Department of Veterans Affairs
Veterans Health Administration
Office of the Assistant Deputy Under Secretary for Health for Policy and Planning

2008 Survey of Veteran Enrollees' Health and Reliance Upon VA

With Selected Comparison to the 1999 – 2007 Surveys

September 2009

PROLOGUE

VA decision makers have an obligation to all stakeholders to proactively seek ways to improve our health care delivery system. In order to provide the best possible care in the most appropriate setting and to improve health care delivery to Veterans, accurate information is needed and must be gathered in reliable ways such as through large-scale surveys. The 2008 Survey of Veteran Enrollees' Health and Reliance Upon VA provides decision makers with insight to guide planning, policy, and budget decisions which support the Veterans Health Administration's (VHA) mission.

Each year, since enrollment began in 1999, VHA has conducted a major review of past actual, current actual, and future potential demand for VHA enrollment, health care services, and associated expenditures for Veterans. This review of Veteran demand for VA health care services involves the continuing refinement of the VHA Enrollee Health Care Projection Model (EHCPM). This model integrates data on Veteran population, VHA enrollment, VA actual unit costs, both VA and private sector workload measures, and, in particular, enrollee characteristics and health measures from VHA surveys of enrollees conducted by the Office of the Assistant Deputy Under Secretary for Health for Policy and Planning.

Enrollee surveys comprise a fundamental source of data and information on enrollees that cannot be obtained in any other way. The survey data can help guide decisions and also provide insight into different populations such as returning Active Duty, National Guard, and Reserve service members who have participated in recent conflicts.

This report provides decision makers with descriptive information about enrollees collected from the 2008 Survey of Veteran Enrollees' Health and Reliance Upon VA. Although the primary purposes of the VHA enrollee surveys are as critical inputs into VHA EHCPM and the Secretary's enrollment level decision processes, enrollee data provided in this report may also be useful in a variety of strategic analysis areas at the Veterans Integrated Service Network (VISN) level. The report also provides selected comparisons with survey data on the 1999-2007 enrollment populations.

The report contains enrollee data from the 2008 survey on marital status, period of service, combat status, ethnicity and race, employment status, public and private health insurance coverage, uninsured enrollees, Medicare coverage, Medicare Part D coverage, prescription drug benefit or coverage, number and costs of over-the-counter and prescription medications, perceived health status, and smoking status; categorized by priority, age, and income levels. Also included in this report is information on data gathered from respondents regarding the key drivers for use of VA health care services.

This report has been produced by the Healthcare Analysis and Information Group, Strategic Planning, Policy Analysis, and Enrollment and Forecasting Services within VHA's Office of the Assistant Deputy Under Secretary for Health for Policy and Planning.

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Executive Summary

Introduction

Strategic planning is essential for successful business operations. A full understanding of stakeholders is an important element in providing safe, effective, efficient, and compassionate health care, when and where it is needed. The VHA Office of the Assistant Deputy Under Secretary for Health (ADUSH) for Policy and Planning routinely conducts an update of the national Survey of Veteran Enrollees' Health and Reliance Upon VA (VHA Survey of Enrollees, or SoE). The SoE is a national telephone survey whose purpose is to provide information that is incorporated into annual VHA projections of enrollment, utilization, and expenditures, as well as a variety of high level VHA budget and policy related analyses.

Methodology Notes

Beginning September 25, 2008 and over the course of an 11 week collection period, 42,460 interviews were collected. Of these interviews, 2,396 were completed with a knowledgeable proxy instead of the listed Veteran because of a health or mental impairment that prevented the Veteran from participating in the interview. Of these proxy interviews, 1,643 were completed by the selected Veteran's spouse.

Telephone interviews were completed in December 2008 and analyses of the data are ongoing. The 2008 SoE was based on a stratified random sample of Veterans enrolled for care in VA, and the target number of completed interviews was 42,000. The average interview length was 17 minutes. Each Veterans Integrated Service Network (VISN) had approximately 2,000 enrollees surveyed, optimally allocated to give valid estimates by priority and type of enrollee (Pre/Post[1]) at the VISN level.

[1] There are two enrollee types – Enrollee Pre and Enrollee Post. Enrollee Pre is defined as an enrollee who used the VA Health Care System during fiscal years 1996, 1997, or 1998 and enrolled during the first six months of enrollment (between October 1, 1998 and March 31, 1999). Enrollee Post is defined as all other Veteran Enrollees in the master enrollment database. These two enrollee types have been and continue to be tracked and projected separately because these two populations exhibit different morbidity and reliance characteristics and thus, different demand for health care services.

In 2007 questions were asked to a sub-sample of respondents which attempted to identify the key drivers that compel enrollees to utilize VA health care services. In 2008 these questions were asked to all respondents.

The questions probe enrollees' reasons for use and perceptions of VA Health Care Services. The new questions vastly expand the analytical potential and budget and policy relevance of the survey data.

The 2008 SoE methodological changes included the reverse look-up study, a pre-survey notification letter, additional call attempts, data weighting adjustment, and oversampling of Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) Veterans.

Information on the following attributes of the enrollee population and specific variables from the 2008 Survey of Enrollees are reported for:

- Priority Level
- Age
- Marital Status
- Period of Service
- Employment Status
- Insurance Coverage:
  - Medicaid
  - TRICARE/TRICARE For Life
  - Medicare
  - Medicare Part D
  - Private Insurance
- Planned Future Use
- Self-Reported Health Status
- Prescription Drug Coverage
- Outpatient Prescription Costs
- Prescription Medications
- Over-the-Counter Medications
- Cigarette Smoking
- Pre/Post Enrollee
- Household Income
- Race and Ethnicity
- Combat Status
- VISN/State of Residence
- Key Drivers of Enrollees' Health Care Decision Making

Purpose Statement

The 2008 Survey of Veteran Enrollees' Health and Reliance Upon VA provided some interesting insights into the VHA enrollee population. The purpose of this report is to provide decision makers with descriptive information about enrollees collected

from the VHA 2008 survey. This survey, along with the previous surveys, was designed using optimally stratified random sampling techniques to represent VHA enrollees. The reports can be found at http://www.va.gov/vhareorg on the internet. All reports focus on the areas which show interesting differences and have the potential to help inform VA leadership in its development of VHA policies and strategic planning, including the following: socioeconomic characteristics of the enrollee population, public and private insurance coverage, health status measures, and future use of VA health care services by the Veteran enrollee population. Each chapter describes the survey results at the national level analyzed by priority, age, and income groups and then reports similar results at the VISN level.

Findings

There were a number of key findings in the 2008 survey. The median age of enrollees was 63 years. For the most part, enrollees were male, married, and white. Sixty-one percent of enrollees are not in the labor force. The median household income for all enrollees is about $30,000. Most enrollees reported one dependent, served in the military for over 6 years, and were released from active duty more than 37 years ago. Forty-three percent reported exposure to combat during their military service.

Historically, there had been an increase in the percent of enrollees age 65 or over, but this trend has been decreasing since the 2003 survey, from 47 percent in 2003 to 43 percent in 2008. These trends are evident across most survey questions.

For example, although the surge of Priority 7-8 enrollees between 1999 and 2003 resulted in more enrollees with Medicare coverage, the changes between 2003, 2005, 2007, and 2008 were relatively minor, since the suspension of Priority 8 enrollees in 2003. However, effective June 15, 2009, VA began to enroll Veterans whose income exceeds the current means-test thresholds by up to 10 percent. It would be expected that the number of enrollees in this group will increase.

Highlights of the 2008 survey include the finding that 22 percent of enrolled Veterans under age 65 are enrolled in Medicare. This sizable minority reflects a discrete population of younger disabled Veterans enrolled in VHA. Conversely, over 5 percent of enrollees age 65 or over do not have Medicare. Twenty percent of the enrolled Veterans have neither public nor private health insurance coverage.

Results from the 2005 survey reported that only 12 percent of enrollees with Medicare coverage planned to purchase Medicare Part D in 2006. Data from the 2008 survey show that 34 percent of 3.9 million enrollees who reported having Medicare Coverage, also reported having Medicare Part D coverage. In regards to medications, the average enrollee took 1.8 over-the-counter (OTC) medications per month, with the majority purchased independent of VA. Respondents were also asked about physician-prescribed medications. On average, enrollees took 4.69 prescription medications per month, with 3.45 of those medications provided by VA.

Changes in demographics of the enrollee population have remained relatively stable. When comparing Priority Groups, Priority 5 shows a percentage decrease, from 33 percent in 2005, to 29 percent in 2008. There was a slight decrease in the percent of enrollees age 65 or over, from 45 percent in 2005 to 43 percent in 2008. There was an increase in the percent of enrollees in the $36,000+ Income Group, from 27 percent in 2005 to 37 percent in 2008. And as found since the 2003 survey, the majority (66%) of the enrollee population reported being married.

