23.4%	238,446	33.5%	307,724	43.2%
19	432,010	129,292	29.9%	119,820	27.7%	182,898	42.3%
20	433,325	115,912	26.7%	129,747	29.9%	187,667	43.3%
21	448,388	87,993	19.6%	132,272	29.5%	228,123	50.9%
22	720,686	143,250	19.9%	214,875	29.8%	362,561	50.3%
23	419,365	99,184	23.7%	93,115	22.2%	227,066	54.1%
National	8,614,563	1,787,172	20.7%	2,624,899	30.5%	4,202,493	48.8%

Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Table A.1-3. Enrollees by income and VISN

VISN	VISN total	Income group					
		<\$35,000		\$35,000+		Missing	
1	341,820	147,069	43.0%	180,303	52.7%	14,448	4.2%
2	448,521	184,553	41.1%	244,248	54.5%	19,720	4.4%
4	405,460	193,529	47.7%	197,910	48.8%	14,021	3.5%
5	311,315	110,262	35.4%	188,775	60.6%	12,278	3.9%
6	521,280	224,139	43.0%	276,452	53.0%	20,689	4.0%
7	608,936	270,661	44.4%	313,260	51.4%	25,014	4.1%
8	662,469	319,840	48.3%	315,049	47.6%	27,580	4.2%
9	366,068	182,934	50.0%	168,019	45.9%	15,115	4.1%
10	662,582	327,605	49.4%	313,093	47.3%	21,884	3.3%
12	370,740	174,632	47.1%	179,715	48.5%	16,393	4.4%
15	326,875	155,896	47.7%	159,943	48.9%	11,036	3.4%
16	421,930	208,101	49.3%	197,214	46.7%	16,615	3.9%
17	712,793	289,997	40.7%	390,369	54.8%	32,427	4.5%
19	432,010	172,006	39.8%	245,132	56.7%	14,872	3.4%
20	433,325	195,326	45.1%	219,455	50.6%	18,545	4.3%
21	448,388	192,853	43.0%	241,278	53.8%	14,257	3.2%
22	720,686	327,226	45.4%	366,294	50.8%	27,166	3.8%
23	419,365	172,970	41.2%	225,883	53.9%	20,512	4.9%
National	8,614,563	3,849,599	44.7%	4,422,392	51.3%	342,572	4.0%

Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Table A.1-4. Enrollees by service and VISN

VISN	Period of service							
	WWII era		Korean War era		Between Korean and Vietnam War		Vietnam War	
1	17,777	5.2%	40,612	11.9%	42,999	12.6%	120,610	35.3%
2	19,127	4.3%	57,903	12.9%	55,847	12.5%	159,699	35.6%
4	20,676	5.1%	42,698	10.5%	50,924	12.6%	148,958	36.7%
5	8,913	2.9%	21,788	7.0%	33,774	10.8%	97,507	31.3%
6	11,936	2.3%	37,745	7.2%	61,327	11.8%	195,783	37.6%
7	7,784	1.3%	38,705	6.4%	67,392	11.1%	223,732	36.7%
8	25,512	3.9%	72,738	11.0%	95,164	14.4%	260,932	39.4%
9	5,653	1.5%	27,598	7.5%	43,556	11.9%	137,166	37.5%
10	18,423	2.8%	54,716	8.3%	67,759	10.2%	248,404	37.5%
12	12,187	3.3%	35,217	9.5%	43,813	11.8%	144,665	39.0%
15	12,050	3.7%	29,182	8.9%	37,349	11.4%	120,977	37.0%
16	10,692	2.5%	32,779	7.8%	51,462	12.2%	158,857	37.7%
17	17,374	2.4%	42,466	6.0%	76,973	10.8%	261,320	36.7%
19	12,847	3.0%	33,397	7.7%	43,493	10.1%	144,593	33.5%
20	9,849	2.3%	23,060	5.3%	48,393	11.2%	163,504	37.7%
21	14,663	3.3%	44,802	10.0%	61,563	13.7%	175,842	39.2%
22	21,920	3.0%	70,614	9.8%	86,067	11.9%	267,285	37.1%
23	14,705	3.5%	43,835	10.5%	56,899	13.6%	148,576	35.4%
National	262,088	3.0%	749,855	8.7%	1,024,754	11.9%	3,178,410	36.9%

Denominator is the enrollee population by VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple periods of service.

WII Era includes all WWII Veterans and a small number of enrollees who reported serving prior to WWII.

Korean War Era includes all Korean War Veterans and a small number of enrollees who reported serving between WWII and the Korean War.

Table A.1-4. Enrollees by service and VISN (continued)

VISN	Period of service (continued)							
	Between Vietnam and Gulf War		Gulf War		Post 2001		Combat status	
1	70,737	20.7%	71,485	20.9%	94,228	27.6%	163,668	47.9%
2	90,485	20.2%	68,847	15.3%	97,516	21.7%	189,501	42.3%
4	88,250	21.8%	69,844	17.2%	96,600	23.8%	196,564	48.5%
5	111,586	35.8%	108,701	34.9%	106,897	34.3%	148,587	47.7%
6	177,108	34.0%	164,147	31.5%	141,363	27.1%	261,883	50.2%
7	216,084	35.5%	193,491	31.8%	173,115	28.4%	313,493	51.5%
8	193,218	29.2%	154,922	23.4%	138,108	20.8%	282,617	42.7%
9	102,405	28.0%	96,071	26.2%	102,114	27.9%	174,916	47.8%
10	163,562	24.7%	147,968	22.3%	143,104	21.6%	292,251	44.1%
12	72,667	19.6%	67,473	18.2%	85,848	23.2%	169,407	45.7%
15	76,498	23.4%	82,773	25.3%	83,631	25.6%	154,013	47.1%
16	122,041	28.9%	116,486	27.6%	119,117	28.2%	211,295	50.1%
17	205,121	28.8%	207,388	29.1%	221,106	31.0%	357,360	50.1%
19	106,936	24.8%	116,755	27.0%	152,851	35.4%	232,625	53.8%
20	122,461	28.3%	115,959	26.8%	132,860	30.7%	210,720	48.6%
21	123,221	27.5%	105,888	23.6%	112,527	25.1%	209,448	46.7%
22	199,630	27.7%	167,955	23.3%	183,590	25.5%	342,780	47.6%
23	76,393	18.2%	80,097	19.1%	115,174	27.5%	210,504	50.2%
National	2,318,403	26.9%	2,136,250	24.8%	2,299,749	26.7%	4,121,632	47.8%

Denominator is the enrollee population by VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple periods of service.

Table A.1-5. Enrollees by race/ethnicity and VISN

VISN	Race – mutually exclusive							
	White non-Hispanic		Black non-Hispanic		American Indian/Alaska Native non-Hispanic		Asian non-Hispanic	
1	301,896	88.3%	8,647	2.5%	NA	NA	NA	NA
2	342,402	76.3%	45,859	10.2%	NA	NA	NA	NA
4	352,647	87.0%	29,542	7.3%	NA	NA	NA	NA
5	216,269	69.5%	61,146	19.6%	NA	NA	NA	NA
6	349,736	67.1%	125,668	24.1%	NA	NA	NA	NA
7	361,987	59.4%	189,448	31.1%	NA	NA	NA	NA
8	494,147	74.6%	64,533	9.7%	NA	NA	NA	NA
9	297,079	81.2%	47,602	13.0%	NA	NA	NA	NA
10	572,880	86.5%	54,163	8.2%	NA	NA	NA	NA
12	304,868	82.2%	29,687	8.0%	NA	NA	NA	NA
15	271,565	83.1%	29,901	9.1%	NA	NA	NA	NA
16	297,644	70.5%	76,724	18.2%	NA	NA	NA	NA
17	411,482	57.7%	106,966	15.0%	NA	NA	NA	NA
19	338,144	78.3%	24,321	5.6%	8,860	2.1%	NA	NA
20	348,151	80.3%	18,576	4.3%	5,406	1.2%	NA	NA
21	287,044	64.0%	36,698	8.2%	4,997	1.1%	19,998	4.5%
22	452,819	62.8%	52,057	7.2%	15,233	2.1%	16,858	2.3%
23	384,272	91.6%	4,900	1.2%	3,453	0.8%	NA	NA
National	6,385,032	74.1%	1,006,438	11.7%	70,964	0.8%	74,180	0.9%

Denominator is the enrollee population by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.1-5. Enrollees by race/ethnicity and VISN (continued)

VISN	Race – mutually exclusive (continued)							
	Native Hawaiian non-Hispanic		Multi-racial non-Hispanic		Hispanic		Missing	
1	NA	NA	NA	NA	9,895	2.9%	12,481	3.7%
2	NA	NA	5,294	1.2%	35,396	7.9%	13,165	2.9%
4	NA	NA	NA	NA	NA	NA	NA	NA
5	NA	NA	4,923	1.6%	15,305	4.9%	8,823	2.8%
6	NA	NA	NA	NA	24,226	4.6%	10,975	2.1%
7	NA	NA	NA	NA	24,004	3.9%	15,119	2.5%
8	NA	NA	12,074	1.8%	68,497	10.3%	17,622	2.7%
9	NA	NA	NA	NA	9,526	2.6%	5,121	1.4%
10	NA	NA	11,451	1.7%	9,888	1.5%	10,261	1.5%
12	NA	NA	NA	NA	24,368	6.6%	NA	NA
15	NA	NA	NA	NA	11,752	3.6%	NA	NA
16	NA	NA	16,080	3.8%	17,411	4.1%	10,404	2.5%
17	NA	NA	17,246	2.4%	152,286	21.4%	15,779	2.2%
19	NA	NA	10,283	2.4%	32,599	7.5%	11,907	2.8%
20	NA	NA	18,781	4.3%	18,639	4.3%	17,610	4.1%
21	8,739	1.9%	9,206	2.1%	46,975	10.5%	34,731	7.7%
22	NA	NA	11,108	1.5%	136,200	18.9%	31,361	4.4%
23	NA	NA	5,876	1.4%	7,921	1.9%	12,106	2.9%
National	19,315	0.2%	156,512	1.8%	653,116	7.6%	249,011	2.9%

Denominator is the enrollee population by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.1-6. Enrollees by employment status and VISN

VISN	Employment status			
	Full-time employed		Part-time employed	
1	100,206	29.3%	28,965	8.5%
2	118,966	26.5%	33,524	7.5%
4	119,129	29.4%	25,093	6.2%
5	129,158	41.5%	16,967	5.5%
6	163,023	31.3%	33,627	6.5%
7	197,110	32.4%	45,078	7.4%
8	155,923	23.5%	56,157	8.5%
9	115,432	31.5%	21,507	5.9%
10	191,137	28.8%	54,332	8.2%
12	100,302	27.1%	34,258	9.2%
15	96,385	29.5%	23,001	7.0%
16	113,022	26.8%	38,426	9.1%
17	256,976	36.1%	54,597	7.7%
19	148,179	34.3%	37,333	8.6%
20	143,309	33.1%	25,769	5.9%
21	126,544	28.2%	36,890	8.2%
22	186,157	25.8%	63,776	8.8%
23	139,618	33.3%	38,711	9.2%
National	2,600,576	30.2%	668,011	7.8%

Denominator is the enrollee population by VISN.

Percentages may not total 100 percent due to rounding.

Table A.1-6. Enrollees by employment status and VISN (continued)

VISN	Employment status (continued)							
	Unemployed		Not in the labor force		Missing		Unemployment rate	
1	14,542	4.3%	192,167	56.2%	5,940	1.7%	14,542	10.1%
2	11,303	2.5%	275,707	61.5%	9,021	2.0%	11,303	6.9%
4	NA	NA	241,083	59.5%	NA	NA	NA	NA
5	8,619	2.8%	151,224	48.6%	5,347	1.7%	8,619	5.6%
6	14,430	2.8%	304,908	58.5%	5,292	1.0%	14,430	6.8%
7	24,528	4.0%	332,125	54.5%	NA	NA	24,528	9.2%
8	17,235	2.6%	422,453	63.8%	10,701	1.6%	17,235	7.5%
9	NA	NA	209,980	57.4%	4,625	1.3%	NA	NA
10	26,406	4.0%	380,329	57.4%	10,378	1.6%	26,406	9.7%
12	NA	NA	216,399	58.4%	7,718	2.1%	NA	NA
15	NA	NA	195,351	59.8%	NA	NA	NA	NA
16	NA	NA	251,407	59.6%	9,312	2.2%	NA	NA
17	31,078	4.4%	355,496	49.9%	14,646	2.1%	31,078	9.1%
19	12,206	2.8%	228,436	52.9%	5,856	1.4%	12,206	6.2%
20	20,332	4.7%	236,858	54.7%	7,058	1.6%	20,332	10.7%
21	13,872	3.1%	265,132	59.1%	5,950	1.3%	13,872	7.8%
22	23,899	3.3%	430,367	59.7%	16,487	2.3%	23,899	8.7%
23	6,405	1.5%	225,110	53.7%	9,521	2.3%	6,405	3.5%
National	283,015	3.3%	4,914,532	57.0%	148,429	1.7%	283,015	8.0%

Denominator is the enrollee population by VISN.

Percentages may not total 100 percent due to rounding.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

A.2 Health Benefits

Table A.2-1. Enrollees by health insurance coverage, priority group, and VISN

VISN	Medicare						Medicaid					
	P1-P3		P4-P6		P7-P8		P1-P3		P4-P6		P7-P8	
1	68,297	43.8%	57,421	63.9%	66,795	69.6%	5,965	3.8%	15,574	17.3%	4,178	4.4%
2	72,579	45.2%	81,442	62.2%	107,390	68.4%	7,762	4.8%	16,492	12.6%	8,348	5.3%
4	78,979	50.2%	74,313	60.0%	79,590	63.9%	NA	NA	9,557	7.7%	NA	NA
5	54,881	33.2%	43,165	56.5%	36,873	53.0%	9,924	6.0%	8,105	10.6%	NA	NA
6	129,635	44.9%	72,429	54.4%	63,943	64.3%	10,737	3.7%	9,613	7.2%	NA	NA
7	152,389	44.6%	87,296	55.7%	57,294	52.0%	15,039	4.4%	13,694	8.7%	NA	NA
8	146,430	47.9%	112,784	57.4%	109,844	68.6%	11,777	3.9%	20,035	10.2%	8,594	5.4%
9	74,067	39.4%	59,081	56.2%	51,661	70.8%	9,675	5.1%	11,530	11.0%	NA	NA
10	128,871	44.3%	123,573	56.8%	95,539	61.9%	15,131	5.2%	23,819	10.9%	5,434	3.5%
12	64,094	45.1%	73,940	64.7%	75,867	66.4%	7,243	5.1%	14,914	13.1%	7,445	6.5%
15	72,918	47.7%	58,283	60.7%	49,506	63.4%	NA	NA	7,970	8.3%	NA	NA
16	85,609	40.6%	65,517	53.1%	55,693	63.4%	NA	NA	10,601	8.6%	NA	NA
17	150,653	36.6%	92,682	54.3%	73,639	56.5%	15,176	3.7%	10,740	6.3%	6,669	5.1%
19	93,919	38.2%	54,228	52.9%	50,179	60.2%	13,766	5.6%	9,360	9.1%	3,553	4.3%
20	91,104	38.6%	68,316	59.2%	39,495	48.2%	10,005	4.2%	9,791	8.5%	NA	NA
21	88,105	39.9%	74,700	58.0%	63,328	64.0%	9,427	4.3%	17,319	13.5%	NA	NA
22	139,065	38.7%	123,998	58.9%	102,137	67.7%	15,068	4.2%	25,307	12.0%	NA	NA
23	111,022	50.0%	49,155	52.9%	66,229	63.6%	7,543	3.4%	7,836	8.4%	4,810	4.6%
National	1,802,617	42.4%	1,372,323	57.5%	1,245,002	63.1%	185,349	4.4%	242,257	10.2%	87,676	4.4%