A question introduced in the 2005 survey and continued in 2008, asked enrollees about their active duty military service. The largest percentages of enrollees (40%) served during the Vietnam era, with the next highest percent (29%) serving just before that era, and 27 percent serving just after that era. Korean War Veterans make up 17 percent of the enrollee population, and there has been a decline in World War II Veterans since 2005. World Ward II Veterans make up 14 percent of the enrollee population, down from 19 percent in 2005.

Questions were asked regarding enrollee ethnicity and race. Only 5 percent of the enrollees described themselves as Spanish, Hispanic, or Latino. Eighty-four percent of the enrollees responded that they are white.

Since the 2005 survey, questions were asked regarding enrollee smoking status. A large percentage (70%) reported that they have at one time considered themselves a smoker. Of these, 28 percent are current smokers, and 26 percent reported that they have recently attempted to quit. It should be noted also that 30 percent of the enrollees reported that they have never smoked. Of the current smoker population, 42.3 percent reported combat exposure. Fifty-six percent of current smokers reported that they have recently attempted to quit smoking.

The 2005, 2007, and 2008 surveys added the questions about the enrollees' employment status. The majority of the enrollee population in 2005, 2007, and 2008 was not in the labor force. Many enrollees are retired, or have physical or mental disabilities that prevent them from participating in the labor force. The enrollee self-reported unemployment rate is 18 percent. Unemployment can influence uninsurance rates in the enrollee population. Uninsurance information is discussed in Chapter 2.

Another interesting highlight involves enrollees' decision-making process about whether to utilize VA services. Enrollees were asked 24 questions in 8 topic areas. Results showed that the highest level of agreement was for statements related to quality. The next most important factors were cost, followed by convenience.

Forty-three percent reported that they planned to use VA as their primary source of care, 11 percent for prescriptions only, 13 percent as backup to non-VA care, (i.e., for minor services), and 13 percent as a safety net (i.e. used only if needed). It is noteworthy that 13 percent have no plans to use VA health care services in the future.

The data clearly show that VHA continues to care for an enrollee population that perceives a worse health status than the general Veteran or civilian populations. These results demonstrate an ongoing need within VHA for visionary leadership and a strong commitment to the provisions of appropriate, timely, and high-quality services to our core Veterans.

VHA Enrollee Survey Overview

Purpose

The purpose of this document is to provide a synopsis of the information collected by the ADUSH for Policy and Planning in the 2008 Survey of Veteran Enrollees' Health and Reliance Upon VA. This document also compares the 2008 data to the data collected in the previous surveys at the national level. VISN level data spreadsheets are provided in the appendix.

VHA Enrollee Survey Objectives

Effective October 1, 1998, the Veterans' Health Care Eligibility Reform Act of 1996 (Public Law 101-262) mandated that most Veterans must be enrolled in VHA to receive care. Each year since mandated enrollment began, the Veterans Health Administration conducts a major review of past actual, current actual, and future potential demand for health care services from Veterans. This review of Veteran demand for VA health care services involves the continuing refinement of the VHA Enrollee Health Care Projection Model (EHCPM). Now in its eighth year, the VHA EHCPM has been continuously developed and refined in collaboration between VHA and the private sector health care actuarial firm, Milliman USA. The Model integrates data on Veteran population, VHA enrollment, and utilization, actual unit costs, both VA and private sector workload measures, in particular, enrollee characteristics and health measures from the VHA survey of enrollees.

Methodology Notes

The percentages shown in the tables of this report indicate the proportion of the enrollee population having the characteristic of interest. The numerator is the number of enrollees in the VISN (or nation) with the characteristic, and the denominator is the VISN specific (or national) enrollee population in the Priority, Age, or Income Groups. In order to obtain both total enrollee population information as well as the desired amount of information across all Priority Groups and VISNs, these surveys use stratified samples. In addition, respondents in strata, (e.g., by Priority Group), also are more similar, or homogeneous, than a simple random sample of people across all Priority Groups. It should be noted that the survey is self-reported and subject to individual interpretations; although data were validated for obvious errors, for the most part, the data were not independently confirmed.

Data in the report are from a survey sample. Inherent in a sample is sampling error. Since sampling error can be estimated, it is important to consider standard errors when comparing subpopulations, such as among VISNs. To assist such comparisons, standard errors information is available upon request.

VHA Enrollee Survey Statistics

The Survey of Veteran Enrollees' Health and Reliance Upon VA is the seventh in a series of surveys of VHA enrollees conducted by ADUSH for Policy and Planning under multi-year Office of Management and Budget (OMB) authority. All seven VHA surveys of enrollees consisted of telephone interviews with stratified random samples of enrolled Veterans. Since 2005, ICF Macro, an ICF International Company, has provided technical and data collection services to VHA in support of the Survey of Enrollees.

Each time the survey has been conducted, modifications were made to the survey instrument to reflect management's need for specific data and information on enrolled Veterans. Sampling in the 2000 survey was restricted to Priority 5 and Priority 7-2 Veterans who were new to the VHA enrollment system as of October 1, 1998. Sampling in the 1999, 2002, 2003, 2005, 2007, and 2008 survey was conducted for all Priority Groups relevant at the time of the survey.

The focus of this report is the results of the latest 2008 survey, with selected comparisons to previous survey data. In 2008, 42,460 enrollees completed the survey for a 58 percent cooperation rate. This is an increase from the 50 percent cooperation rate in 2007. There are likely multiple factors contributing to this increase.

Sending pre-survey notification letters to a small sample of enrollees was tested during the 2007 survey. Because the experiment demonstrated that the pre-survey notification letter had a positive impact on response rates, the pre-survey notification letters were sent to all selected enrollees in 2008.

In addition, VHA extended the calling protocol from six maximum attempts to seven for all sampled enrollees. It is estimated that this change increased the overall response rate by two percentage points.

Further, a reverse look-up database match was designed to test the efficacy of telephone look-ups based on name and address of enrollees. For this experiment, VHA drew a sample of 62,516 enrollees who had address information. About 90 percent also had a valid telephone number. This sample was sent to Lexis-Nexis and matched to a database of addresses and telephone numbers. The database match resulted in a valid phone number for 3,256 of the 6,346 enrollees who did not have a valid telephone number. Further, the match provided an updated telephone number for 16,583 of the 56,170 enrollees with a valid telephone number. The percentage of enrollees with valid contact information was significantly higher based on the database match, 77 percent versus 66 percent.

Starting with the 2005 survey, the method for selecting enrollees for the sample has been improved. The Beneficiary Identification and Records Locator Subsystem (BIRLS) Death File, Health Eligibility Center (HEC) file, and Social Security Administration (SSA) Death Master File were utilized to exclude enrollees who have died. If a date of death was found in any of these files, the enrollee was excluded from the sample. In addition to these, the VA Vital Status File was used for the 2007 and 2008 Survey of Enrollees to exclude deaths from the sample.

Previously, data from these files were not available; therefore, deaths were not necessarily excluded from the preceding enrollee populations that were used as the basis of the samples in 1999, 2002, and 2003.

Table 1

Survey of Veteran Enrollees' Health and Reliance Upon VA

	1999	2002	2003	2005	2007	2008
Weighted to represent the population of Veteran enrollees'	3,642,537	6,175,694	6,742,676	6,704,149	7,186,950	**7,339,531**
Weighted population as of:	2/3/99	12/31/01	12/31/02	12/31/04	9/30/06	**4/30/08**
Stratified sample size: By VISN, enrollment priority, OEF/OIF status, and pre or post enrollee**	27,000	63,126	65,472	57,870	85,307	**72,716**
Number of completed interviews	19,686	37,528	41,704	42,094	42,587	**42,460**
Overall cooperation rate*	N/A	59.4%	63.7%	72.7%	49.9%	**58.4%**
Interviews conducted during the following timeframe	Mar 1999	Apr-May 2002	Aug-Sep 2003	Sep-Dec 2005	Jul-Sept 2007	**Sept-Dec 2008**

** In 2008, an additional strata was added based on OEF/OIF status
* Based on American Association for Public Opinion Research "cooperation rates" (in previous reports this was referred to as "response rate")

Source: 1999, 2002, 2003, 2005 2007 and 2008 VHA Survey of Veteran Enrollees' Health and Reliance Upon VA

CHAPTER 1

Demographic and Socioeconomic Characteristics of the Enrollee Population

Demographic and socioeconomic information provides a unique and useful view into the characteristics of the Veteran enrollees. At the time of the survey, the median age of enrollees was 63 years. For the most part, enrollees are male, married, and white. Women represented 5 percent of the enrollee population. The largest percentage of enrollees (45%) had one dependent living with them. On average enrollees served in the military for over 6 years, and were released from active duty more than 37 years ago. Less than half of the enrollee population (43%) was exposed to combat during their service. The median personal income for enrollees was $30,000. At the time of the survey, one-third of the enrollee were employed, most enrollees (61%) were not in the labor force, and 6 percent were unemployed.