Denominator is the enrollee population by priority group and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-1. Enrollees by health insurance coverage, priority group, and VISN (continued)

VISN	TRICARE						Private Insurance					
	P1-P3		P4-P6		P7-P8		P1-P3		P4-P6		P7-P8	
1	36,115	23.2%	NA	NA	10,419	10.9%	50,339	32.3%	18,272	20.3%	29,802	31.0%
2	26,265	16.4%	7,430	5.7%	9,377	6.0%	71,652	44.6%	31,287	23.9%	72,551	46.2%
4	36,875	23.5%	11,080	9.0%	8,492	6.8%	56,420	35.9%	29,195	23.6%	51,693	41.5%
5	70,916	42.9%	7,489	9.8%	10,128	14.6%	53,278	32.2%	19,150	25.1%	29,159	41.9%
6	129,428	44.8%	10,107	7.6%	13,122	13.2%	67,113	23.3%	25,377	19.1%	34,839	35.0%
7	158,481	46.3%	13,550	8.6%	18,307	16.6%	79,597	23.3%	33,922	21.6%	38,923	35.3%
8	112,677	36.8%	17,184	8.7%	16,518	10.3%	58,615	19.2%	26,082	13.3%	45,010	28.1%
9	59,455	31.6%	8,730	8.3%	9,106	12.5%	50,566	26.9%	22,227	21.1%	20,665	28.3%
10	55,233	19.0%	12,226	5.6%	13,155	8.5%	97,768	33.6%	41,628	19.1%	52,178	33.8%
12	24,328	17.1%	NA	NA	5,213	4.6%	50,131	35.3%	20,966	18.4%	34,224	29.9%
15	50,841	33.3%	8,518	8.9%	8,091	10.4%	30,894	20.2%	17,854	18.6%	28,422	36.4%
16	92,008	43.7%	12,772	10.4%	15,187	17.3%	50,685	24.1%	24,127	19.6%	27,777	31.6%
17	157,676	38.3%	17,182	10.1%	19,709	15.1%	127,221	30.9%	34,387	20.1%	51,079	39.2%
19	80,575	32.7%	7,703	7.5%	8,946	10.7%	79,022	32.1%	19,324	18.8%	27,847	33.4%
20	81,557	34.5%	14,219	12.3%	7,612	9.3%	68,789	29.1%	21,445	18.6%	33,833	41.3%
21	72,800	33.0%	11,153	8.7%	14,505	14.7%	70,627	32.0%	27,323	21.2%	27,442	27.7%
22	126,506	35.2%	19,010	9.0%	19,605	13.0%	97,305	27.1%	25,702	12.2%	41,679	27.6%
23	42,169	19.0%	NA	NA	9,723	9.3%	72,355	32.6%	23,303	25.1%	36,324	34.9%
National	1,413,905	33.2%	191,993	8.1%	217,215	11.0%	1,232,377	29.0%	461,571	19.4%	683,447	34.6%

Denominator is the enrollee population by priority group and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-1. Enrollees by health insurance coverage, priority group, and VISN (continued)

VISN	No coverage					
	P1-P3		P4-P6		P7-P8	
1	33,484	21.5%	17,696	19.7%	14,115	14.7%
2	25,840	16.1%	27,710	21.2%	13,605	8.7%
4	27,493	17.5%	27,371	22.1%	12,279	9.9%
5	23,352	14.1%	15,706	20.6%	10,530	15.1%
6	46,989	16.3%	35,217	26.4%	9,592	9.6%
7	49,996	14.6%	41,931	26.7%	17,210	15.6%
8	62,264	20.4%	58,399	29.7%	22,785	14.2%
9	42,830	22.8%	25,710	24.5%	7,862	10.8%
10	61,378	21.1%	53,786	24.7%	18,198	11.8%
12	26,383	18.6%	23,340	20.4%	14,031	12.3%
15	31,796	20.8%	25,929	27.0%	7,081	9.1%
16	35,017	16.6%	32,477	26.3%	10,194	11.6%
17	80,211	19.5%	46,185	27.1%	13,451	10.3%
19	44,027	17.9%	31,930	31.1%	10,354	12.4%
20	56,342	23.9%	26,237	22.7%	12,916	15.8%
21	50,077	22.7%	30,010	23.3%	18,044	18.2%
22	75,762	21.1%	63,940	30.4%	17,114	11.3%
23	36,584	16.5%	21,744	23.4%	9,716	9.3%
National	809,825	19.0%	605,318	25.4%	239,077	12.1%

Denominator is the enrollee population by priority group and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple coverage.

Table A.2-2. Enrollees by health insurance coverage, age, and VISN

VISN	Medicare						Medicaid					
	<45		45-64		65+		<45		45-64		65+	
1	NA	NA	16,551	18.3%	167,469	93.2%	NA	NA	7,114	7.9%	17,292	9.6%
2	NA	NA	21,017	19.0%	237,679	93.7%	NA	NA	7,830	7.1%	19,906	7.8%
4	NA	NA	19,849	19.8%	208,837	93.5%	NA	NA	NA	NA	12,155	5.4%
5	NA	NA	15,997	13.7%	117,733	93.1%	NA	NA	5,839	5.0%	8,415	6.7%
6	NA	NA	34,596	18.0%	220,297	94.2%	NA	NA	9,575	5.0%	15,771	6.7%
7	NA	NA	43,599	18.7%	242,428	92.3%	NA	NA	NA	NA	19,277	7.3%
8	NA	NA	34,394	16.2%	331,406	91.3%	NA	NA	12,273	5.8%	25,223	7.0%
9	NA	NA	26,922	22.3%	155,217	91.8%	NA	NA	7,207	6.0%	13,490	8.0%
10	NA	NA	38,391	18.8%	302,672	92.2%	NA	NA	17,641	8.6%	21,172	6.4%
12	NA	NA	19,749	21.8%	190,292	91.9%	NA	NA	5,946	6.6%	14,512	7.0%
15	NA	NA	17,308	18.8%	157,246	92.8%	NA	NA	NA	NA	11,696	6.9%
16	NA	NA	26,081	19.6%	174,442	91.9%	NA	NA	NA	NA	11,148	5.9%
17	NA	NA	31,939	13.4%	279,755	90.9%	NA	NA	5,674	2.4%	21,392	7.0%
19	NA	NA	19,853	16.6%	168,090	91.9%	NA	NA	6,717	5.6%	11,446	6.3%
20	NA	NA	20,476	15.8%	168,355	89.7%	NA	NA	7,831	6.0%	11,946	6.4%
21	NA	NA	20,431	15.4%	200,641	88.0%	NA	NA	9,906	7.5%	15,559	6.8%
22	NA	NA	30,482	14.2%	320,236	88.3%	NA	NA	16,108	7.5%	21,904	6.0%
23	NA	NA	11,777	12.6%	211,954	93.3%	NA	NA	5,048	5.4%	13,492	5.9%
National	115,781	6.5%	449,412	17.1%	3,854,749	91.7%	79,878	4.5%	149,608	5.7%	285,796	6.8%

Denominator is the enrollee population by age and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-2. Enrollees by health insurance coverage, age, and VISN (continued)

VISN	TRICARE						Private insurance					
	<45		45-64		65+		<45		45-64		65+	
1	NA	NA	19,824	22.0%	17,718	9.9%	NA	NA	27,658	30.6%	39,402	21.9%
2	NA	NA	16,925	15.3%	16,813	6.6%	41,516	49.2%	50,288	45.5%	83,686	33.0%
4	NA	NA	25,173	25.1%	24,572	11.0%	NA	NA	38,182	38.0%	51,687	23.1%
5	NA	NA	48,752	41.7%	28,411	22.5%	32,464	47.8%	37,956	32.5%	31,168	24.6%
6	NA	NA	83,100	43.1%	54,165	23.2%	NA	NA	59,387	30.8%	37,649	16.1%
7	NA	NA	89,899	38.6%	64,359	24.5%	NA	NA	62,358	26.8%	46,307	17.6%
8	NA	NA	70,440	33.2%	61,671	17.0%	NA	NA	44,856	21.1%	58,408	16.1%
9	NA	NA	36,642	30.4%	29,358	17.4%	28,340	37.1%	36,557	30.3%	28,561	16.9%
10	NA	NA	29,700	14.5%	27,845	8.5%	58,754	45.3%	69,568	34.0%	63,252	19.3%
12	NA	NA	16,884	18.6%	12,397	6.0%	39,583	54.2%	30,303	33.4%	35,434	17.1%
15	NA	NA	28,548	31.0%	26,241	15.5%	NA	NA	25,111	27.3%	28,692	16.9%
16	NA	NA	48,716	36.6%	45,667	24.0%	42,073	42.5%	34,551	26.0%	25,967	13.7%
17	36,504	21.9%	86,850	36.4%	71,212	23.1%	78,988	47.4%	80,697	33.8%	53,002	17.2%
19	27,172	21.0%	38,463	32.1%	31,589	17.3%	56,583	43.8%	36,405	30.4%	33,206	18.2%
20	NA	NA	45,809	35.3%	40,460	21.6%	47,769	41.2%	44,350	34.2%	31,949	17.0%
21	NA	NA	35,671	27.0%	42,509	18.6%	33,734	38.3%	42,901	32.4%	48,757	21.4%
22	32,102	22.4%	69,933	32.5%	63,085	17.4%	46,414	32.4%	57,788	26.9%	60,484	16.7%
23	NA	NA	20,053	21.5%	20,296	8.9%	55,927	56.4%	36,284	39.0%	39,772	17.5%
National	333,355	18.7%	811,382	30.9%	678,368	16.1%	764,817	42.8%	815,200	31.1%	797,383	19.0%

Denominator is the enrollee population by age and VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-2. Enrollees by health insurance coverage, age, and VISN (continued)

VISN	No coverage					
	<45		45-64		65+	
1	NA	NA	31,586	35.0%	7,388	4.1%
2	28,809	34.2%	28,573	25.9%	9,773	3.9%
4	NA	NA	28,489	28.4%	10,937	4.9%
5	20,048	29.5%	24,069	20.6%	5,471	4.3%
6	NA	NA	41,013	21.3%	10,311	4.4%
7	NA	NA	68,215	29.3%	14,918	5.7%
8	42,727	48.9%	76,221	35.9%	24,500	6.8%
9	33,028	43.2%	32,966	27.3%	10,407	6.2%
10	NA	NA	73,320	35.9%	19,127	5.8%
12	NA	NA	29,696	32.8%	13,098	6.3%
15	NA	NA	30,190	32.8%	9,063	5.3%
16	NA	NA	37,813	28.4%	11,465	6.0%
17	53,796	32.3%	67,384	28.3%	18,665	6.1%
19	39,214	30.3%	35,771	29.9%	11,326	6.2%
20	46,207	39.9%	35,375	27.3%	13,913	7.4%
21	35,983	40.9%	42,320	32.0%	19,828	8.7%
22	54,511	38.1%	69,848	32.5%	32,457	9.0%
23	27,812	28.0%	29,500	31.7%	10,732	4.7%
National	618,488	34.6%	782,349	29.8%	253,379	6.0%

Denominator is the enrollee population by age and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-3. Enrollees by health insurance coverage, income, and VISN

VISN	Medicare						Medicaid					
	<\$35,000		\$35,000+		Missing		<\$35,000		\$35,000+		Missing	
1	100,398	68.3%	83,588	46.4%	8,527	59.0%	21,709	14.8%	NA	NA	NA	NA
2	116,619	63.2%	129,905	53.2%	14,888	75.5%	24,123	13.1%	6,904	2.8%	NA	NA
4	127,922	66.1%	96,715	48.9%	8,245	58.8%	14,942	7.7%	NA	NA	NA	NA
5	62,561	56.7%	65,768	34.8%	6,591	53.7%	15,308	13.9%	4,170	2.2%	NA	NA
6	125,509	56.0%	125,356	45.3%	15,142	73.2%	16,373	7.3%	7,519	2.7%	NA	NA
7	148,596	54.9%	133,426	42.6%	14,956	59.8%	22,147	8.2%	NA	NA	NA	NA
8	187,287	58.6%	165,567	52.6%	16,204	58.8%	25,919	8.1%	12,095	3.8%	NA	NA
9	105,334	57.6%	69,006	41.1%	10,468	69.3%	21,229	11.6%	NA	NA	NA	NA
10	198,830	60.7%	133,470	42.6%	15,684	71.7%	33,452	10.2%	10,177	3.3%	NA	NA
12	107,588	61.6%	94,570	52.6%	11,743	71.6%	23,093	13.2%	NA	NA	NA	NA
15	97,132	62.3%	76,234	47.7%	7,340	66.5%	11,440	7.3%	NA	NA	NA	NA
16	115,763	55.6%	82,358	41.8%	8,697	52.3%	15,461	7.4%	NA	NA	NA	NA
17	156,839	54.1%	146,384	37.5%	13,751	42.4%	21,942	7.6%	9,501	2.4%	NA	NA
19	92,316	53.7%	97,802	39.9%	8,209	55.2%	18,274	10.6%	7,676	3.1%	NA	NA
20	100,416	51.4%	88,715	40.4%	9,783	52.8%	18,524	9.5%	4,184	2.0%	NA	NA
21	107,101	55.5%	109,302	45.3%	9,731	68.3%	24,843	12.9%	6,094	2.5%	NA	NA
22	178,106	54.4%	170,060	46.4%	17,035	62.7%	36,010	11.0%	10,973	3.0%	NA	NA
23	112,939	65.3%	101,161	44.8%	12,307	60.0%	15,822	9.1%	3,222	1.4%	NA	NA
National	2,241,256	58.2%	1,969,387	44.5%	209,301	61.1%	380,611	9.9%	115,380	2.6%	19,288	5.6%

Denominator is the enrollee population by income and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-3. Enrollees by health insurance coverage, income, and VISN (continued)

VISN	TRICARE						Private insurance					
	<\$35,000		\$35,000+		Missing		<\$35,000		\$35,000+		Missing	
1	13,160	8.9%	35,420	19.6%	NA	NA	20,299	13.8%	73,684	40.9%	NA	NA
2	9,510	5.2%	31,280	12.8%	NA	NA	33,724	18.3%	134,464	55.1%	7,302	37.0%
4	15,502	8.0%	39,118	19.8%	NA	NA	35,073	18.1%	97,128	49.1%	NA	NA
5	9,493	8.6%	76,632	40.6%	NA	NA	20,916	19.0%	77,211	40.9%	3,460	28.2%
6	25,222	11.3%	121,598	44.0%	NA	NA	39,511	17.6%	84,131	30.4%	NA	NA
7	41,289	15.3%	142,527	45.5%	NA	NA	37,152	13.7%	105,299	33.6%	9,991	39.9%
8	30,287	9.5%	108,336	34.4%	NA	NA	36,799	11.5%	88,097	28.0%	NA	NA
9	21,401	11.7%	52,172	31.1%	NA	NA	27,942	15.3%	62,948	37.5%	NA	NA
10	19,905	6.1%	57,954	18.5%	NA	NA	46,487	14.2%	140,568	44.9%	NA	NA
12	7,458	4.3%	24,150	13.4%	NA	NA	24,476	14.0%	78,478	43.7%	NA	NA
15	17,044	10.9%	48,995	30.6%	NA	NA	21,008	13.5%	54,211	33.9%	NA	NA
16	32,044	15.4%	83,685	42.4%	NA	NA	27,714	13.3%	72,196	36.6%	NA	NA
17	40,722	14.0%	147,731	37.8%	6,114	18.9%	55,322	19.1%	150,396	38.5%	NA	NA
19	17,254	10.0%	75,634	30.9%	4,336	29.2%	25,351	14.7%	96,695	39.4%	4,148	27.9%
20	31,425	16.1%	67,448	30.7%	4,514	24.3%	21,973	11.2%	97,396	44.4%	NA	NA
21	26,595	13.8%	69,754	28.9%	NA	NA	26,469	13.7%	94,661	39.2%	NA	NA
22	48,846	14.9%	112,003	30.6%	4,270	15.7%	34,410	10.5%	124,934	34.1%	NA	NA
23	10,365	6.0%	43,828	19.4%	NA	NA	26,626	15.4%	97,015	42.9%	8,342	40.7%
National	417,522	10.8%	1,338,265	30.3%	67,324	19.7%	561,252	14.6%	1,729,512	39.1%	86,635	25.3%