Methodology Notes: The results of VHA's 2008 Survey of Veteran Enrollees' Health and Reliance Upon VA presented in this report are weighted to represent the population of Veteran enrollees. The enrollee population, at the time of the survey weighting was 7,339,531. See Table 1.1 below for enrollee characteristics by Priority, Age, and Income Groups. See Table 1.2 in the Appendix for enrollee Priority, Age, and Income characteristics displayed by VISN.

Unless otherwise noted, the source for all charts and figures in this report are from the 2008 VHA Survey of Veteran Enrollees' Health and Reliance Upon VA. Due to rounding, totals and percentages may vary slightly. Survey data from previous Survey of Enrollees are also referenced.

Table 1.1

2008 Survey of Enrollees Weighted to Represent the Population of 7.3 Million Veteran Enrollees as of 4/30/2008

	1 - 3	4 - 6	7 - 8	National
Priority Group	2,489,508	2,659,474	2,190,550	7,339,531
	33.9%	36.2%	29.9%	
Age Group	< 45	45 - 64	65 +	National
	1,020,409	3,183,632	3,135,490	7,339,531
	13.9%	43.4%	42.7%	
Income Group	<$36,000	$36,000+	DK/Ref	National
	3,900,405	2,703,019	736,107	7,339,531
	53.1%	36.8%	10.0%	

Don't Know/Refused to Answer (DK/Ref)

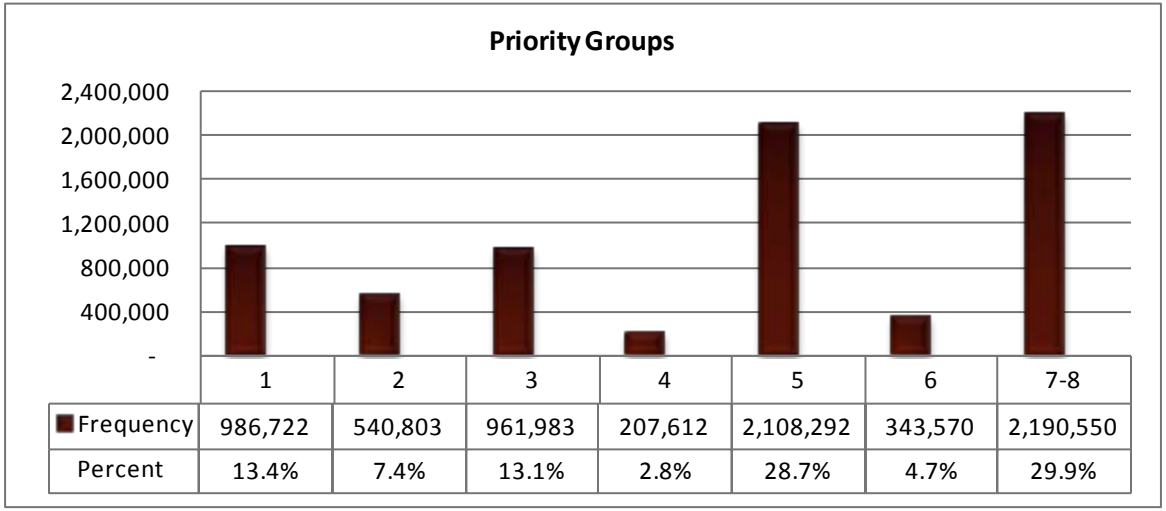
- The largest segment of enrollees was in Priority Groups 4-6 at 36 percent.
- In 2008, approximately 43 percent of enrollees were age 65 or over, 43 percent were 45-64, and 14 percent were under 45 years of age.
- Of those who reported household income, 53 percent reported incomes of less than $36,000 in 2008. Note: Ten percent of the enrollees did not provide a response to the income question.

Priority Groups

The Veterans' Health Care Eligibility Reform Act of 1996 mandated VA establish and implement a national enrollment system to manage the delivery of health care services. Most Veterans must be enrolled to receive care. Each enrollee is assigned a priority group based on the enrollee's specific eligibility status. Priority Groups range from 1 to 8.

Priority Group 5 had the largest percentage of enrollees (29%). Priority Group 5 enrollees are rated zero (0) percent disabled with an annual income and net worth below the established VA Geographic Means Test (GMT) threshold. Thirty percent of the enrollee population is in Priority Group 7-8. Priority Group 7 and 8 enrollees generally are zero (0) percent disabled with an annual income and net worth above the established VA Means Test threshold. Service connected enrollees in Priority Groups 1, 2, and 3 make up 34 percent of the enrollee population.

Figure 1.1



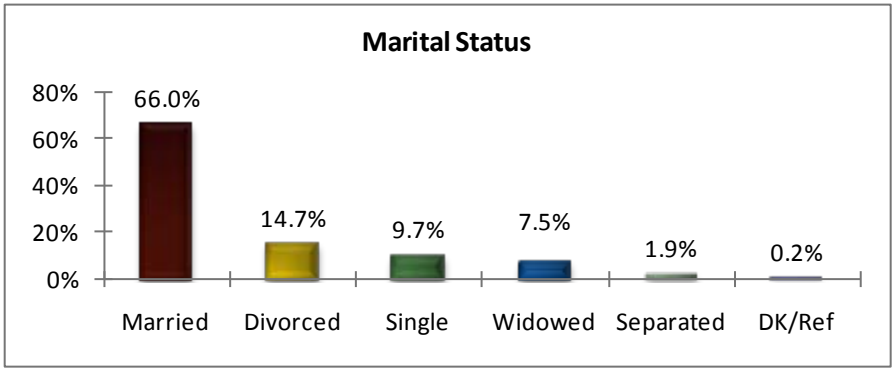
	1	2	3	4	5	6	7-8
Frequency	986,722	540,803	961,983	207,612	2,108,292	343,570	2,190,550
Percent	13.4%	7.4%	13.1%	2.8%	28.7%	4.7%	29.9%

Marital Status and Dependents

Research has shown that marital status is an indicator of the amount of a person's social support. The 2008 survey made an inquiry regarding the best description of enrollee current marital status. See Table 1.3 in the Appendix for enrollee Marital Status characteristics displayed by VISN.

The marital status of enrollees has remained relatively unchanged since the 2005 survey. Most of our enrollees (66%) reported being married; this was followed by 15 percent who reported being divorced, 10 percent who reported being single, and 8 percent who reported being widowed. (See Figure 1.2) Almost 38 percent of enrollees self-reported no dependents. Sixty-one percent of the enrollees self-reported having 1-4 dependents including spouse and/or dependent children. A "dependent" was defined as anyone who relied on the enrollee for at least half of that person's financial support; respondents were instructed not to include themselves.

Figure 1.2



Active Duty Period of Service/Combat Exposure

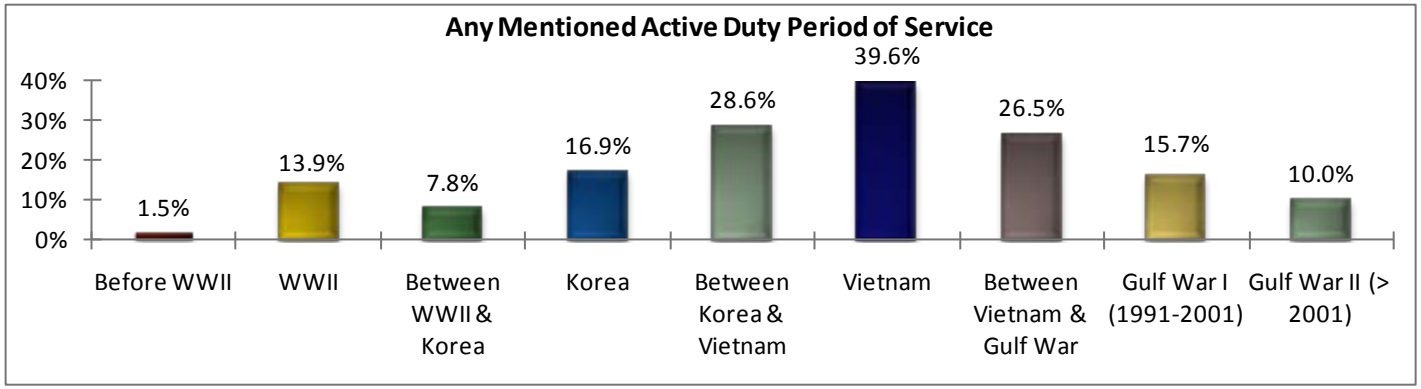
Enrollees were asked to provide the best description of their term of active duty military service. Most enrollees (84%) served only one continuous tour of duty, with no breaks in service. "One term of service" would be defined as a one-time discharge from the military after continuous service. It should be noted that the term of service often contains more than one period of service. For example, a Veteran serving during the end of the Vietnam era would have two periods of service that includes the Vietnam War and the period between Vietnam and the Gulf War. (See Figure 1.3)

In addition to the above, 11 percent of the enrollees reported two active duty periods of service. During their first active duty term of service**,** 40 percent of the enrollees reported combat exposure.