Denominator is the enrollee population by income and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.2-3. Enrollees by health insurance coverage, income, and VISN (continued)

VISN	No coverage					
	<\$35,000		\$35,000+		Missing	
1	34,012	23.1%	28,456	15.8%	NA	NA
2	43,642	23.6%	21,910	9.0%	NA	NA
4	46,425	24.0%	19,025	9.6%	NA	NA
5	26,911	24.4%	20,304	10.8%	NA	NA
6	63,234	28.2%	25,470	9.2%	NA	NA
7	80,572	29.8%	26,161	8.4%	NA	NA
8	95,182	29.8%	41,685	13.2%	NA	NA
9	49,223	26.9%	25,600	15.2%	NA	NA
10	91,604	28.0%	38,769	12.4%	NA	NA
12	41,845	24.0%	20,201	11.2%	NA	NA
15	43,952	28.2%	18,564	11.6%	NA	NA
16	54,602	26.2%	18,291	9.3%	NA	NA
17	78,402	27.0%	48,738	12.5%	12,706	39.2%
19	49,368	28.7%	34,236	14.0%	NA	NA
20	61,840	31.7%	28,836	13.1%	NA	NA
21	51,643	26.8%	44,499	18.4%	NA	NA
22	102,086	31.2%	48,189	13.2%	NA	NA
23	39,828	23.0%	26,247	11.6%	NA	NA
National	1,160,809	29.7%	466,228	11.5%	61,086	15.8%

Denominator is the enrollee population by income and VISN.

Percentages do not total 100 percent because enrollees may have responded with multiple coverage.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

A.3 Prescription Drug Coverage and Use

Table A.3-1. Enrollees with private insurance drug coverage, by priority group, age, income, and VISN

VISN	Priority group						Age group					
	1-3		4-6		7-8		<45		45-64		65+	
1	43,120	85.7%	14,305	78.3%	22,329	74.9%	NA	NA	23,948	86.6%	27,516	69.8%
2	59,455	83.0%	24,669	78.8%	62,199	85.7%	37,474	90.3%	43,452	86.4%	65,397	78.1%
4	45,023	79.8%	23,919	81.9%	44,487	86.1%	NA	NA	32,062	84.0%	36,784	71.2%
5	44,505	83.5%	16,086	84.0%	23,370	80.1%	28,671	88.3%	32,650	86.0%	22,640	72.6%
6	53,307	79.4%	19,003	74.9%	26,835	77.0%	NA	NA	47,365	79.8%	24,721	65.7%
7	72,256	90.8%	30,086	88.7%	34,010	87.4%	NA	NA	58,201	93.3%	34,375	74.2%
8	48,036	82.0%	18,285	70.1%	37,561	83.5%	NA	NA	39,226	87.4%	43,092	73.8%
9	39,518	78.2%	19,484	87.7%	14,218	68.8%	NA	NA	30,258	82.8%	21,958	76.9%
10	84,920	86.9%	30,364	72.9%	41,749	80.0%	53,144	90.5%	57,975	83.3%	45,914	72.6%
12	41,976	83.7%	17,605	84.0%	23,877	69.8%	35,350	89.3%	24,729	81.6%	23,379	66.0%
15	24,222	78.4%	13,614	76.3%	22,917	80.6%	NA	NA	19,756	78.7%	20,013	69.8%
16	41,182	81.3%	18,292	75.8%	23,476	84.5%	NA	NA	30,022	86.9%	18,474	71.1%
17	97,677	76.8%	27,384	79.6%	39,641	77.6%	63,033	79.8%	63,828	79.1%	37,840	71.4%
19	65,626	83.0%	15,125	78.3%	23,607	84.8%	50,954	90.1%	29,959	82.3%	23,445	70.6%
20	55,662	80.9%	15,748	73.4%	27,013	79.8%	37,554	78.6%	37,886	85.4%	22,983	71.9%
21	60,286	85.4%	20,361	74.5%	23,406	85.3%	25,979	77.0%	37,659	87.8%	40,415	82.9%
22	82,333	84.6%	21,948	85.4%	33,000	79.2%	41,199	88.8%	49,474	85.6%	46,608	77.1%
23	55,515	76.7%	19,701	84.5%	27,738	76.4%	48,298	86.4%	29,703	81.9%	24,954	62.7%
National	1,014,619	82.3%	365,979	79.3%	551,433	80.7%	663,370	86.7%	688,153	84.4%	580,508	72.8%

Denominator is the enrollee population with Private Insurance by priority group, age, or income, and by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.3-1. Enrollees with private insurance drug coverage, by priority group, age, income, and VISN (continued)

VISN	Income group					
	<\$35,000		\$35,000+		Missing	
1	13,150	64.8%	63,179	85.7%	NA	NA
2	24,900	73.8%	116,762	86.8%	4,661	63.8%
4	27,647	78.8%	84,469	87.0%	NA	NA
5	15,127	72.3%	66,027	85.5%	NA	NA
6	28,025	70.9%	68,472	81.4%	NA	NA
7	29,622	79.7%	97,552	92.6%	NA	NA
8	27,352	74.3%	73,618	83.6%	NA	NA
9	19,803	70.9%	51,642	82.0%	NA	NA
10	33,366	71.8%	120,338	85.6%	NA	NA
12	19,739	80.6%	61,898	78.9%	NA	NA
15	12,904	61.4%	46,490	85.8%	NA	NA
16	19,878	71.7%	61,367	85.0%	NA	NA
17	41,051	74.2%	117,715	78.3%	NA	NA
19	19,685	77.6%	81,325	84.1%	NA	NA
20	17,238	78.5%	77,030	79.1%	NA	NA
21	16,730	63.2%	84,282	89.0%	NA	NA
22	25,284	73.5%	107,071	85.7%	NA	NA
23	19,322	72.6%	77,126	79.5%	NA	NA
National	410,823	73.2%	1,456,363	84.2%	64,848	74.9%

Denominator is the enrollee population with Private Insurance by priority group, age, or income, and by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.3-2. Enrollees with Medicare Part D drug coverage, by priority group, age, income, and VISN

VISN	Priority group						Age group					
	P1-P3		P4-P6		P7-P8		<45		45-64		65+	
1	15,010	22.0%	23,919	41.7%	23,578	35.3%	NA	NA	NA	NA	55,654	33.2%
2	24,024	33.1%	31,342	38.5%	44,027	41.0%	NA	NA	NA	NA	93,778	39.5%
4	23,393	29.6%	22,190	29.9%	34,075	42.8%	NA	NA	NA	NA	72,673	34.8%
5	8,667	15.8%	14,713	34.1%	8,164	22.1%	NA	NA	4,214	26.3%	27,330	23.2%
6	29,156	22.5%	23,129	31.9%	24,786	38.8%	NA	NA	NA	NA	67,613	30.7%
7	35,619	23.4%	29,568	33.9%	17,916	31.3%	NA	NA	12,922	29.6%	70,181	28.9%
8	40,248	27.5%	42,419	37.6%	48,581	44.2%	NA	NA	8,620	25.1%	122,628	37.0%
9	15,847	21.4%	16,812	28.5%	21,498	41.6%	NA	NA	7,146	26.5%	46,084	29.7%
10	36,265	28.1%	38,912	31.5%	38,140	39.9%	NA	NA	12,605	32.8%	98,403	32.5%
12	18,396	28.7%	24,100	32.6%	26,928	35.5%	NA	NA	NA	NA	61,908	32.5%
15	17,811	24.4%	18,753	32.2%	18,275	36.9%	NA	NA	NA	NA	49,837	31.7%
16	16,174	18.9%	20,757	31.7%	20,496	36.8%	NA	NA	NA	NA	51,240	29.4%
17	41,622	27.6%	34,350	37.1%	29,782	40.4%	NA	NA	8,358	26.2%	94,770	33.9%
19	20,711	22.1%	17,127	31.6%	18,682	37.2%	NA	NA	4,874	24.6%	50,043	29.8%
20	23,425	25.7%	18,168	26.6%	13,771	34.9%	NA	NA	NA	NA	48,400	28.7%
21	25,091	28.5%	31,066	41.6%	26,554	41.9%	NA	NA	5,529	27.1%	74,256	37.0%
22	42,200	30.3%	52,594	42.4%	49,965	48.9%	NA	NA	8,667	28.4%	131,657	41.1%
23	30,812	27.8%	13,843	28.2%	21,720	32.8%	NA	NA	NA	NA	63,300	29.9%
National	464,471	25.8%	473,762	34.5%	486,938	39.1%	NA	NA	118,594	26.4%	1,279,755	33.2%

Denominator is the enrollee population with Medicare by priority group, age, or income, and by VISN. "NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.3-2. Enrollees with Medicare part D drug coverage, by priority group, income, and VISN (continued)

VISN	Income group					
	<\$35,000		\$35,000+		Missing	
1	33,965	33.8%	26,350	31.5%	NA	NA
2	42,984	36.9%	50,936	39.2%	5,472	36.8%
4	43,734	34.2%	33,272	34.4%	NA	NA
5	16,314	26.1%	13,475	20.5%	NA	NA
6	39,392	31.4%	34,360	27.4%	NA	NA
7	45,477	30.6%	34,164	25.6%	NA	NA
8	67,051	35.8%	58,652	35.4%	5,545	34.2%
9	33,048	31.4%	18,531	26.9%	NA	NA
10	62,721	31.5%	46,296	34.7%	NA	NA
12	29,658	27.6%	36,355	38.4%	NA	NA
15	29,457	30.3%	23,031	30.2%	NA	NA
16	34,396	29.7%	20,398	24.8%	NA	NA
17	54,165	34.5%	47,599	32.5%	NA	NA
19	27,933	30.3%	26,794	27.4%	NA	NA
20	28,640	28.5%	24,564	27.7%	NA	NA
21	40,207	37.5%	39,550	36.2%	NA	NA
22	70,163	39.4%	68,627	40.4%	5,969	35.0%
23	33,152	29.4%	30,400	30.1%	NA	NA
National	732,457	32.7%	633,354	32.2%	59,363	28.4%

Denominator is the enrollee population with Medicare by priority group, age, or income, and by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.3-3. Enrollee use of prescription medications, by VISN

VISN	Prescription medications in the last 30 days									
	0		1-2		3-4		5 or more		Missing	
1	52,970	15.5%	67,908	19.9%	64,631	18.9%	144,778	42.4%	11,534	3.4%
2	77,477	17.3%	83,532	18.6%	88,072	19.6%	181,845	40.5%	17,595	3.9%
4	79,485	19.6%	66,696	16.4%	75,299	18.6%	169,046	41.7%	14,933	3.7%
5	50,757	16.3%	59,660	19.2%	61,672	19.8%	129,211	41.5%	10,014	3.2%
6	76,081	14.6%	88,461	17.0%	86,803	16.7%	245,375	47.1%	24,560	4.7%
7	78,869	13.0%	90,622	14.9%	121,767	20.0%	293,876	48.3%	23,802	3.9%
8	87,301	13.2%	115,614	17.5%	125,346	18.9%	311,075	47.0%	23,132	3.5%
9	39,462	10.8%	75,217	20.5%	63,769	17.4%	175,970	48.1%	11,650	3.2%
10	120,112	18.1%	112,169	16.9%	112,942	17.0%	294,895	44.5%	22,464	3.4%
12	66,212	17.9%	66,012	17.8%	73,665	19.9%	152,307	41.1%	12,544	3.4%
15	61,781	18.9%	61,022	18.7%	54,981	16.8%	138,955	42.5%	10,136	3.1%
16	59,069	14.0%	74,937	17.8%	78,200	18.5%	195,298	46.3%	14,426	3.4%
17	121,025	17.0%	114,544	16.1%	143,146	20.1%	309,592	43.4%	24,486	3.4%
19	83,812	19.4%	86,584	20.0%	78,083	18.1%	171,901	39.8%	11,630	2.7%
20	92,859	21.4%	89,567	20.7%	86,589	20.0%	149,326	34.5%	14,985	3.5%
21	88,137	19.7%	86,668	19.3%	81,358	18.1%	175,413	39.1%	16,812	3.7%
22	117,032	16.2%	144,275	20.0%	148,732	20.6%	286,902	39.8%	23,746	3.3%
23	67,525	16.1%	87,138	20.8%	82,779	19.7%	164,784	39.3%	17,140	4.1%
National	1,419,966	16.5%	1,570,626	18.2%	1,627,834	18.9%	3,690,549	42.8%	305,589	3.5%

Denominator is the enrollee population by VISN. Percentages may not total 100 percent due to rounding.

Table A.3-4. Enrollee use of prescription medications obtained from VA, by VISN

VISN	Prescription medications in the last 30 days from VA									
	0		1-2		3-4		5 or more		Missing	
1	101,961	36.8%	55,126	19.9%	34,303	12.4%	78,557	28.3%	7,370	2.7%
2	157,828	44.7%	54,937	15.5%	48,864	13.8%	83,950	23.8%	7,870	2.2%
4	121,506	39.1%	62,093	20.0%	39,103	12.6%	79,047	25.4%	9,293	3.0%
5	113,032	45.1%	33,951	13.6%	28,938	11.6%	69,118	27.6%	5,505	2.2%
6	154,149	36.6%	66,364	15.8%	59,307	14.1%	133,209	31.7%	7,610	1.8%
7	184,998	36.5%	67,710	13.4%	96,466	19.1%	146,761	29.0%	10,330	2.0%
8	185,966	33.7%	102,726	18.6%	94,298	17.1%	159,555	28.9%	9,490	1.7%
9	102,931	32.7%	59,439	18.9%	46,253	14.7%	99,036	31.4%	7,297	2.3%
10	169,355	32.6%	95,993	18.5%	78,134	15.0%	167,828	32.3%	8,695	1.7%
12	86,589	29.7%	58,951	20.2%	47,746	16.4%	92,384	31.6%	6,312	2.2%
15	89,358	35.0%	45,348	17.8%	39,117	15.3%	74,425	29.2%	6,711	2.6%
16	129,693	37.2%	55,152	15.8%	44,875	12.9%	113,692	32.6%	NA	NA
17	202,986	35.8%	96,529	17.0%	89,634	15.8%	166,964	29.4%	11,170	2.0%
19	118,486	35.2%	59,151	17.6%	50,000	14.9%	101,346	30.1%	7,585	2.3%
20	122,336	37.6%	68,262	21.0%	45,147	13.9%	85,094	26.1%	4,642	1.4%
21	116,651	34.0%	68,413	19.9%	52,595	15.3%	100,356	29.2%	5,423	1.6%
22	215,689	37.2%	108,450	18.7%	89,412	15.4%	151,585	26.1%	14,771	2.5%
23	97,752	29.2%	70,992	21.2%	59,933	17.9%	98,754	29.5%	7,270	2.2%
National	2,471,266	35.9%	1,229,587	17.8%	1,044,125	15.2%	2,001,661	29.1%	142,367	2.1%

Denominator is the enrollee population who reported using prescription medications in the last 30 days by VISN.

Percentages may not total 100 percent due to rounding.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

A.4 Cigarette Smoking

Table A.4-1. Enrollees who ever smoked, by priority group, age, income, and VISN

VISN	Priority group						Age group					
	P1-P3		P4-P6		P7-P8		<45		45-64		65+	
1	95,449	61.2%	61,186	68.1%	60,766	63.3%	40,231	56.0%	51,265	56.8%	125,905	70.1%
2	94,728	59.0%	83,877	64.1%	92,515	58.9%	41,949	49.7%	57,783	52.3%	171,387	67.5%
4	106,106	67.5%	85,222	68.9%	76,154	61.2%	NA	NA	63,566	63.3%	154,080	69.0%
5	80,995	49.0%	48,558	63.6%	37,331	53.6%	28,422	41.8%	56,639	48.5%	81,822	64.7%
6	161,321	55.9%	91,189	68.5%	55,856	56.2%	47,300	49.8%	99,015	51.4%	162,050	69.3%
7	189,571	55.4%	105,880	67.5%	63,890	58.0%	57,168	50.5%	126,241	54.2%	175,931	67.0%
8	174,978	57.2%	124,966	63.6%	100,275	62.7%	39,130	44.8%	111,413	52.5%	249,676	68.8%
9	108,197	57.5%	74,939	71.3%	46,752	64.1%	37,556	49.1%	72,007	59.7%	120,326	71.2%
10	180,101	62.0%	148,051	68.0%	93,021	60.3%	67,862	52.3%	127,902	62.6%	225,409	68.6%
12	85,363	60.0%	80,707	70.6%	66,700	58.3%	NA	NA	56,094	61.9%	145,706	70.4%
15	91,853	60.1%	66,696	69.5%	47,431	60.7%	NA	NA	53,890	58.5%	114,053	67.3%
16	128,187	60.8%	81,064	65.7%	56,284	64.0%	62,140	62.8%	73,612	55.3%	129,784	68.3%
17	229,780	55.8%	99,264	58.1%	74,482	57.1%	84,383	50.6%	117,606	49.3%	201,538	65.5%
19	132,055	53.7%	65,096	63.5%	46,860	56.2%	66,158	51.2%	61,110	51.0%	116,744	63.8%
20	141,092	59.8%	74,491	64.6%	49,725	60.7%	67,036	57.8%	67,234	51.8%	131,038	69.8%
21	118,932	53.9%	82,276	63.9%	60,291	60.9%	44,597	50.7%	67,991	51.4%	148,911	65.3%
22	176,530	49.1%	135,138	64.2%	89,286	59.2%	63,718	44.5%	102,793	47.8%	234,443	64.7%
23	136,974	61.6%	66,343	71.4%	63,231	60.7%	56,999	57.5%	54,180	58.2%	155,370	68.4%
National	2,432,212	57.2%	1,574,943	66.0%	1,180,850	59.8%	923,489	51.7%	1,420,341	54.1%	2,844,173	67.7%

Denominator is the enrollee population by priority group, age, or income, and by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-1. Enrollees who ever smoked, by priority group, age, income, and VISN (continued)

VISN	Income group					
	<\$35,000		\$35,000+		Missing	
1	104,554	71.1%	104,045	57.7%	8,803	60.9%
2	123,699	67.0%	136,029	55.7%	11,392	57.8%
4	141,575	73.2%	115,168	58.2%	10,737	76.6%
5	70,960	64.4%	90,226	47.8%	5,698	46.4%
6	141,350	63.1%	152,603	55.2%	14,412	69.7%
7	178,738	66.0%	169,114	54.0%	11,489	45.9%
8	204,984	64.1%	176,337	56.0%	18,898	68.5%
9	129,251	70.7%	90,131	53.6%	10,507	69.5%
10	220,168	67.2%	186,811	59.7%	14,194	64.9%
12	116,377	66.6%	105,029	58.4%	11,364	69.3%
15	108,283	69.5%	89,870	56.2%	7,826	70.9%
16	135,980	65.3%	117,636	59.6%	11,920	71.7%
17	179,682	62.0%	202,777	51.9%	21,068	65.0%
19	110,890	64.5%	124,986	51.0%	8,135	54.7%
20	132,363	67.8%	125,601	57.2%	7,344	39.6%
21	123,164	63.9%	128,589	53.3%	9,746	68.4%
22	201,610	61.6%	185,236	50.6%	14,107	51.9%
23	121,750	70.4%	134,404	59.5%	10,395	50.7%
National	2,545,378	66.1%	2,434,592	55.1%	208,035	60.7%

Denominator is the enrollee population by priority group, age, or income, and by VISN.

Table A.4-2. Enrollees who are current smokers, by priority group, age, income, and VISN

VISN	Priority group						Age group					
	P1-P3		P4-P6		P7-P8		<45		45-64		65+	
1	21,573	22.6%	14,737	24.1%	8,351	13.7%	NA	NA	21,233	41.4%	13,190	10.5%
2	19,607	20.7%	21,053	25.1%	11,035	11.9%	NA	NA	24,260	42.0%	16,773	9.8%
4	26,516	25.0%	25,397	29.8%	12,214	16.0%	NA	NA	25,964	40.8%	20,545	13.3%
5	19,286	23.8%	12,906	26.6%	9,848	26.4%	NA	NA	20,709	36.6%	10,843	13.3%
6	37,055	23.0%	30,234	33.2%	9,587	17.2%	NA	NA	38,402	38.8%	23,382	14.4%
7	45,247	23.9%	34,594	32.7%	15,414	24.1%	NA	NA	41,876	33.2%	27,471	15.6%
8	34,564	19.8%	33,091	26.5%	8,130	8.1%	NA	NA	35,427	31.8%	31,251	12.5%
9	27,748	25.6%	29,079	38.8%	9,295	19.9%	NA	NA	24,855	34.5%	22,847	19.0%
10	48,216	26.8%	48,342	32.7%	20,591	22.1%	NA	NA	53,568	41.9%	36,498	16.2%
12	20,495	24.0%	19,266	23.9%	10,226	15.3%	NA	NA	22,202	39.6%	17,993	12.3%
15	20,087	21.9%	23,955	35.9%	8,426	17.8%	NA	NA	22,502	41.8%	17,900	15.7%
16	45,190	35.3%	29,283	36.1%	9,497	16.9%	NA	NA	33,736	45.8%	24,160	18.6%
17	60,700	26.4%	31,464	31.7%	11,892	16.0%	34,001	40.3%	38,251	32.5%	31,804	15.8%
19	33,058	25.0%	16,651	25.6%	9,653	20.6%	20,342	30.7%	23,121	37.8%	15,900	13.6%
20	35,669	25.3%	20,638	27.7%	11,972	24.1%	NA	NA	22,893	34.0%	18,343	14.0%
21	25,825	21.7%	20,340	24.7%	10,269	17.0%	NA	NA	21,892	32.2%	20,602	13.8%
22	37,805	21.4%	36,753	27.2%	14,727	16.5%	NA	NA	35,824	34.9%	31,846	13.6%
23	26,502	19.3%	20,099	30.3%	11,063	17.5%	NA	NA	21,835	40.3%	17,636	11.4%
National	585,143	24.1%	467,882	29.7%	202,190	17.1%	327,688	35.5%	528,550	37.2%	398,984	14.0%

Denominator is the enrollee population who reported that they smoked at least 100 cigarettes in their entire life by VISN.

"NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-2. Enrollees who are current smokers, by priority group, age, income, and VISN (continued)

VISN	Income group					
	<\$35,000		\$35,000+		Missing	
1	26,870	25.7%	16,408	15.8%	NA	NA
2	32,704	26.4%	18,223	13.4%	NA	NA
4	38,630	27.3%	24,978	21.7%	NA	NA
5	21,291	30.0%	19,523	21.6%	NA	NA
6	43,216	30.6%	30,380	19.9%	NA	NA
7	64,774	36.2%	28,725	17.0%	NA	NA
8	52,738	25.7%	19,626	11.1%	NA	NA
9	46,945	36.3%	17,577	19.5%	NA	NA
10	70,628	32.1%	42,719	22.9%	NA	NA
12	30,018	25.8%	17,774	16.9%	NA	NA
15	34,638	32.0%	16,753	18.6%	NA	NA
16	49,809	36.6%	29,071	24.7%	NA	NA
17	53,395	29.7%	41,030	20.2%	NA	NA
19	33,552	30.3%	24,019	19.2%	NA	NA
20	43,332	32.7%	23,935	19.1%	NA	NA
21	32,414	26.3%	22,557	17.5%	NA	NA
22	53,195	26.4%	33,799	18.2%	NA	NA
23	30,305	24.9%	25,084	18.7%	NA	NA
National	758,454	29.8%	452,181	18.6%	44,582	21.4%

Denominator is the enrollee population who reported that they smoked at least 100 cigarettes in their entire life by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-3. Enrollees who are former smokers, by priority group, age, income, and VISN

VISN	Priority group						Age group					
	P1-P3		P4-P6		P7-P8		<45		45-64		65+	
1	72,772	76.2%	43,311	70.8%	49,982	82.3%	NA	NA	28,329	55.3%	108,075	85.8%
2	71,883	75.9%	60,217	71.8%	80,115	86.6%	30,327	72.3%	31,478	54.5%	150,410	87.8%
4	75,962	71.6%	57,864	67.9%	61,633	80.9%	NA	NA	35,790	56.3%	127,453	82.7%
5	60,176	74.3%	34,094	70.2%	27,251	73.0%	17,510	61.6%	34,884	61.6%	69,127	84.5%
6	121,953	75.6%	58,476	64.1%	44,676	80.0%	NA	NA	57,430	58.0%	135,467	83.6%
7	137,096	72.3%	68,241	64.5%	46,487	72.8%	NA	NA	79,271	62.8%	142,948	81.3%
8	136,048	77.8%	89,271	71.4%	89,287	89.0%	NA	NA	72,421	65.0%	212,162	85.0%
9	77,772	71.9%	44,497	59.4%	36,372	77.8%	NA	NA	45,736	63.5%	94,683	78.7%
10	127,873	71.0%	93,176	62.9%	69,906	75.2%	NA	NA	68,677	53.7%	181,500	80.5%
12	62,908	73.7%	59,420	73.6%	53,586	80.3%	NA	NA	31,959	57.0%	122,778	84.3%
15	70,341	76.6%	40,852	61.3%	37,931	80.0%	NA	NA	29,741	55.2%	93,411	81.9%
16	80,489	62.8%	49,706	61.3%	44,741	79.5%	NA	NA	38,650	52.5%	101,697	78.4%
17	165,322	71.9%	64,338	64.8%	59,302	79.6%	50,383	59.7%	75,390	64.1%	163,189	81.0%
19	94,480	71.5%	47,986	73.7%	36,047	76.9%	44,820	67.7%	36,032	59.0%	97,661	83.7%
20	103,330	73.2%	51,745	69.5%	36,504	73.4%	39,174	58.4%	43,590	64.8%	108,815	83.0%
21	88,629	74.5%	60,506	73.5%	48,923	81.1%	29,260	65.6%	45,040	66.2%	123,758	83.1%
22	133,463	75.6%	95,484	70.7%	73,424	82.2%	40,693	63.9%	64,810	63.0%	196,869	84.0%
23	107,832	78.7%	44,405	66.9%	49,633	78.5%	38,056	66.8%	30,297	55.9%	133,517	85.9%
National	1,788,329	73.5%	1,063,589	67.5%	945,800	80.1%	584,670	63.3%	849,525	59.8%	2,363,520	83.1%

Denominator is the enrollee population who reported that they smoked at least 100 cigarettes in their entire life by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-3. Enrollees who are former smokers, by priority group, age, income, and VISN (continued)

VISN	Income group					
	<\$35,000		\$35,000+		Missing	
1	73,962	70.7%	85,202	81.9%	6,900	78.4%
2	87,303	70.6%	114,498	84.2%	10,413	91.4%
4	98,549	69.6%	86,750	75.3%	NA	NA
5	46,930	66.1%	70,091	77.7%	4,500	69.8%
6	94,754	67.0%	119,310	78.2%	11,041	76.6%
7	108,388	60.6%	134,197	79.4%	9,239	80.4%
8	149,341	72.9%	150,545	85.4%	14,721	77.9%
9	78,742	60.9%	71,031	78.8%	8,869	84.4%
10	141,304	64.2%	139,771	74.8%	9,880	69.6%
12	83,086	71.4%	83,945	79.9%	8,884	78.2%
15	70,424	65.0%	72,364	80.5%	6,336	81.0%
16	81,047	59.6%	87,253	74.2%	6,636	55.7%
17	120,978	67.3%	156,782	77.3%	11,202	53.2%
19	74,346	67.0%	98,149	78.5%	6,019	74.0%
20	87,044	65.8%	98,405	78.3%	6,130	83.5%
21	87,421	71.0%	102,816	80.0%	7,821	80.2%
22	144,690	71.8%	146,944	79.3%	10,737	76.1%
23	88,322	72.5%	105,594	78.6%	7,953	76.5%
National	1,716,631	67.4%	1,923,647	79.0%	157,440	75.7%

Denominator is the enrollee population who reported that they smoked at least 100 cigarettes in their entire life by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-4. Enrollees who are unsuccessful quitters, by priority group, age, income, and VISN

VISN	Priority group						Age group					
	P1-P3		P4-P6		P7-P8		<45		45-64		65+	
1	13,722	63.6%	6,790	46.1%	NA	NA	NA	NA	10,790	50.8%	6,327	48.0%
2	11,685	59.6%	10,366	49.2%	7,117	64.5%	NA	NA	14,502	59.8%	8,751	52.2%
4	14,893	56.2%	12,226	48.1%	NA	NA	NA	NA	18,075	69.6%	9,601	46.7%
5	9,526	49.4%	5,832	56.3%	5,434	52.5%	NA	NA	11,111	53.7%	3,733	34.4%
6	22,421	60.5%	17,100	56.6%	NA	NA	NA	NA	20,496	53.4%	11,534	49.3%
7	26,282	58.1%	17,292	50.0%	NA	NA	NA	NA	21,878	52.2%	12,383	45.1%
8	22,420	64.9%	15,392	46.5%	NA	NA	NA	NA	21,768	61.4%	13,954	44.7%
9	16,022	57.7%	14,969	51.5%	NA	NA	NA	NA	12,903	51.9%	9,293	40.7%
10	27,806	57.7%	26,448	54.7%	8,418	40.9%	NA	NA	24,771	46.2%	19,573	53.6%
12	12,625	61.6%	9,135	47.4%	NA	NA	NA	NA	11,518	51.9%	8,007	44.5%
15	9,375	46.7%	9,424	39.3%	NA	NA	NA	NA	10,194	45.3%	7,021	39.2%
16	31,160	69.0%	13,462	46.0%	NA	NA	NA	NA	19,094	56.6%	11,534	47.7%
17	30,748	50.7%	15,429	49.0%	NA	NA	NA	NA	19,744	51.6%	16,175	50.9%
19	19,540	59.1%	8,546	51.3%	6,074	62.9%	NA	NA	11,446	49.5%	7,021	44.2%
20	18,773	52.6%	8,384	40.6%	NA	NA	NA	NA	12,804	55.9%	8,021	43.7%
21	13,276	51.4%	10,421	51.2%	NA	NA	NA	NA	13,305	60.8%	9,039	43.9%
22	21,656	57.3%	19,654	53.5%	NA	NA	NA	NA	20,483	57.2%	14,505	45.5%
23	13,552	51.1%	9,317	46.4%	6,354	57.4%	NA	NA	11,000	50.4%	8,573	48.6%
National	335,482	57.3%	230,187	49.2%	102,559	50.7%	197,303	60.2%	285,882	54.1%	185,045	46.4%