In some cases, enrollees have experienced breaks in service, and therefore have served multiple terms of service. Enrollees were asked a series of questions to determine how many terms of active duty military service they served. They were asked not to include Reserve or National Guard training, or drill periods, unless they were "activated" at the time. It should be noted that the question asked enrollees to provide the "year" they started and ended each of these terms of active duty military service. Enrollees could list multiple periods of service, so percentages do not total 100 percent. See Table 1.4 in the Appendix for enrollee characteristics by Period of Service displayed by VISN.

- The results revealed that the single largest component of the enrollee population (40%) served during Vietnam.
- Of the remaining statistics, 29 percent served between Korea and Vietnam, 27 percent served between Vietnam and Gulf War, 17 percent served during the Korean War, and 16 percent served during Gulf War I.

Figure 1.3

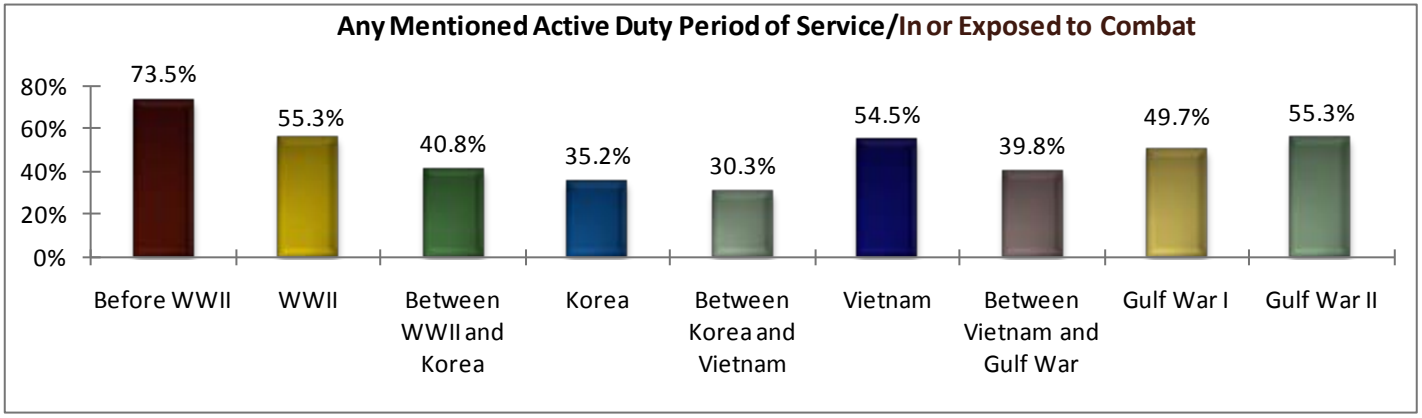


Note: Percentages do not total 100% because enrollees may have responded with multiple periods of service.

Following each question regarding their active duty military service, enrollees were asked if they were ever in or exposed to combat during this term.

- Forty percent of enrollees reported combat exposure.
- Throughout all periods of services, enrollees reported being in or exposed to combat, with at least 30 percent of enrollees in all periods of service reporting combat exposure. The majority of enrollees (74%) who served before World War II reported combat exposure. This was followed by 55 percent of World War II and Gulf War II enrollees, and 54 percent of enrollees who served in Vietnam. Figure 1.4 shows all other statistics. Enrollees could list multiple periods of service, so percentages do not total 100 percent. See Table 1.5 in the Appendix for enrollee combat exposure characteristics displayed by VISN.

Figure 1.4



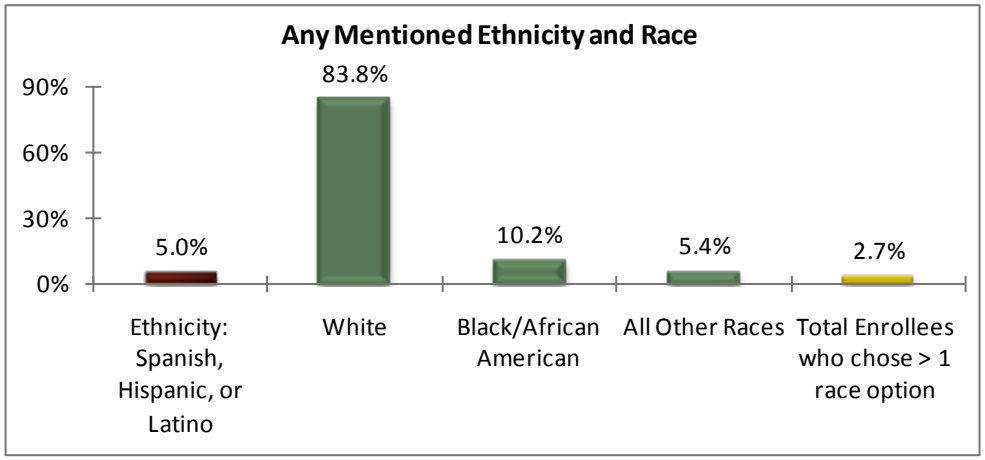
Note: Percentages do not total 100% because enrollees may have responded with multiple periods of service.

Ethnicity and Race

The 2008 survey also asked questions about Ethnicity and Race.

- Enrollees were first asked if they would describe themselves as Spanish, Hispanic, or Latino. Only 5 percent of the enrollees responded "yes" to this question.
- The next set of questions asked enrollees to describe their race. They were told that they could choose more than one. Over 6 million or 84 percent of the enrollees responded that they were white and 10 percent responded that they were black.
- Other races combined including American Indian or Alaska Native, Asian, and Native Hawaiian or other Pacific Islander were 5.4 percent of the enrollee population.
- The percent of enrollees who chose more than one race option was 2.7 percent.

Figure 1.5



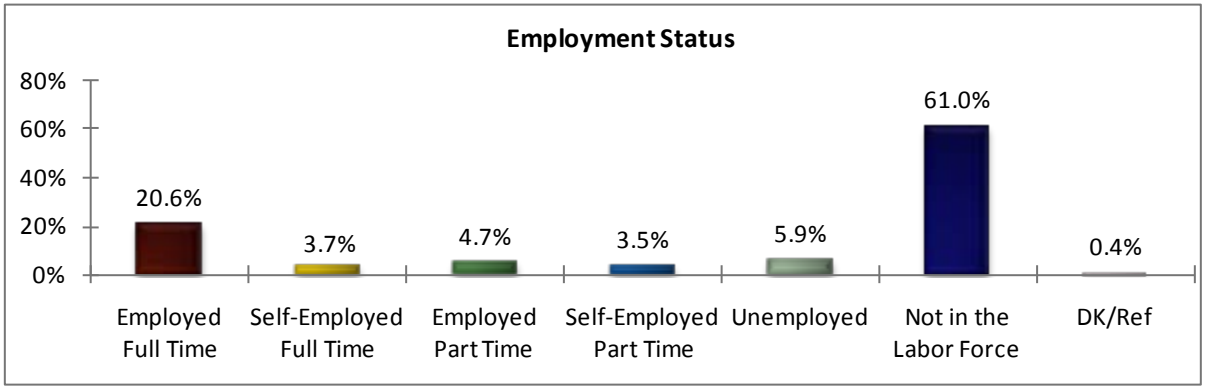
Note: Due to small numbers in the other race categories, only national level data is presented.

Employment Status

In order to better understand the socioeconomic characteristics of the enrollee population, starting in 2005, a question was asked regarding enrollee employment status. Figure 1.6 depicts the statistics regarding enrollee employment status. See Table 1.6 in the Appendix for enrollee Employment Status characteristics displayed by VISN.

- The majority of enrollees (61%) are not in the labor force, defined as currently not employed, i.e., retired, a homemaker, student, etc.
- Twenty-one percent of the enrollees were employed full time, and 4 percent were self-employed full time.
- Five percent of enrollees reported being employed part time, and 4 percent reported being self-employed part time.