Denominator is the enrollee population who reported that they smoked at least 100 cigarettes in their entire life by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.4-4. Enrollees who are unsuccessful quitters, by priority group, age, income, and VISN (continued)

VISN	Income group					
	<\$35,000		\$35,000+		Missing	
1	13,595	50.6%	9,907	60.4%	NA	NA
2	18,572	56.8%	10,254	56.3%	NA	NA
4	20,841	54.0%	14,617	58.5%	NA	NA
5	9,170	43.1%	11,546	59.1%	NA	NA
6	22,303	51.6%	19,484	64.1%	NA	NA
7	33,193	51.2%	17,563	61.1%	NA	NA
8	29,721	56.4%	10,895	55.5%	NA	NA
9	25,190	53.7%	10,291	58.5%	NA	NA
10	31,261	44.3%	28,619	67.0%	NA	NA
12	17,004	56.6%	8,266	46.5%	NA	NA
15	15,822	45.7%	NA	NA	NA	NA
16	26,499	53.2%	19,015	65.4%	NA	NA
17	27,420	51.4%	20,177	49.2%	NA	NA
19	19,572	58.3%	13,341	55.5%	NA	NA
20	20,373	47.0%	12,551	52.4%	NA	NA
21	17,406	53.7%	11,712	51.9%	NA	NA
22	27,736	52.1%	14,999	44.4%	NA	NA
23	14,156	46.7%	13,417	53.5%	NA	NA
National	389,834	51.4%	252,643	55.9%	25,749	57.8%

Denominator is the enrollee population who reported that they smoked at least 100 cigarettes in their entire life and currently smoke, by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

A.5 Health Status

Table A.5-1. Enrollees' perceived health status, by priority group and VISN

VISN	Priority groups 1-3			
	Excellent/Very good/Good		Fair/Poor	
1	109,775	70.4%	45,641	29.3%
2	116,534	72.6%	43,671	27.2%
4	112,851	71.8%	41,873	26.6%
5	127,899	77.3%	36,548	22.1%
6	201,025	69.6%	86,163	29.8%
7	219,644	64.2%	121,615	35.6%
8	224,697	73.5%	80,293	26.3%
9	120,976	64.3%	66,071	35.1%
10	205,550	70.7%	83,074	28.6%
12	98,217	69.1%	42,090	29.6%
15	109,474	71.7%	42,086	27.6%
16	137,110	65.1%	72,885	34.6%
17	281,903	68.5%	128,080	31.1%
19	167,732	68.2%	77,220	31.4%
20	170,712	72.3%	63,467	26.9%
21	162,407	73.6%	57,591	26.1%
22	253,126	70.5%	105,410	29.3%
23	160,815	72.4%	59,205	26.6%
National	2,980,449	70.0%	1,252,984	29.4%

Denominator is the enrollee population by priority group and VISN.

Some rows sum to less than 100% due to a small percentage of enrollees (<1%) who did not respond to this question.

Table A.5-1. Enrollees' perceived health status, by priority group and VISN (continued)

VISN	Priority groups 4-6			
	Excellent/Very good/Good		Fair/Poor	
1	66,615	74.2%	22,555	25.1%
2	98,328	75.1%	31,768	24.3%
4	92,303	74.6%	30,276	24.5%
5	53,582	70.2%	22,034	28.9%
6	102,566	77.0%	29,947	22.5%
7	108,131	69.0%	48,149	30.7%
8	152,089	77.4%	43,056	21.9%
9	66,662	63.4%	38,147	36.3%
10	160,681	73.8%	56,574	26.0%
12	89,983	78.8%	23,655	20.7%
15	71,320	74.3%	24,220	25.2%
16	82,855	67.2%	40,184	32.6%
17	127,442	74.6%	41,320	24.2%
19	80,355	78.3%	21,026	20.5%
20	86,024	74.6%	28,463	24.7%
21	100,723	78.3%	26,706	20.7%
22	156,241	74.2%	53,853	25.6%
23	71,751	77.2%	20,662	22.2%
National	1,767,652	74.1%	602,596	25.3%

Denominator is the enrollee population by priority group and VISN.

Some rows sum to less than 100% due to a small percentage of enrollees (<1%) who did not respond to this question.

Table A.5-1. Enrollees' perceived health status, by priority group and VISN (continued)

VISN	Priority groups 7-8			
	Excellent/Very good/Good		Fair/Poor	
1	83,273	86.7%	12,181	12.7%
2	131,124	83.5%	24,608	15.7%
4	105,537	84.8%	17,242	13.9%
5	59,852	86.0%	9,489	13.6%
6	82,282	82.7%	16,310	16.4%
7	87,097	79.0%	20,136	18.3%
8	136,420	85.3%	23,360	14.6%
9	56,648	77.7%	16,002	21.9%
10	125,369	81.2%	27,641	17.9%
12	95,878	83.9%	17,818	15.6%
15	62,545	80.0%	15,557	19.9%
16	67,384	76.7%	19,628	22.3%
17	104,306	80.0%	25,614	19.7%
19	70,513	84.6%	12,652	15.2%
20	66,434	81.1%	14,085	17.2%
21	83,816	84.7%	14,846	15.0%
22	121,837	80.8%	27,800	18.4%
23	84,743	81.3%	18,257	17.5%
National	1,625,065	82.3%	333,225	16.9%

Denominator is the enrollee population by priority group and VISN.

Some rows sum to less than 100% due to a small percentage of enrollees (<1%) who did not respond to this question.

Table A.5-2. Enrollees with ADL and IADL disabilities, by priority group and VISN

VISN	Priority groups 1-3							
	IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities		No ADL or IADL	
1	31,760	20.4%	18,439	11.8%	6,658	4.3%	97,435	62.5%
2	37,559	23.4%	14,028	8.7%	8,844	5.5%	98,957	61.6%
4	30,413	19.3%	17,040	10.8%	NA	NA	98,976	63.0%
5	28,593	17.3%	13,392	8.1%	6,712	4.1%	114,766	69.4%
6	59,220	20.5%	33,428	11.6%	19,105	6.6%	174,243	60.4%
7	79,573	23.3%	40,956	12.0%	28,610	8.4%	187,657	54.9%
8	56,249	18.4%	31,360	10.3%	22,141	7.2%	190,471	62.3%
9	42,174	22.4%	20,146	10.7%	11,298	6.0%	111,709	59.4%
10	61,238	21.1%	28,721	9.9%	18,793	6.5%	177,471	61.1%
12	24,447	17.2%	10,717	7.5%	7,218	5.1%	98,384	69.2%
15	31,598	20.7%	15,499	10.1%	11,404	7.5%	92,931	60.8%
16	55,951	26.6%	12,929	6.1%	18,691	8.9%	120,569	57.2%
17	109,613	26.6%	39,104	9.5%	25,959	6.3%	233,205	56.6%
19	54,700	22.2%	27,992	11.4%	9,226	3.7%	151,259	61.5%
20	45,041	19.1%	20,412	8.6%	7,832	3.3%	159,004	67.4%
21	44,846	20.3%	21,272	9.6%	13,794	6.3%	137,116	62.1%
22	73,043	20.3%	33,388	9.3%	24,828	6.9%	224,931	62.6%
23	42,430	19.1%	15,563	7.0%	7,469	3.4%	150,476	67.7%
National	908,448	21.3%	414,386	9.7%	256,926	6.0%	2,619,560	62.9%

Denominator is the enrollee population by priority group and VISN.

Some rows sum to less than 100% due to a small percentage of enrollees (<1%) who did not respond to this question.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-2. Enrollees with ADL and IADL disabilities, by priority group and VISN (continued)

VISN	Priority groups 4-6							
	IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities		No ADL or IADL	
1	18,039	20.1%	6,553	7.3%	NA	NA	60,147	67.0%
2	24,487	18.7%	11,512	8.8%	8,718	6.7%	83,277	63.6%
4	21,143	17.1%	12,903	10.4%	NA	NA	83,091	67.1%
5	17,025	22.3%	5,266	6.9%	6,826	8.9%	44,746	58.6%
6	27,410	20.6%	8,497	6.4%	8,002	6.0%	85,404	64.1%
7	37,785	24.1%	11,002	7.0%	14,164	9.0%	88,435	56.4%
8	33,916	17.2%	18,292	9.3%	10,452	5.3%	130,317	66.3%
9	22,951	21.8%	6,566	6.2%	7,929	7.5%	64,942	61.8%
10	47,267	21.7%	15,895	7.3%	11,246	5.2%	139,937	64.3%
12	23,095	20.2%	8,413	7.4%	7,244	6.3%	73,842	64.6%
15	17,326	18.0%	8,192	8.5%	NA	NA	62,387	65.0%
16	24,909	20.2%	9,491	7.7%	8,829	7.2%	77,791	63.1%
17	38,467	22.5%	12,484	7.3%	6,829	4.0%	109,382	64.1%
19	22,392	21.8%	5,267	5.1%	3,564	3.5%	68,966	67.2%
20	22,670	19.7%	9,623	8.3%	NA	NA	78,150	67.7%
21	25,780	20.0%	9,517	7.4%	6,358	4.9%	84,236	65.4%
22	48,701	23.1%	14,168	6.7%	10,779	5.1%	132,760	63.0%
23	18,824	20.2%	5,356	5.8%	3,430	3.7%	62,784	67.5%
National	492,188	20.6%	178,997	7.5%	133,094	5.6%	1,530,594	66.2%

Denominator is the enrollee population by priority group and VISN.

Some rows sum to less than 100% due to a small percentage of enrollees (<1%) who did not respond to this question.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-2. Enrollees with ADL and IADL disabilities, by priority group and VISN (continued)

VISN	Priority groups 7-8							
	IADL but no ADL disability		1 or 2 ADL disabilities		3, 4 or 5 ADL disabilities		No ADL or IADL	
1	16,766	17.5%	NA	NA	NA	NA	70,192	73.1%
2	26,329	16.8%	6,563	4.2%	6,071	3.9%	114,506	72.9%
4	18,285	14.7%	NA	NA	NA	NA	94,830	76.2%
5	9,470	13.6%	NA	NA	NA	NA	55,964	80.4%
6	11,168	11.2%	NA	NA	NA	NA	77,026	77.4%
7	13,416	12.2%	NA	NA	NA	NA	88,167	80.0%
8	25,592	16.0%	9,669	6.0%	NA	NA	118,198	73.9%
9	13,098	18.0%	NA	NA	NA	NA	51,682	70.9%
10	25,206	16.3%	NA	NA	NA	NA	113,485	73.5%
12	21,387	18.7%	4,288	3.8%	3,970	3.5%	81,421	71.2%
15	13,826	17.7%	NA	NA	NA	NA	58,352	74.7%
16	15,235	17.3%	NA	NA	NA	NA	64,379	73.3%
17	25,680	19.7%	7,693	5.6%	NA	NA	90,289	69.3%
19	13,915	16.7%	4,741	5.7%	NA	NA	61,149	73.4%
20	10,357	12.6%	NA	NA	NA	NA	67,569	82.5%
21	15,537	15.7%	5,575	5.6%	NA	NA	72,479	73.2%
22	31,114	20.6%	8,458	5.6%	NA	NA	105,148	69.7%
23	17,002	16.3%	5,420	NA	NA	NA	77,163	74.1%
National	323,384	16.4%	90,563	4.6%	57,850	3.0%	1,461,999	75.1%

Denominator is the enrollee population by priority group and VISN.

Some rows sum to less than 100% due to a small percentage of enrollees (<1%) who did not respond to this question.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-3. Enrollees perceived health status, by age and VISN

VISN	<45			
	Excellent/Very good/Good		Fair/Poor	
1	46,911	65.3%	NA	NA
2	68,732	81.5%	NA	NA
4	72,090	88.2%	NA	NA
5	56,474	83.1%	NA	NA
6	76,559	80.7%	NA	NA
7	69,002	60.9%	NA	NA
8	67,224	77.0%	NA	NA
9	50,067	65.5%	NA	NA
10	94,549	72.9%	NA	NA
12	57,680	78.9%	NA	NA
15	51,723	79.2%	NA	NA
16	70,940	71.7%	NA	NA
17	117,069	70.3%	49,554	29.7%
19	92,072	71.2%	37,220	28.8%
20	83,322	71.9%	NA	NA
21	69,485	79.0%	NA	NA
22	95,916	67.0%	47,334	33.0%
23	70,370	70.9%	28,356	28.6%
National	1,310,185	73.3%	468,970	26.2%

Denominator is the enrollee population by age and VISN.

Some rows sum to less than 100% due to a small percentage of enrollees (<1%) who did not respond to this question.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-3. Enrollees perceived health status, by age and VISN (continued)

VISN	45-64			
	Excellent/Very good/Good		Fair/Poor	
1	70,445	78.0%	19,508	21.6%
2	85,814	77.7%	24,006	21.7%
4	72,593	72.3%	26,980	26.9%
5	91,942	78.7%	24,354	20.8%
6	138,442	71.9%	52,755	27.4%
7	162,513	69.7%	70,516	30.3%
8	165,612	78.0%	45,844	21.6%
9	82,193	68.2%	37,982	31.5%
10	151,732	74.2%	51,784	25.3%
12	66,125	72.9%	24,464	27.0%
15	70,673	76.8%	21,096	22.9%
16	85,452	64.2%	47,631	35.8%
17	170,473	71.5%	66,316	27.8%
19	86,326	72.0%	32,749	27.3%
20	95,755	73.8%	32,188	24.8%
21	101,370	76.6%	30,631	23.2%
22	160,862	74.9%	53,397	24.9%
23	70,399	75.6%	22,511	24.2%
National	1,928,722	73.5%	684,713	26.1%

Denominator is the enrollee population by age and VISN.

Some rows sum to less than 100% due to a small percentage of enrollees (<1%) who did not respond to this question.

Table A.5-3. Enrollees perceived health status, by age and VISN (continued)

VISN	65+			
	Excellent/Very good/Good		Fair/Poor	
1	142,308	79.2%	35,913	20.0%
2	191,441	75.4%	60,442	23.8%
4	166,008	74.3%	54,221	24.3%
5	92,917	73.4%	32,226	25.5%
6	170,873	73.1%	61,339	26.2%
7	183,358	69.8%	77,574	29.5%
8	280,369	77.3%	80,732	22.3%
9	112,026	66.3%	55,867	33.0%
10	245,319	74.7%	81,518	24.8%
12	160,274	77.4%	45,093	21.8%
15	120,945	71.3%	47,212	27.8%
16	130,957	69.0%	57,051	30.0%
17	226,109	73.5%	79,144	25.7%
19	140,203	76.7%	40,929	22.4%
20	144,094	76.8%	42,267	22.5%
21	176,092	77.2%	50,004	21.9%
22	274,426	75.7%	86,332	23.8%
23	176,540	77.7%	47,257	20.8%
National	3,134,259	74.6%	1,035,121	24.6%

Denominator is the enrollee population by age and VISN.