Figure 1.6



- Almost 6 percent of enrollees reported being unemployed at the time of the survey. Unemployment can influence uninsurance rates in the enrollee population. Uninsurance information is discussed in Chapter 2.

Unemployment Rate by VISN

As noted above 33 percent of enrollees are employed and 6 percent of enrollees are unemployed. Along with employment and unemployment statistics, the Bureau of Labor Statistics (BLS) of the U.S. Department of Labor reports data on unemployment rates. The Unemployment rate is defined by the BLS as the percent of the labor force that is unemployed. More precisely, the unemployment rate is the number of unemployed persons divided by the labor force, where the labor force is the number of unemployed persons plus the number of employed persons. The basic concepts are people with jobs are employed, people who do not have jobs and are looking for jobs are unemployed, and people who meet neither labor market test are not in the labor force.

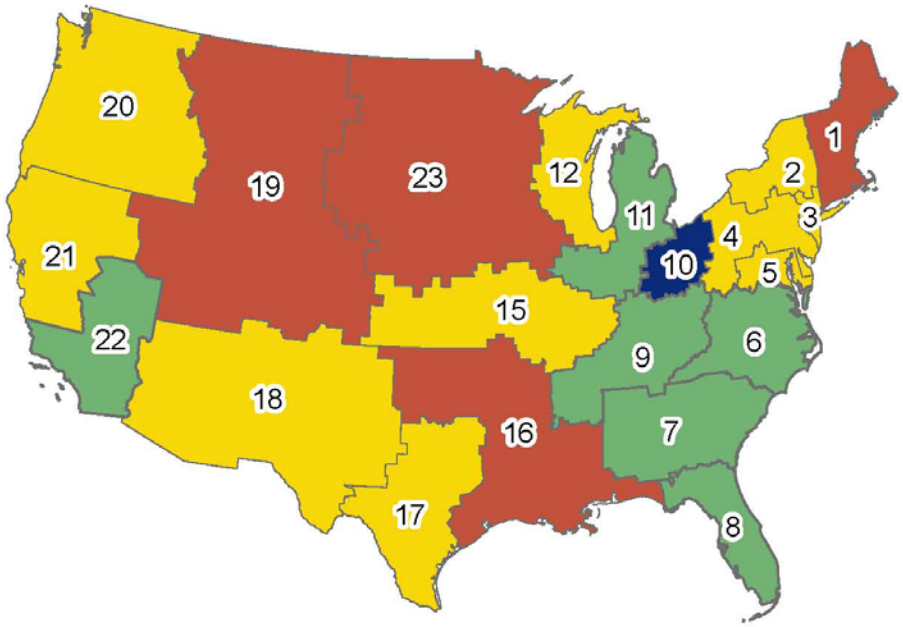
The unemployment rate for enrollees was calculated using the following formula: Unemployment Rate=100 × [unemployed/ (employed + unemployed)]. These findings are based on self-reported data.

- Nationally, the unemployment rate for enrollees is 18 percent. The average annual U.S. civilian unemployment rate was 7 percent for the year ending 2008.
- VISN 10 has the highest unemployment rate at 33 percent, followed by VISN 7 at 25 percent, and VISN 8 at 24 percent.
- VISNs 1 and 23 have the lowest unemployment rate at 11 percent; however, even this rate is higher than the December 2008 national rate of 7 percent for the general U.S. civilian labor force 16 years and over as reported by the BLS. (See Map 1.1 for unemployment rate by VISN)

Map 1.1

Department of Veterans Affairs
Veterans Health Administration

2008 Enrollee Self-Reported Unemployment Rate



Legend

- 11% - 12%
- 13% - 19%
- 20% - 25%
- 26% - 32%

VISN	Unemployment Rate
1	10.9%
2	19.0%
3	16.5%
4	14.5%
5	14.9%
6	20.3%
7	24.9%
8	24.1%
9	22.0%
10	32.5%
11	20.3%
12	19.4%
15	16.0%
16	12.4%
17	17.7%
18	16.3%
19	12.4%
20	18.5%
21	18.8%
22	22.5%
23	10.9%
Nat'l	18.2%

Source: 2008 Survey of Enrollees Health and Reliance in VA

Map generated by Healthcare Analysis & Information Group Field Office of the Office of the ADUSH for Policy and Planning

Enrollee Population Overview

Priority Groups

- Between 2007 and 2008, the number and percent of enrollees in Priority Groups 1-3 increased to 2.5 million (34%) in 2008 from 2.4 million (33%) in 2007. Priority Groups 4-6 decreased as a percentage of the enrollee population from 37 percent in 2007 to 36 percent in 2008, although the actual number of enrollees increased slightly.

Age Groups

- Between 2007 and 2008, the percent of enrollees in the under age 45 Age Group increased, from 11 percent in 2007 to 14 percent in 2008. In the 45-64 Age Group an increase was noted, from slightly more than 42 percent 2007 to slightly more than 43 percent in 2008.
- The percent of enrollees 65 or over decreased from to 46 percent in 2007 to 43 percent in 2008.

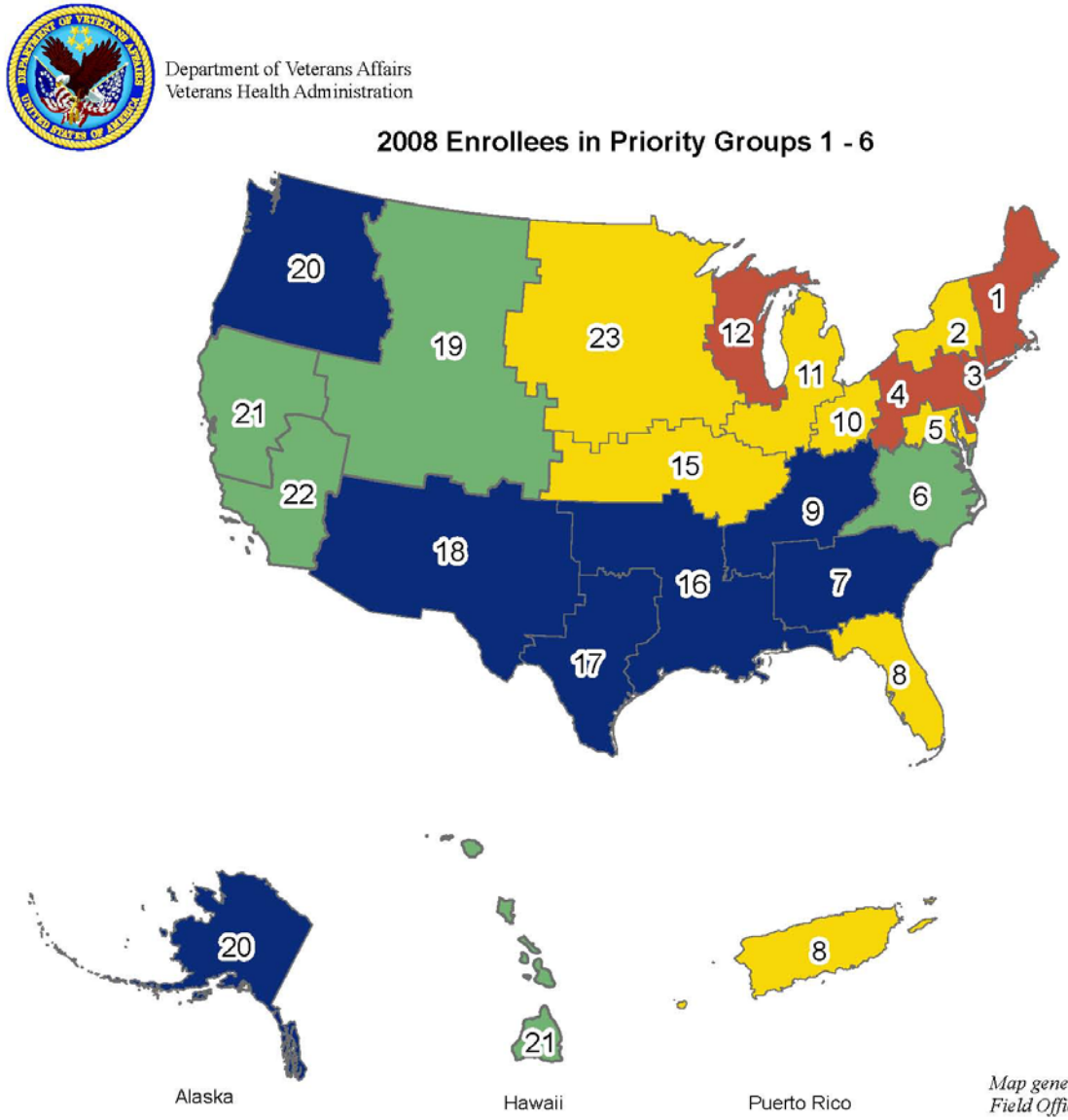
Income Groups

- Between 2007 and 2008, the number and percentages of enrollees in the $36,000+ Income Group increased. Conversely, the number and percentage of enrollees in the less than $36,000 Income Group decreased. In 2007, 3.8 million enrollees reported incomes less than $36,000, compared to 3.9 million in 2007. In 2007, 32 percent or 2.3 million enrollees reported incomes of $36,000+, compared to 37 percent or 2.7 million in 2008. The percentage of enrollees who did not know or refused to answer the income question decreased from 15 percent in 2007 to 10 percent in 2008.

Enrollees in Priority Groups 1-6 by VISN

- In 2008, data revealed VISN 16 ranked first in the percentage of enrollees in Priority Groups 1-6 with 80 percent, followed by VISN 17 with 78 percent.
- The VISN with the lowest percentage of Veteran enrollees in Priority Groups 1-6 was VISN 3 with 52 percent.

Map 1.2



Legend

- 51.8% - 61.2%
- 61.3% - 70.3%
- 70.4% - 74.8%
- 74.9% - 79.5%

VISN	P1-6	VISN Enrollee Population	%
1	198,138	323,601	61.2%
2	130,730	199,055	65.7%
3	165,391	318,986	51.9%
4	240,435	428,257	56.1%
5	126,249	179,995	70.1%
6	296,289	402,246	73.7%
7	349,936	460,552	76.0%
8	376,982	566,649	66.5%
9	261,208	341,797	76.4%
10	188,178	268,416	70.1%
11	227,927	326,318	69.9%
12	191,078	313,126	61.0%
15	215,448	306,533	70.3%
16	476,588	599,251	79.5%
17	265,068	341,071	77.7%
18	240,138	317,998	75.5%
19	162,134	224,935	72.1%
20	254,090	324,216	78.4%
21	227,043	314,932	72.1%
22	294,383	393,621	74.8%
23	261,548	387,976	67.4%
Nat'l	5,148,982	7,339,532	70.2%

Source: 2008 Survey of Enrollees Health and Reliance in VA

Map generated by Healthcare Analysis & Information Group Field Office of the Office of the ADUSH for Policy and Planning

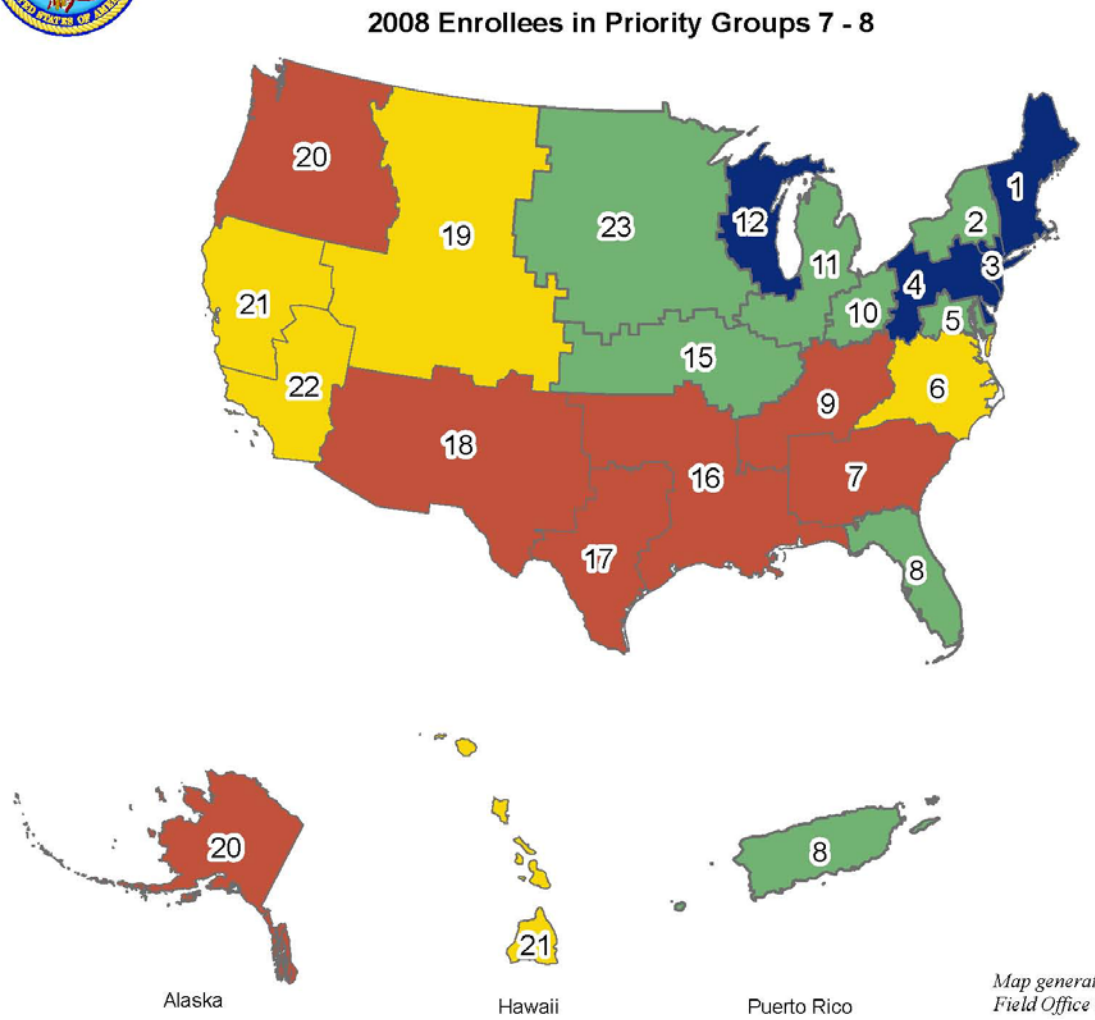
Enrollees in Priority Groups 7-8 by VISN

- In 2008, data revealed VISN 3 ranked first in the percent of enrollees in Priority Groups 7-8, with 48 percent.
- VISN 16 had the lowest percentage of Veteran enrollees in Priority Groups 7-8, with 21 percent.

Map 1.3

-

Department of Veterans Affairs
Veterans Health Administration



Legend

- 20.5% - 24.5%
- 24.6% - 27.9%
- 28% - 34.3%
- 34.4% - 48.2%

VISN	P7-8	VISN Enrollee Population	%
1	125,463	323,601	38.8%
2	68,325	199,055	34.3%
3	153,595	318,986	48.2%
4	187,822	428,257	43.9%
5	53,746	179,995	29.9%
6	105,957	402,246	26.3%
7	110,616	460,552	24.0%
8	189,667	566,649	33.5%
9	80,589	341,797	23.6%
10	80,238	268,416	29.9%
11	98,391	326,318	30.2%
12	122,048	313,126	39.0%
15	91,085	306,533	29.7%
16	122,663	599,251	20.5%
17	76,003	341,071	22.3%
18	77,860	317,998	24.5%
19	62,801	224,935	27.9%
20	70,126	324,216	21.6%
21	87,889	314,932	27.9%
22	99,238	393,621	25.2%
23	126,428	387,976	32.6%
Nat'l	2,190,550	7,339,532	29.9%

Source: 2008 Survey of Enrollees Health and Reliance in VA

Map generated by Healthcare Analysis & Information Group Field Office of the Office of the ADUSH for Policy and Planning