Some rows sum to less than 100% due to a small percentage of enrollees (<1%) who did not respond to this question.

Table A.5-4. Enrollees with ADL and IADL disabilities, by age and VISN

VISN	<45							
	IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities		No ADL or IADL	
1	NA	NA	NA	NA	NA	NA	48,988	68.2%
2	NA	NA	NA	NA	NA	NA	63,078	74.8%
4	NA	NA	NA	NA	NA	NA	69,288	84.8%
5	NA	NA	NA	NA	NA	NA	49,680	73.1%
6	NA	NA	NA	NA	NA	NA	66,985	70.6%
7	NA	NA	NA	NA	NA	NA	63,902	56.4%
8	NA	NA	NA	NA	NA	NA	57,696	66.0%
9	NA	NA	NA	NA	NA	NA	49,252	64.4%
10	NA	NA	NA	NA	NA	NA	87,107	67.1%
12	NA	NA	NA	NA	NA	NA	58,282	79.7%
15	NA	NA	NA	NA	NA	NA	42,751	65.5%
16	NA	NA	NA	NA	NA	NA	63,363	64.0%
17	59,353	35.6%	NA	NA	NA	NA	91,525	54.9%
19	24,602	19.0%	NA	NA	NA	NA	88,398	68.4%
20	NA	NA	NA	NA	NA	NA	89,124	76.9%
21	NA	NA	NA	NA	NA	NA	62,789	71.4%
22	NA	NA	NA	NA	NA	NA	92,905	64.9%
23	NA	NA	NA	NA	NA	NA	73,199	73.8%
National	346,891	19.4%	142,867	8.0%	66,658	3.7%	1,218,312	68.2%

Denominator is the enrollee population by age and VISN.

Some rows sum to less than 100% due to a small percentage of enrollees (<1%) who did not respond to this question.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-4. Enrollees with ADL and IADL disabilities, by age and VISN (continued)

VISN	45-64							
	IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities		No ADL or IADL	
1	16,473	18.2%	NA	NA	NA	NA	66,532	73.7%
2	19,246	17.4%	8,737	7.9%	NA	NA	77,298	70.0%
4	18,225	18.1%	NA	NA	NA	NA	68,854	68.6%
5	14,586	12.5%	8,979	7.7%	4,255	3.6%	88,104	75.4%
6	30,387	15.8%	21,273	11.0%	10,437	5.4%	127,680	66.3%
7	52,055	22.3%	17,565	7.5%	15,746	6.8%	142,472	61.1%
8	37,884	17.8%	18,391	8.7%	NA	NA	145,478	68.5%
9	22,312	18.5%	9,765	8.1%	7,590	6.3%	78,676	65.3%
10	40,717	19.9%	12,062	5.9%	12,118	5.9%	137,424	67.2%
12	18,339	20.2%	7,571	8.4%	NA	NA	61,921	68.3%
15	13,641	14.8%	NA	NA	NA	NA	66,724	72.5%
16	29,016	21.8%	8,798	6.6%	NA	NA	86,368	64.9%
17	45,187	19.0%	23,130	9.7%	12,511	5.2%	155,743	65.3%
19	22,252	18.6%	9,571	8.0%	NA	NA	82,722	69.0%
20	23,954	18.5%	10,269	7.9%	NA	NA	91,025	70.2%
21	23,421	17.7%	10,199	7.7%	6,958	5.3%	89,274	67.5%
22	39,909	18.6%	15,498	7.2%	8,509	4.0%	149,694	69.7%
23	13,301	14.3%	5,109	5.5%	NA	NA	71,063	76.3%
National	480,904	18.3%	205,910	7.8%	122,036	4.6%	1,787,052	69.1%

Denominator is the enrollee population by age and VISN.

Some rows sum to less than 100% due to a small percentage of enrollees (<1%) who did not respond to this question.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-4. Enrollees with ADL and IADL disabilities, by age and VISN (continued)

VISN	65+							
	IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities		No ADL or IADL	
1	38,532	21.4%	14,055	7.8%	10,283	5.7%	112,254	62.5%
2	53,796	21.2%	19,779	7.8%	17,165	6.8%	156,365	61.6%
4	47,787	21.4%	17,122	7.7%	13,118	5.9%	138,755	62.1%
5	27,626	21.8%	8,454	6.7%	8,667	6.9%	77,692	61.4%
6	51,545	22.0%	18,910	8.1%	15,377	6.6%	142,008	60.7%
7	50,558	19.3%	26,535	10.1%	21,393	8.1%	157,885	60.1%
8	64,744	17.8%	29,555	8.1%	25,080	6.9%	235,812	65.0%
9	36,102	21.4%	16,605	9.8%	10,293	6.1%	100,405	59.4%
10	73,020	22.2%	24,197	7.4%	16,844	5.1%	206,362	62.8%
12	40,846	19.7%	13,630	6.6%	12,944	6.3%	133,444	64.5%
15	37,131	21.9%	13,903	8.2%	11,518	6.8%	104,195	61.5%
16	40,232	21.2%	15,259	8.0%	16,551	8.7%	113,008	59.5%
17	69,219	22.5%	27,632	9.0%	17,750	5.8%	185,609	60.3%
19	44,153	24.1%	15,353	8.4%	8,888	4.9%	110,254	60.3%
20	37,710	20.1%	14,510	7.7%	7,110	3.8%	124,574	66.4%
21	47,218	20.7%	18,765	8.2%	14,819	6.5%	141,768	62.1%
22	86,765	23.9%	25,400	7.0%	21,635	6.0%	220,240	60.7%
23	49,241	21.7%	15,502	6.8%	9,739	4.3%	146,160	64.4%
National	896,225	21.3%	335,166	8.0%	259,174	6.2%	2,606,790	64.0%

Denominator is the enrollee population by age and VISN.

Some rows sum to less than 100% due to a small percentage of enrollees (<1%) who did not respond to this question.

Table A.5-5. Enrollees perceived health status, by income and VISN

VISN	<\$35,000						\$35,000+					
	Excellent/Very good/Good		Fair/Poor		Missing		Excellent/Very good/Good		Fair/Poor		Missing	
1	102,796	69.9%	43,713	29.7%	NA	NA	146,305	81.1%	33,515	18.6%	NA	
2	131,483	71.2%	51,701	28.0%	NA	NA	200,421	82.1%	43,315	17.7%	NA	
4	138,438	71.5%	52,439	27.1%	NA	NA	162,192	82.0%	34,788	17.6%	NA	
5	74,460	67.5%	34,855	31.6%	NA	NA	159,360	84.4%	29,057	15.4%	NA	
6	160,283	71.5%	62,866	28.0%	NA	NA	211,552	76.5%	63,997	23.1%	NA	
7	169,050	62.5%	100,191	37.0%	NA	NA	228,519	72.9%	82,277	26.3%	NA	
8	233,467	73.0%	85,093	26.6%	NA	NA	259,036	82.2%	55,685	17.7%	NA	
9	111,479	60.9%	70,689	38.6%	NA	NA	122,131	72.7%	45,287	27.0%	NA	
10	222,440	67.9%	103,697	31.7%	NA	NA	253,028	80.8%	57,840	18.5%	NA	
12	131,735	75.4%	41,610	23.8%	NA	NA	141,462	78.7%	37,370	20.8%	NA	
15	108,990	69.9%	45,847	29.4%	NA	NA	125,376	78.4%	34,101	21.3%	NA	
16	131,546	63.2%	75,213	36.1%	NA	NA	147,385	74.7%	49,334	25.0%	NA	
17	189,585	65.4%	98,461	34.0%	NA	NA	301,643	77.3%	87,896	22.5%	NA	
19	115,594	67.2%	55,365	32.2%	NA	NA	192,668	78.6%	51,612	21.1%	NA	
20	135,281	69.3%	58,302	29.8%	NA	NA	175,788	80.1%	41,722	19.0%	NA	
21	140,558	72.9%	51,111	26.5%	NA	NA	196,351	81.4%	44,375	18.4%	NA	
22	229,090	70.0%	97,297	29.7%	NA	NA	284,343	77.6%	81,112	22.1%	NA	
23	124,598	72.0%	46,895	27.1%	NA	NA	180,359	79.8%	43,794	19.4%	NA	
National	2,650,875	68.9%	1,175,344	30.5%	33,926	0.9%	3,487,918	78.9%	917,079	20.7%	0.3%	

Denominator is the enrollee population by income and VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-6. Enrollees with ADL and IADL disabilities, by income and VISN

VISN	<\$35,000							
	IADL but no ADL disability		1 or 2 ADL disabilities		3, 4 or 5 ADL disabilities		No ADL or IADL	
1	35,973	24.5%	16,496	11.2%	6,743	4.6%	84,601	57.5%
2	44,719	24.2%	16,251	8.8%	12,505	6.8%	107,035	58.0%
4	38,281	19.8%	20,213	10.4%	10,467	5.4%	119,863	61.9%
5	25,257	22.9%	8,798	8.0%	9,901	9.0%	63,447	57.5%
6	51,271	22.9%	24,048	10.7%	14,260	6.4%	129,773	57.9%
7	69,527	25.7%	28,727	10.6%	27,853	10.3%	138,684	51.2%
8	65,897	20.6%	33,891	10.6%	22,800	7.1%	189,858	59.4%
9	48,191	26.3%	19,455	10.6%	11,891	6.5%	98,042	53.6%
10	84,799	25.9%	31,457	9.6%	22,811	7.0%	181,191	55.3%
12	40,497	23.2%	14,357	8.2%	10,504	6.0%	106,014	60.7%
15	37,413	24.0%	15,965	10.2%	10,686	6.9%	89,120	57.2%
16	56,564	27.2%	15,381	7.4%	14,281	6.9%	117,533	56.5%
17	76,079	26.2%	29,685	10.2%	19,879	6.9%	158,848	54.8%
19	50,571	29.4%	17,209	10.0%	8,241	4.8%	93,775	54.5%
20	46,783	24.0%	16,845	8.6%	5,765	3.0%	122,740	62.8%
21	45,060	23.4%	19,527	10.1%	11,735	6.1%	111,148	57.6%
22	83,912	25.6%	28,203	8.6%	20,519	6.3%	189,852	58.0%
23	39,991	23.1%	14,513	8.4%	6,516	3.8%	107,313	62.0%
National	940,784	24.4%	371,021	9.6%	247,357	6.4%	2,208,837	59.4%

Denominator is the enrollee population by income and VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.5-6. Enrollees with ADL and IADL disabilities, by income and VISN (continued)

VISN	\$35,000+							
	IADL but no ADL disability		1 or 2 ADL disabilities		3, 4, or 5 ADL disabilities		No ADL or IADL	
1	26,422	14.7%	11,076	6.1%	NA	NA	135,624	75.2%
2	40,987	16.8%	14,463	5.9%	9,577	3.9%	176,484	72.3%
4	29,513	14.9%	9,036	4.6%	NA	NA	150,578	76.1%
5	27,367	14.5%	10,782	5.7%	4,394	2.3%	145,073	76.8%
6	42,629	15.4%	21,367	7.7%	13,944	5.0%	196,248	71.0%
7	57,529	18.4%	25,259	8.1%	14,940	4.8%	212,741	67.9%
8	45,837	14.5%	23,025	7.3%	12,303	3.9%	231,318	73.4%
9	27,307	16.3%	9,914	5.9%	7,541	4.5%	121,600	72.4%
10	44,432	14.2%	18,670	6.0%	10,834	3.5%	236,353	75.5%
12	23,917	13.3%	7,743	4.3%	6,279	3.5%	138,997	77.3%
15	22,923	14.3%	8,091	5.1%	NA	NA	119,393	74.6%
16	35,303	17.9%	8,774	4.4%	13,335	6.8%	138,167	70.1%
17	88,574	22.7%	26,310	6.7%	16,325	4.2%	257,118	65.9%
19	35,925	14.7%	19,827	8.1%	6,018	2.5%	180,334	73.6%
20	28,897	13.2%	11,810	5.4%	5,688	2.6%	170,231	77.6%
21	37,664	15.6%	15,902	6.6%	10,087	4.2%	174,295	72.2%
22	63,537	17.3%	23,958	6.5%	17,288	4.7%	259,052	70.7%
23	34,242	15.2%	10,388	4.6%	6,000	2.7%	172,158	76.2%
National	713,006	16.1%	276,395	6.2%	176,207	4.0%	3,215,764	72.7%

Denominator is the enrollee population by income and VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

A.6 Health Status

Table A.6-1. Enrollees' awareness and use of My HealtheVet website, by age and VISN

VISN	Aware of My HealtheVet ¹						Use My HealtheVet ²					
	<45		45-64		65+		<45		45-64		65+	
1	51,611	73.5%	47,205	60.4%	61,448	54.5%	NA	NA	27,116	57.4%	31,791	51.7%
2	52,957	63.6%	49,621	51.7%	57,621	38.0%	26,133	49.3%	24,476	49.3%	27,602	47.9%
4	NA	NA	44,149	51.9%	60,871	48.8%	NA	NA	27,030	61.2%	31,806	52.3%
5	37,857	58.9%	52,204	49.8%	30,236	39.6%	27,953	73.8%	27,931	53.5%	17,260	57.1%
6	64,635	69.9%	104,337	63.4%	75,052	51.1%	40,742	63.0%	66,151	63.4%	44,638	59.5%
7	87,232	77.0%	128,999	64.5%	85,043	50.0%	62,380	71.5%	73,452	56.9%	51,505	60.6%
8	67,826	80.3%	128,285	68.5%	142,685	55.2%	53,407	78.7%	78,471	61.2%	77,173	54.1%
9	45,955	63.6%	57,212	54.2%	45,352	45.3%	NA	NA	35,088	61.3%	25,741	56.8%
10	77,971	60.3%	100,954	58.6%	94,572	47.4%	44,370	56.9%	54,614	54.1%	54,349	57.5%
12	NA	NA	41,239	52.9%	61,054	48.0%	NA	NA	23,412	56.8%	33,921	55.6%
15	NA	NA	39,024	50.3%	36,300	38.6%	NA	NA	19,733	50.6%	19,563	53.9%
16	47,465	48.0%	60,606	53.3%	47,250	42.4%	NA	NA	35,939	59.3%	25,902	54.8%
17	95,727	59.6%	127,657	59.5%	82,107	42.6%	68,706	71.8%	81,455	63.8%	47,490	57.8%
19	78,913	62.4%	46,337	43.2%	51,173	43.9%	46,891	59.4%	23,964	51.7%	28,136	55.0%
20	64,990	58.3%	59,288	50.1%	61,886	45.6%	NA	NA	33,963	57.3%	31,550	51.0%
21	52,242	59.4%	63,265	54.0%	68,743	44.9%	33,316	63.8%	38,315	60.6%	41,742	60.7%
22	101,256	72.5%	113,000	57.7%	118,333	46.4%	50,721	50.1%	68,958	61.0%	66,269	56.0%
23	55,048	57.7%	46,249	55.9%	61,097	47.0%	25,195	45.8%	24,959	54.0%	32,011	52.4%
National	1,100,411	63.1%	1,309,631	57.0%	1,240,823	46.7%	669,599	60.8%	765,027	58.4%	688,449	55.5%

¹ Denominator is the enrollee population who reported that they use the internet at least occasionally by VISN.

² Denominator is the enrollee population who reported that they use the Internet at least occasionally, and are aware of the My HealtheVet website by VISN.