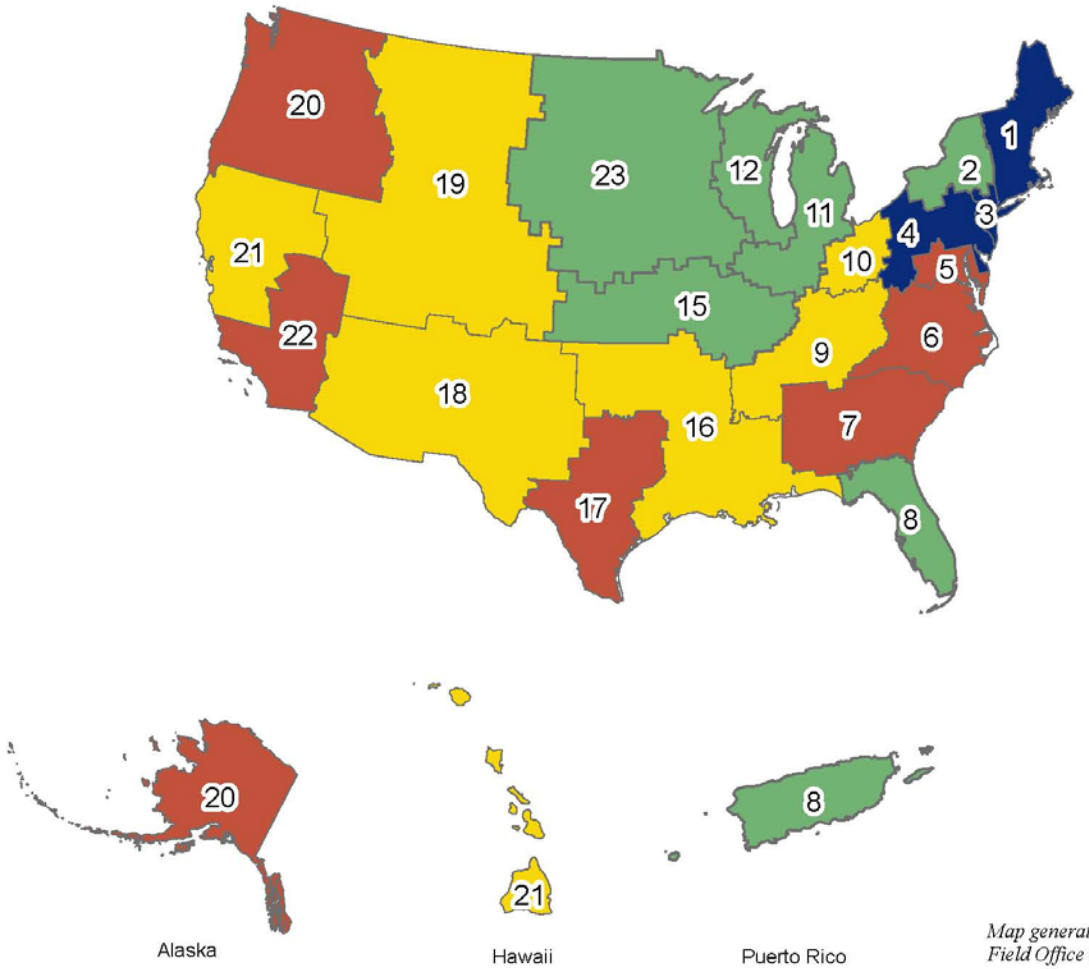
Enrollees Age 65 or Over by VISN

- In 2008, data revealed VISN 3 ranked first in the percentage of enrollees age 65 or over with 55 percent.
- The VISN with the lowest percentage of Veteran enrollees age 65 or over was VISN 7 with 35 percent.

Map 1.4

Department of Veterans Affairs
Veterans Health Administration

2008 Enrollees Age 65 or Over



Legend

- 34.9% - 38.4%
- 38.5% - 41.9%
- 42% - 48.6%
- 48.7% - 54.6%

VISN	65+	VISN Enrollee	%
1	164,494	323,601	50.8%
2	88,851	199,055	44.6%
3	174,249	318,986	54.6%
4	216,677	428,257	50.6%
5	69,137	179,995	38.4%
6	149,537	402,246	37.2%
7	160,887	460,552	34.9%
8	271,447	566,649	47.9%
9	132,379	341,797	38.7%
10	112,426	268,416	41.9%
11	145,479	326,318	44.6%
12	142,251	313,126	45.4%
15	140,723	306,533	45.9%
16	241,821	599,251	40.4%
17	123,772	341,071	36.3%
18	129,515	317,998	40.7%
19	89,197	224,935	39.7%
20	116,605	324,216	36.0%
21	129,352	314,932	41.1%
22	148,178	393,621	37.6%
23	188,512	387,976	48.6%
Nat'l	3,135,490	7,339,532	42.7%

Source: 2008 Survey of Enrollees Health and Reliance in VA

Map generated by Healthcare Analysis & Information Group Field Office of the Office of the ADUSH for Policy and Planning

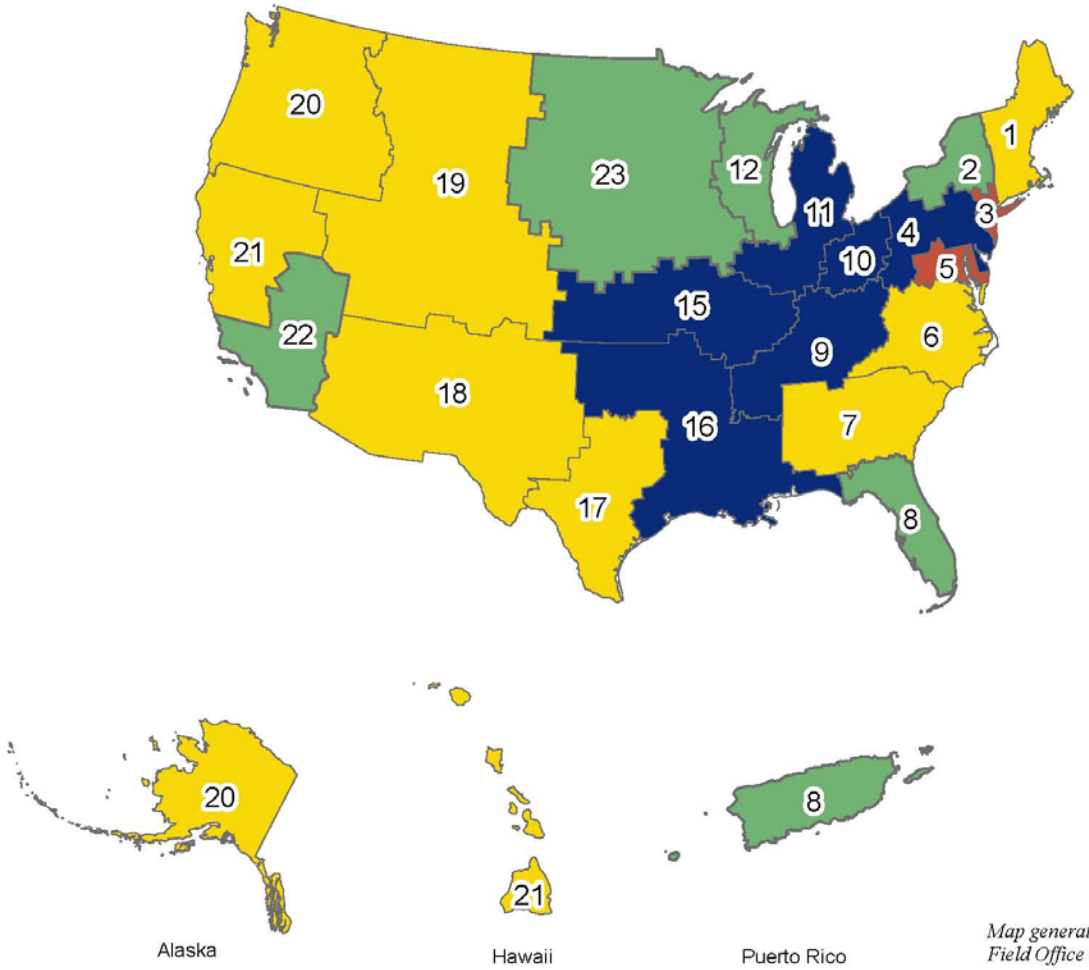
Enrollees with Incomes Less Than $36,000 by VISN

- In 2008, data revealed VISN 10 ranked first in the percentage of enrollees with incomes less than $36,000 with 63 percent.
- The VISN with the lowest percentage of Veteran enrollees with incomes less than $36,000 was VISN 3 with 41 percent.

Map 1.5

Department of Veterans Affairs
Veterans Health Administration

2008 Enrollees with Income < $36,000



Legend

- 41% - 42.9%
- 43% - 51.8%
- 51.9% - 54.2%
- 54.3% - 63.3%

VISN	<36K	VISN Enrollee Population	%
1	166,726	323,601	51.5%
2	104,336	199,055	52.4%
3	130,640	318,986	41.0%
4	246,697	428,257	57.6%
5	77,249	179,995	42.9%
6	208,329	402,246	51.8%
7	233,453	460,552	50.7%
8	299,353	566,649	52.8%
9	199,628	341,797	58.4%
10	169,874	268,416	63.3%
11	186,897	326,318	57.3%
12	169,777	313,126	54.2%
15	182,231	306,533	59.4%
16	341,611	599,251	57.0%
17	171,759	341,071	50.4%
18	162,295	317,998	51.0%
19	112,907	224,935	50.2%
20	163,818	324,216	50.5%
21	158,827	314,932	50.4%
22	207,380	393,621	52.7%
23	206,616	387,976	53.3%
Nat'l	3,900,405	7,339,532	53.1%

Source: 2008 Survey of Enrollees Health and Reliance in VA

Map generated by Healthcare Analysis & Information Group Field Office of the Office of the ADUSH for Policy and Planning

CHAPTER 2

Public and Private Health Insurance Coverage of the Veteran Enrollee Population

Methodology Notes: Since the inception of the Survey of Enrollees in 1999, survey questions to identify the status of public or private coverage for enrollees continues to be refined. The ever-expanding need for more detailed information on the VHA enrollee population has led VHA to add additional health insurance coverage questions. In addition to the 1999 categories of Medicare, Medicaid, and Private or Group Insurance, beginning in 2002 the surveys split the private group insurance into Health Maintenance Organizations (HMO) or Managed Care coverage versus non-HMO or non-Managed Care coverage. The 2005 Survey added a question about Medigap Supplemental coverage. In 2005, the Medigap question included a note to the telephone interviewer to provide further clarification that it "does not include TRICARE For Life Plan." In 2007, similar questions were asked. However, the question phrasing was changed to facilitate understanding by the respondent. A question was also added to determine if enrollees were aware that they were enrolled in VA. Medicare questions have continuously been revised to improve data collection and analysis. Medicare coverage is discussed later in this chapter.