“NA” denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.6-2. Enrollees' awareness and use of My HealtheVet website, by priority group and VISN

VISN	Aware of My HealtheVet ¹						Use My HealtheVet ²					
	P1-P3		P4-P6		P7-P8		P1-P3		P4-P6		P7-P8	
1	89,709	68.4%	31,274	51.6%	39,281	56.7%	51,478	57.4%	16,565	53.0%	18,489	47.1%
2	78,721	58.0%	44,598	54.1%	36,880	32.7%	42,253	53.7%	19,523	43.8%	16,435	44.6%
4	73,773	59.8%	36,917	48.6%	44,419	49.6%	47,547	64.5%	16,632	45.1%	24,783	55.8%
5	77,758	53.8%	22,300	47.7%	20,240	37.4%	48,812	62.8%	12,681	56.9%	11,650	57.6%
6	166,171	67.7%	45,372	52.4%	32,480	45.2%	107,048	64.4%	27,497	60.6%	16,985	52.3%
7	196,658	68.3%	60,981	57.4%	43,634	49.0%	119,023	60.5%	42,702	70.0%	25,613	58.7%
8	191,470	72.0%	89,199	63.7%	58,128	46.9%	121,437	63.4%	52,118	58.4%	35,496	61.1%
9	97,607	62.0%	33,808	47.6%	17,104	34.5%	64,331	65.9%	19,549	57.8%	8,160	47.7%
10	151,859	62.1%	73,168	50.9%	48,470	42.9%	90,967	59.9%	38,043	52.0%	24,322	50.2%
12	66,024	55.4%	37,320	49.0%	28,463	34.5%	43,452	65.8%	20,085	53.8%	15,999	56.2%
15	72,939	57.8%	23,833	41.0%	17,676	35.1%	41,499	56.9%	9,918	41.6%	6,969	39.4%
16	92,686	50.6%	38,823	48.2%	23,811	39.4%	55,369	59.7%	20,768	53.5%	11,403	47.9%
17	210,474	59.9%	59,981	52.6%	35,036	34.1%	136,069	64.6%	38,983	65.0%	22,599	64.5%
19	123,255	57.2%	35,970	49.2%	17,198	27.8%	71,104	57.7%	19,992	55.6%	7,896	45.9%
20	121,633	57.6%	37,354	43.6%	27,176	39.5%	66,249	54.5%	20,980	56.2%	12,114	44.6%
21	111,266	59.1%	47,493	50.3%	25,493	33.7%	70,103	63.0%	29,095	61.3%	14,175	55.6%
22	204,074	63.5%	79,079	51.3%	49,436	42.9%	119,846	58.7%	43,044	54.4%	23,058	46.6%
23	108,042	62.5%	29,698	48.3%	24,655	33.5%	59,241	54.8%	13,713	46.2%	9,211	37.4%
National	2,234,119	61.6%	827,168	51.3%	589,580	40.3%	1,355,828	60.7%	461,888	55.8%	305,357	51.8%

¹ Denominator is the enrollee population who reported that they use the Internet at least occasionally by VISN.

² Denominator is the enrollee population who reported that they use the Internet at least occasionally, and are aware of the My HealtheVet website by VISN.

Table A.6-3. Enrollees' awareness and use of My HealtheVet website, by income and VISN

VISN	Aware of My HealtheVet ¹				Use My HealtheVet ²			
	<\$35,000		\$35,000+		<\$35,000		\$35,000+	
1	61,559	64.7%	92,971	59.4%	30,094	48.9%	52,872	56.9%
2	62,713	54.1%	92,452	45.6%	27,740	44.2%	47,372	51.2%
4	63,314	57.0%	86,869	51.8%	35,449	56.0%	49,675	57.2%
5	38,738	59.7%	77,908	45.4%	22,891	59.1%	47,499	61.0%
6	95,156	64.3%	142,149	58.0%	59,284	62.3%	89,538	63.0%
7	131,670	70.1%	158,833	56.6%	86,879	66.0%	95,039	59.8%
8	153,008	67.5%	171,997	60.7%	91,042	59.5%	108,492	63.1%
9	65,450	53.5%	76,989	53.1%	38,994	59.6%	49,221	63.9%
10	127,141	60.0%	140,192	50.4%	75,026	59.0%	74,234	53.0%
12	59,194	51.1%	66,787	43.9%	34,501	58.3%	40,600	60.8%
15	44,398	47.0%	66,814	49.7%	24,208	54.5%	33,025	49.4%
16	78,116	56.5%	74,796	42.8%	41,554	53.2%	44,825	59.9%
17	109,809	57.6%	182,649	51.7%	76,679	69.8%	115,718	63.4%
19	68,305	56.6%	104,025	47.5%	36,649	53.7%	60,039	57.7%
20	83,340	55.7%	96,822	48.1%	49,908	59.9%	45,819	47.3%
21	73,950	53.4%	106,383	50.6%	43,667	59.0%	67,106	63.1%
22	154,412	62.6%	172,921	52.6%	89,730	58.1%	93,288	53.9%
23	57,319	55.2%	99,964	51.7%	30,010	52.4%	49,787	49.8%
National	1,527,592	59.1%	2,011,521	51.6%	894,305	58.5%	1,164,149	57.9%

¹ Denominator is the enrollee population who reported that they use the Internet at least occasionally by VISN.

² Denominator is the enrollee population who reported that they use the Internet at least occasionally, and are aware of the My HealtheVet website by VISN.

Table A.6-4. Enrollees' readiness to use Internet for VA information and (tele) health-related activities, by VISN

VISN	Obtain information on VA benefits		Fill out health forms		Look for health information on VA website		Refill medication prescription		Watch educational health videos	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	225,366	86.3%	200,577	76.8%	216,389	82.9%	199,921	76.6%	181,246	69.4%
2	280,678	84.8%	235,222	71.1%	266,703	80.6%	232,225	70.2%	217,706	65.8%
4	250,909	86.9%	211,351	73.2%	247,868	85.8%	218,236	75.6%	208,297	72.1%
5	219,130	89.3%	200,058	81.5%	214,691	87.5%	201,638	82.2%	184,408	75.1%
6	364,887	90.3%	320,921	79.4%	348,749	86.3%	329,536	81.6%	298,546	73.9%
7	430,288	89.0%	385,268	79.7%	421,877	87.3%	391,617	81.0%	352,837	73.0%
8	463,321	87.4%	410,624	77.5%	440,908	83.2%	414,370	78.2%	368,798	69.6%
9	243,178	87.5%	212,396	76.4%	231,344	83.2%	216,455	77.9%	197,056	70.9%
10	431,723	86.1%	378,586	75.5%	413,458	82.5%	371,025	74.0%	331,220	66.1%
12	236,105	85.0%	201,606	72.6%	222,204	80.0%	205,030	73.8%	185,513	66.8%
15	200,028	85.3%	170,631	72.8%	190,027	81.0%	173,214	73.9%	148,048	63.1%
16	282,553	87.1%	243,498	75.1%	268,824	82.9%	253,886	78.3%	225,944	69.7%
17	511,283	90.0%	464,454	81.8%	496,302	87.4%	476,962	84.0%	420,863	74.1%
19	310,523	88.7%	270,303	77.2%	296,527	84.7%	278,806	79.6%	248,201	70.9%
20	320,976	87.8%	285,768	78.2%	311,581	85.3%	290,040	79.4%	247,086	67.6%
21	317,178	88.5%	279,933	78.1%	305,763	85.3%	281,670	78.6%	267,118	74.6%
22	518,383	87.7%	465,731	78.8%	496,321	84.0%	470,161	79.6%	430,612	72.9%
23	263,606	85.5%	232,296	75.4%	255,317	82.8%	234,598	76.1%	213,568	69.3%
National	5,870,114	87.6%	5,169,223	77.2%	5,644,852	84.3%	5,239,392	78.2%	4,727,068	70.6%

Denominator is the enrollee population who reported that they use the Internet at least occasionally by VISN.

Table A.6-4. Enrollees' readiness to use Internet for VA information and (tele) health-related activities, by VISN (continued)

VISN	Join online support group		Complete online health assessment to measure stress/anxiety		Schedule medical appointments		Access personal health record		Access lab or X-ray test results	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	121,858	46.7%	161,246	61.7%	195,029	74.7%	209,540	80.2%	202,117	77.4%
2	126,172	38.1%	182,749	55.2%	222,516	67.2%	242,081	73.1%	235,434	71.1%
4	124,793	43.2%	171,528	59.4%	211,529	73.2%	223,439	77.4%	220,063	76.2%
5	121,912	49.7%	164,122	66.9%	201,291	82.0%	202,662	82.6%	202,235	82.4%
6	191,292	47.4%	265,736	65.8%	327,549	81.1%	336,156	83.2%	328,924	81.4%
7	239,223	49.5%	321,164	66.5%	387,532	80.2%	395,738	81.9%	390,061	80.7%
8	221,480	41.8%	322,213	60.8%	401,978	75.8%	415,134	78.3%	417,278	78.7%
9	123,087	44.3%	163,653	58.9%	203,971	73.4%	218,415	78.6%	217,701	78.3%
10	210,343	42.0%	301,350	60.1%	367,531	73.3%	401,054	80.0%	392,913	78.4%
12	118,684	42.7%	167,001	60.1%	200,483	72.2%	209,391	75.4%	207,023	74.5%
15	90,500	38.6%	132,380	56.4%	164,821	70.3%	172,944	73.7%	170,941	72.9%
16	141,912	43.8%	197,159	60.8%	248,205	76.5%	255,917	78.9%	252,303	77.8%
17	275,038	48.4%	374,937	66.0%	473,609	83.4%	480,718	84.6%	479,890	84.5%
19	156,644	44.7%	219,257	62.6%	272,871	77.9%	284,254	81.2%	283,150	80.9%
20	153,527	42.0%	230,834	63.2%	287,869	78.8%	291,002	79.6%	289,051	79.1%
21	172,156	48.1%	223,752	62.5%	280,673	78.3%	292,796	81.7%	290,213	81.0%
22	273,564	46.3%	375,699	63.6%	467,180	79.1%	477,818	80.9%	478,020	80.9%
23	126,785	41.1%	189,733	61.6%	231,749	75.2%	245,843	79.8%	240,835	78.1%
National	2,988,968	44.6%	4,164,513	62.2%	5,146,387	76.8%	5,354,903	79.9%	5,298,152	79.1%

Denominator is the enrollee population who reported that they use the Internet at least occasionally by VISN.

Table A.6-4. Enrollees' readiness to use Internet for VA information and (tele) health-related activities, by VISN (continued)

VISN	Use "app" to track health measures		Receive health-related text messages on mobile device		Communicate with providers	
	Count	Percentage	Count	Percentage	Count	Percentage
1	165,569	63.4%	176,871	67.7%	201,842	77.3%
2	200,482	60.6%	208,923	63.1%	235,567	71.2%
4	189,353	65.6%	204,293	70.7%	214,011	74.1%
5	176,824	72.0%	188,683	76.9%	208,041	84.8%
6	290,320	71.9%	312,623	77.4%	334,250	82.7%
7	338,540	70.1%	373,509	77.3%	393,299	81.4%
8	357,301	67.4%	376,338	71.0%	412,005	77.7%
9	188,288	67.7%	200,569	72.2%	217,850	78.4%
10	328,197	65.5%	341,544	68.1%	375,971	75.0%
12	174,632	62.9%	192,361	69.3%	205,899	74.1%
15	146,790	62.6%	158,409	67.5%	175,130	74.7%
16	222,693	68.7%	245,313	75.7%	253,254	78.1%
17	418,735	73.7%	446,978	78.7%	481,819	84.8%
19	235,720	67.3%	263,190	75.2%	284,570	81.3%
20	245,287	67.1%	264,751	72.5%	295,570	80.9%
21	246,403	68.8%	257,968	72.0%	293,083	81.8%
22	405,167	68.6%	429,726	72.7%	475,931	80.6%
23	202,045	65.6%	215,549	69.9%	235,097	76.3%
National	4,532,345	67.6%	4,857,597	72.5%	5,293,189	79.0%

Denominator is the enrollee population who reported that they use the Internet at least occasionally by VISN.

Table A.6-5. Enrollees' reported reasons for using My HealtheVet website, by VISN

VISN	Look for health information		Communicate with healthcare provider		See lab test results		Read provider's notes from visits		See VA appointments	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	64,932	74.1%	52,973	61.2%	63,174	73.0%	50,078	56.7%	70,202	78.5%
2	55,240	68.7%	37,604	47.3%	51,487	64.2%	37,945	47.5%	60,122	74.5%
4	68,640	74.4%	45,550	49.6%	65,544	71.3%	48,607	53.1%	66,709	72.4%
5	58,624	77.7%	45,423	60.3%	51,984	68.7%	44,222	58.7%	57,461	76.1%
6	114,787	72.5%	107,126	68.1%	115,209	72.9%	91,987	58.5%	130,815	81.8%
7	145,758	77.1%	125,306	65.9%	122,543	64.7%	104,343	55.1%	148,375	78.5%
8	158,945	74.2%	141,286	66.0%	131,384	61.4%	106,757	50.1%	171,523	80.3%
9	68,400	71.1%	55,128	57.5%	69,434	72.6%	50,245	52.6%	76,438	79.2%
10	110,714	70.6%	90,112	57.6%	112,875	72.1%	83,004	53.0%	114,021	72.0%
12	56,955	70.5%	38,325	47.5%	55,585	68.4%	41,080	50.9%	57,849	71.5%
15	39,140	65.3%	30,567	51.3%	35,734	59.5%	27,382	46.1%	35,135	58.7%
16	64,518	71.8%	47,295	52.6%	60,006	67.0%	41,885	46.8%	67,999	75.6%
17	148,542	73.8%	126,173	62.9%	128,213	64.3%	108,423	54.6%	160,439	80.1%
19	73,526	72.4%	51,810	51.2%	67,554	67.1%	50,574	50.3%	71,875	71.0%
20	63,295	63.8%	59,456	60.4%	56,942	57.9%	51,071	52.0%	63,761	64.5%
21	81,088	70.1%	73,432	63.7%	74,865	65.0%	54,610	47.6%	90,415	78.8%
22	137,604	71.9%	116,480	61.4%	134,639	70.9%	103,232	54.5%	144,338	76.0%
23	55,619	65.5%	40,942	48.6%	52,291	61.6%	43,206	51.1%	59,831	70.1%
National	1,566,327	72.0%	1,284,988	59.2%	1,449,463	66.8%	1,138,651	52.6%	1,647,308	75.7%

Denominator is the enrollee population who reported that they use the My HealtheVet website.

Table A.6-5. Enrollees' reported reasons for using My HealtheVet website, by VISN (continued)

VISN	Refill prescriptions		Enter information into Personal Health Record (PHR)		Some other reason	
	Count	Percentage	Count	Percentage	Count	Percentage
1	63,325	71.3%	37,409	42.5%	24,569	31.7%
2	54,023	67.9%	26,534	33.3%	13,544	19.1%
4	59,574	64.5%	25,741	28.2%	21,305	25.2%
5	51,794	68.6%	31,663	42.5%	19,262	28.7%
6	121,769	76.3%	72,478	45.8%	31,253	22.5%
7	137,348	72.5%	82,045	43.8%	42,782	25.9%
8	153,575	72.0%	83,827	39.8%	44,806	24.3%
9	70,888	73.9%	40,446	42.8%	20,397	23.9%
10	115,681	73.0%	50,068	32.4%	25,950	18.7%
12	61,767	76.3%	25,892	32.9%	11,038	16.5%
15	41,518	69.3%	21,238	36.1%	19,655	36.2%
16	70,402	78.2%	27,024	30.2%	15,879	21.5%
17	152,698	75.8%	85,064	42.9%	47,728	26.0%
19	71,124	70.1%	36,357	36.5%	17,687	19.8%
20	75,115	75.9%	40,183	40.7%	21,007	24.0%
21	83,283	72.3%	43,741	38.2%	25,202	24.6%
22	141,161	73.7%	73,016	38.6%	37,094	22.6%
23	62,897	73.5%	25,029	29.5%	12,421	16.5%
National	1,587,942	72.9%	827,755	38.5%	451,579	23.6%

Denominator is the enrollee population who reported that they use the My HealtheVet website.

A.7 Enrollees' Views of VA Health Care

Table A.7-1. Enrollees' perceptions of VA services, by VISN

VISN	Easy to get appointments within reasonable time		Available appointments at convenient hours/days		Appointments took place as scheduled		Easy access to local VA or VA-approved facility		Short wait times after arriving for appointment	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	175,910	83.8%	181,729	86.5%	186,190	88.7%	170,249	81.1%	177,826	84.7%
2	194,764	86.3%	191,982	85.1%	203,650	90.2%	189,288	83.9%	190,023	84.2%
4	191,965	81.9%	206,159	88.0%	210,235	89.7%	198,720	84.8%	202,564	86.4%
5	116,952	73.4%	127,183	79.8%	141,481	88.8%	122,550	76.9%	122,329	76.8%
6	232,430	75.8%	257,397	84.0%	262,894	85.8%	255,394	83.3%	246,367	80.4%
7	252,374	69.3%	284,633	78.2%	309,791	85.1%	279,583	76.8%	262,315	72.0%
8	335,157	77.1%	364,586	83.9%	376,285	86.6%	366,195	84.3%	336,329	77.4%
9	170,004	74.9%	187,798	82.7%	199,374	87.8%	180,066	79.3%	174,807	77.0%
10	330,152	80.9%	344,694	84.4%	363,152	88.9%	344,020	84.2%	330,415	80.9%
12	197,385	85.3%	201,537	87.1%	210,539	91.0%	194,221	83.9%	194,313	83.9%
15	162,172	84.2%	168,367	87.5%	174,197	90.5%	162,521	84.4%	159,955	83.1%
16	184,672	72.3%	212,741	83.3%	217,122	85.0%	214,526	84.0%	191,151	74.9%
17	283,446	70.2%	303,371	75.2%	337,772	83.7%	313,569	77.7%	271,139	67.2%
19	188,661	71.0%	205,623	77.4%	231,488	87.1%	206,067	77.5%	192,879	72.6%
20	192,042	76.2%	207,825	82.5%	228,736	90.8%	208,813	82.9%	208,605	82.8%
21	204,349	74.7%	218,284	79.8%	235,120	85.9%	220,084	80.4%	217,577	79.5%
22	302,377	72.7%	321,933	77.4%	365,870	88.0%	337,093	81.1%	314,399	75.6%
23	230,315	83.6%	243,102	88.2%	252,004	91.5%	240,505	87.3%	240,184	87.2%
National	3,945,128	76.8%	4,228,945	82.3%	4,505,900	87.7%	4,203,463	81.8%	4,033,175	78.5%

Denominator is the enrollee population that used any VA healthcare services (at a VA facility or community provider paid by the VA) on/after January 1, 2017.

Table A.7-1. Enrollees' perceptions of VA services, by VISN (continued)

VISN	Getting around facility was easy		Personnel were welcoming and helpful	
	Count	Percentage	Count	Percentage
1	183,009	87.1%	185,944	88.5%
2	203,989	90.4%	202,154	89.6%
4	209,846	89.6%	216,698	92.5%
5	137,667	86.4%	136,232	85.5%
6	265,719	86.7%	267,451	87.2%
7	301,557	82.8%	299,636	82.3%
8	380,514	87.6%	378,394	87.1%
9	188,472	83.0%	194,626	85.7%
10	366,612	89.8%	358,478	87.8%
12	206,202	89.1%	211,033	91.2%
15	174,216	90.5%	172,490	89.6%
16	217,776	85.3%	217,765	85.3%
17	338,013	83.7%	313,318	77.6%
19	219,806	82.7%	222,249	83.6%
20	228,468	90.7%	225,222	89.4%
21	246,988	90.2%	241,515	88.2%
22	362,035	87.1%	358,169	86.1%
23	248,300	90.1%	253,168	91.9%
National	4,479,189	87.2%	4,454,544	86.7%

Denominator is the enrollee population that used any VA healthcare services (at a VA facility or community provider paid by the VA) on/after January 1, 2017.

Table A.7-2. Enrollees who indicated “moderately satisfied” or “very satisfied” about the health care received at VA health care services, by VISN

VISN	Respect shown to you by health care professionals		How clearly your health care providers explained your health problems		How clearly your health care providers explained options and choices about care with you		Opportunities for you to participate in decisions about your care		The way providers listened to you	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	190,261	90.6%	174,967	83.3%	173,050	82.4%	172,794	82.3%	171,842	81.8%
2	204,861	90.8%	192,528	85.3%	185,868	82.4%	185,149	82.0%	188,566	83.6%
4	211,460	90.2%	199,906	85.3%	193,426	82.5%	190,182	81.2%	196,050	83.7%
5	140,891	88.4%	133,636	83.9%	126,971	79.7%	129,227	81.1%	130,042	81.6%
6	270,993	88.4%	257,235	83.9%	246,680	80.5%	251,598	82.1%	252,473	82.4%
7	308,291	84.7%	293,999	80.7%	273,028	75.0%	275,852	75.7%	280,768	77.1%
8	385,302	88.7%	366,868	84.4%	356,083	81.9%	355,326	81.8%	358,429	82.5%
9	199,043	87.7%	184,736	81.4%	179,046	78.9%	181,324	79.9%	175,303	77.2%
10	362,459	88.8%	342,443	83.9%	329,193	80.6%	338,032	82.8%	331,391	81.2%
12	210,804	91.1%	205,594	88.8%	198,133	85.6%	197,981	85.5%	201,221	86.9%
15	170,296	88.5%	160,819	83.5%	154,996	80.5%	158,697	82.4%	158,139	82.1%
16	213,480	83.6%	205,673	80.5%	191,952	75.2%	197,078	77.2%	196,444	76.9%
17	328,033	81.3%	315,957	78.3%	296,069	73.3%	305,013	75.6%	307,901	76.3%
19	221,948	83.5%	207,014	77.9%	202,377	76.1%	197,804	74.4%	201,546	75.8%
20	223,869	88.9%	215,559	85.6%	202,669	80.5%	206,881	82.1%	210,851	83.7%
21	243,702	89.0%	232,576	85.0%	220,627	80.6%	226,725	82.8%	223,725	81.7%
22	365,492	87.9%	346,567	83.4%	329,651	79.3%	340,804	82.0%	336,423	80.9%
23	252,923	91.8%	240,320	87.2%	238,089	86.4%	239,211	86.8%	242,612	88.0%
National	4,504,108	87.7%	4,276,397	83.3%	4,097,905	79.8%	4,149,676	80.8%	4,163,726	81.1%

Denominator is the enrollee population that used any VA healthcare services (at a VA facility or community provider paid by the VA) on/after January 1, 2017.

Table A.7-2. Enrollees who indicated “moderately satisfied” or “very satisfied” about the health care received at VA health care services, by VISN (continued)

VISN	The manner in which your providers accepted you for who you are		The way your privacy was respected		Your ability to get referrals for specialist care or special equipment	
	Count	Percentage	Count	Percentage	Count	Percentage
1	185,258	88.2%	192,821	91.8%	147,694	70.3%
2	201,578	89.3%	208,119	92.2%	158,875	70.4%
4	202,645	86.5%	214,651	91.6%	157,509	67.2%
5	137,990	86.6%	144,578	90.7%	106,971	67.1%
6	266,263	86.9%	276,411	90.2%	206,405	67.3%
7	290,757	79.8%	320,626	88.0%	221,724	60.9%
8	371,651	85.5%	390,141	89.8%	288,682	66.4%
9	187,913	82.8%	210,146	92.6%	151,833	66.9%
10	349,749	85.7%	371,014	90.9%	275,960	67.6%
12	205,883	88.9%	214,093	92.5%	164,317	71.0%
15	165,655	86.0%	177,931	92.4%	138,543	72.0%
16	199,611	78.2%	225,308	88.2%	172,969	67.7%
17	323,302	80.1%	355,953	88.2%	245,771	60.9%
19	221,412	83.3%	240,040	90.3%	164,665	62.0%
20	223,930	88.9%	227,243	90.2%	174,665	69.3%
21	234,158	85.6%	250,227	91.4%	194,360	71.0%
22	352,392	84.8%	372,477	89.6%	277,426	66.7%
23	249,841	90.7%	255,552	92.7%	194,145	70.5%
National	4,369,986	85.1%	4,647,330	90.5%	3,442,513	67.0%

Denominator is the enrollee population that used any VA healthcare services (at a VA facility or community provider paid by the VA) on/after January 1, 2017.

Table A.7-3. Enrollees' planned future use of VA health care services, by VISN

VISN	Primary		Service-related disability		Specific condition		Medical devices	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	132,110	38.6%	45,650	13.4%	22,049	6.5%	15,693	4.6%
2	146,116	32.6%	57,438	12.8%	31,590	7.0%	19,367	4.3%
4	139,592	34.4%	42,118	10.4%	25,844	6.4%	21,308	5.3%
5	114,908	36.9%	47,479	15.3%	15,843	5.1%	10,679	3.4%
6	218,987	42.0%	87,704	16.8%	25,398	4.9%	21,122	4.1%
7	231,802	38.1%	116,530	19.1%	40,360	6.6%	24,076	4.0%
8	281,240	42.5%	85,498	12.9%	46,709	7.1%	31,648	4.8%
9	164,760	45.0%	46,622	12.7%	23,105	6.3%	13,654	3.7%
10	294,703	44.5%	73,642	11.1%	40,173	6.1%	28,095	4.2%
12	155,659	42.0%	36,933	10.0%	26,786	7.2%	10,913	2.9%
15	138,381	42.3%	39,647	12.1%	19,356	5.9%	11,779	3.6%
16	176,412	41.8%	66,781	15.8%	27,675	6.6%	20,935	5.0%
17	262,263	36.8%	129,725	18.2%	39,116	5.5%	30,668	4.3%
19	172,892	40.0%	68,137	15.8%	22,929	5.3%	19,075	4.4%
20	189,154	43.7%	56,603	13.1%	28,245	6.5%	18,898	4.4%
21	195,777	43.7%	51,572	11.5%	30,673	6.8%	17,566	3.9%
22	294,684	40.9%	108,245	15.0%	50,711	7.0%	26,706	3.7%
23	175,877	41.9%	51,096	12.2%	33,422	8.0%	22,190	5.3%
National	3,485,317	40.5%	1,211,420	14.1%	549,984	6.4%	364,372	4.2%

Denominator is the enrollee population by VISN.

Table A.7-3. Enrollees' planned future use of VA health care services, by VISN (continued)

VISN	Prescriptions		Safety net		No plan to use VA	
1	20,940	6.1%	49,853	14.6%	19,754	5.8%
2	25,371	5.7%	88,702	19.8%	36,557	8.2%
4	31,049	7.7%	71,935	17.7%	26,366	6.5%
5	11,840	3.8%	58,736	18.9%	27,319	8.8%
6	25,523	4.9%	70,489	13.5%	34,164	6.6%
7	29,708	4.9%	77,895	12.8%	38,841	6.4%
8	30,999	4.7%	89,800	13.6%	42,947	6.5%
9	21,189	5.8%	42,255	11.5%	21,232	5.8%
10	45,309	6.8%	86,262	13.0%	39,155	5.9%
12	28,105	7.6%	63,517	17.1%	14,506	3.9%
15	23,874	7.3%	45,261	13.8%	20,926	6.4%
16	18,317	4.3%	53,567	12.7%	26,631	6.3%
17	33,101	4.6%	114,986	16.1%	39,397	5.5%
19	21,563	5.0%	65,734	15.2%	25,371	5.9%
20	14,103	3.3%	63,881	14.7%	24,393	5.6%
21	18,910	4.2%	69,136	15.4%	25,870	5.8%
22	27,526	3.8%	120,196	16.7%	40,244	5.6%
23	35,416	8.4%	46,365	11.1%	18,339	4.4%
National	462,843	5.4%	1,278,570	14.8%	522,012	6.1%

Denominator is the enrollee population by VISN.

Table A.7-3. Enrollees' planned future use of VA health care services, by VISN (continued)

VISN	Other		Missing	
1	6,964	2.0%	28,807	8.4%
2	9,134	2.0%	34,245	7.6%
4	NA	NA	34,876	8.6%
5	8,113	2.6%	16,398	5.3%
6	9,718	1.9%	28,176	5.4%
7	NA	NA	39,361	6.5%
8	12,522	1.9%	41,105	6.2%
9	10,455	2.9%	22,795	6.2%
10	15,383	2.3%	39,860	6.0%
12	9,410	2.5%	24,913	6.7%
15	NA	NA	20,429	6.2%
16	NA	NA	26,944	6.4%
17	14,580	2.0%	48,956	6.9%
19	10,571	2.4%	25,738	6.0%
20	8,607	2.0%	29,440	6.8%
21	7,352	1.6%	31,533	7.0%
22	12,001	1.7%	40,374	5.6%
23	9,606	2.3%	27,053	6.5%
National	179,042	2.1%	561,003	6.4%

Denominator is the enrollee population by VISN.

"NA" denotes cells that do not have enough respondents (unweighted n<30) to provide a reliable estimate.

Table A.7-4. Enrollees' use of VA services to meet their health care needs, by VISN

VISN	All		Most		Some		None	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
1	95,641	28.0%	57,770	16.9%	109,065	31.9%	69,359	20.3%
2	110,676	24.7%	61,181	13.6%	123,790	27.6%	128,301	28.6%
4	95,174	23.5%	72,840	18.0%	123,188	30.4%	91,773	22.6%
5	83,022	26.7%	43,785	14.1%	72,211	23.2%	100,863	32.4%
6	149,533	28.7%	105,441	20.2%	129,321	24.8%	121,253	23.3%
7	165,459	27.2%	114,247	18.8%	169,990	27.9%	141,811	23.3%
8	213,958	32.3%	120,612	18.2%	184,799	27.9%	118,796	17.9%
9	118,313	32.3%	72,613	19.8%	88,097	24.1%	76,331	20.9%
10	198,069	29.9%	123,518	18.6%	169,700	25.6%	144,670	21.8%
12	108,667	29.3%	76,712	20.7%	97,035	26.2%	69,796	18.8%
15	98,501	30.1%	56,241	17.2%	84,100	25.7%	75,363	23.1%
16	122,785	29.1%	81,971	19.4%	119,545	28.3%	88,418	21.0%
17	196,456	27.6%	120,599	16.9%	198,510	27.8%	174,477	24.5%
19	112,791	26.1%	82,162	19.0%	118,156	27.4%	92,293	21.4%
20	128,885	29.7%	85,820	19.8%	98,219	22.7%	96,772	22.3%
21	143,742	32.1%	90,311	20.1%	110,100	24.6%	87,338	19.5%
22	217,655	30.2%	126,307	17.5%	182,131	25.3%	163,992	22.8%
23	112,419	26.8%	89,727	21.4%	124,219	29.6%	76,327	18.2%
National	2,471,746	28.7%	1,581,857	18.4%	2,302,176	26.7%	1,917,933	22.3%

Denominator is the enrollee population by VISN.