Overall Results

Below are the overall results for Public and Private Health Insurance coverage and uninsurance of enrollees. (See Table 2.1)

- Over 79 percent of enrollees had some type of public or private health insurance coverage.
- The percent of enrollees with public and private coverage has fluctuated between the 2007 and 2008 surveys, with a decrease in Medicaid (8%) and Medicare (53%) and a slight increase in private insurance coverage (32%).
- Between 2007 and 2008, there was a decrease in uninsured enrollees, from 20.8 percent in 2007 to 20.4 percent in 2008. This could be due to the influx of new Priority 6 enrollees, who, based on previous survey results, tend to have higher incomes and are more likely to carry health insurance coverage. The change could also be due to some extent to the Priority 7-8 enrollees. This segment of the population continues to shift to Medicare eligibility.
- Results from the 2005 survey reported that only 12 percent of enrollees with Medicare coverage *planned* to purchase Medicare Part D in 2006. Data from the 2008 survey show that 18.2 percent of enrollees reported having Medicare Part D coverage. When looking at this coverage as a percentage of enrollees with Medicare coverage, 1.3 million (34%) of the 3.9 million enrollees with Medicare coverage responded that they have Medicare Part D coverage.

Table 2.1

2008 Health Insurance Coverage Reported by Enrollees Surveyed

	Medicare					Medicaid	TRICARE	Private HMO	Private Non HMO	Private Insurance Total*	Private Drug Coverage	No Coverage
	Medicare Advantage	*Medicare Part A*	*Medicare Part B*	*Medigap*	*Medicare Part D*							
3,875,347	696,688	2,770,679	2,565,522	1,552,398	1,332,376	567,604	1,142,371	1,080,016	1,010,936	2,340,656	1,886,689	1,495,523
52.8%	18.0%	71.5%	66.2%	40.1%	34.4%	7.7%	15.6%	14.7%	13.8%	31.9%	25.7%	20.4%

Percentages do not total 100 percent because enrollees may have multiple coverages.
*Don't Know/Refused responses for Health Maintenance Organization (HMO/Non HMO) not displayed

Uninsurance

The term "uninsurance" refers to the lack of any type of health insurance coverage, either public or private. There are varieties of sources for point-in-time uninsurance data on the U.S. population but there are few reliable sources for the enrollee population. For the Veteran population, there is the National Survey of Veterans (NSV), last completed in 2001 (NSV 2001); and for VHA enrollees, there are only the VHA enrollee surveys.

Overall Uninsurance Trends

Methodology Notes: The health insurance coverage probes were re-coded in the 2002 survey to identify enrollees who, at the time of their interviews, had no health insurance coverage, either public or private, (i.e., who were uninsured or not covered), versus enrollees who had at least some public or private coverage, (i.e., were insured or covered). The health insurance coverage probes for all surveys since 2002 were increasingly more comprehensive than the 1999 questions, therefore, the data on uninsurance derived by re-coding of the health insurance questions provide more reliable indicators of overall public or private coverage or non-coverage of VHA enrollees.

- Data revealed a slight decrease between 2007 and 2008 in enrollees without public or private insurance coverage from 20.8 percent in 2007 to 20.4 percent in 2008. Overall VHA enrollee survey data has revealed a decline in enrollee public or private uninsurance rates from 28 percent of all enrollees in 1999 to 20 percent of all enrollees in 2008.
- It is important to note that the number of uninsured VHA enrollees increased from 1,013,046 in 1999 to 1,495,523 in 2008. These increases are largely due to the fact that enrollment increased from 3,642,537 enrollees to 7,339,531 enrollees between the 1999 and 2008 surveys, and the overall increase includes the numbers of Priority 5 Veterans in particular, who are lower income and are most often uninsured. In 2008, 2,108,292 million enrollees were in Priority 5.
- The 2007 Current Population Survey reported both the percentage and number of people without health insurance decreased in 2007. The percentage without insurance was 15.3 percent in 2007, down from 15.8 percent in 2006, and the number of uninsured was 45.7 million, down from 47 million.

Uninsurance by Priority Groups

Uninsurance rates in all Priority Groups showed a slight decline between 2007 and 2008. In contrast, there was slight increase in the proportion of Priority Groups 4-6 that were uninsured across the same period. The number of enrollees has increased in all Priority Groups, reflecting the overall increase in enrollment.

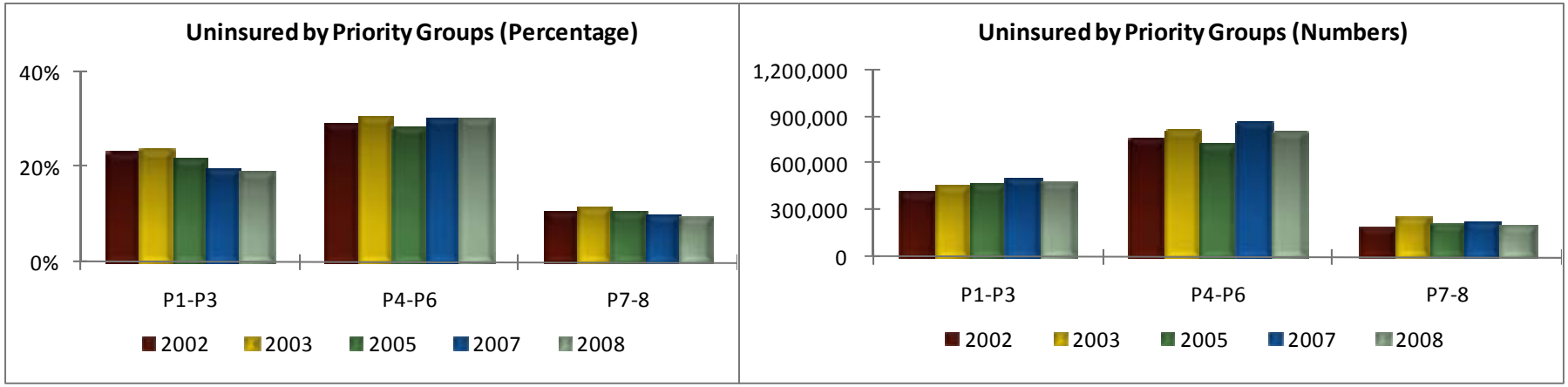
- Priority Groups 4-6 had the highest percentage (31%) of enrollees lacking any public or private insurance coverage.
- From 2003 to 2005 this group saw a decrease. However, since then, there has been an increase. In Priority Groups 4-6, 30.4 percent were uninsured in 2007, this slightly increased to 30.6 percent in 2008. The percent of enrollees who are uninsured in Priority Groups 4-6 has fluctuated between the four surveys but generally reflects a downward trend. This may be due to Operation Enduring Freedom/Operation Iraqi Freedom enrollees who come in as Priority 6 and may not have coverage yet through an employer.
- Priority Groups 1-3 and 7-8 have seen a decrease in the percentage of uninsured enrollees since 2005.

Table 2.2 **Uninsured by Priority Group**

	1-3	4-6	7-8
2002	417,338	763,385	190,917
	23.1%	29.3%	10.8%
2003	462,248	817,486	252,586
	23.8%	30.7%	11.8%
2005	470,813	731,145	215,921
	22.0%	28.7%	10.7%
2007	508,481	869,283	228,317
	19.8%	30.4%	9.9%
2008	**476,676**	**812,416**	**206,431**
	19.2%	**30.6%**	**9.4%**

Denominator is the national enrollee population by Priority

Figure 2.1



Uninsurance by Age Groups

There were changes in the uninsurance rate among the Age Groups. The uninsurance rate for the enrollee population by age decreased in the 45-65 and 65+ Age Groups, while the *numbers* in the under 45 Age Group slightly increased.

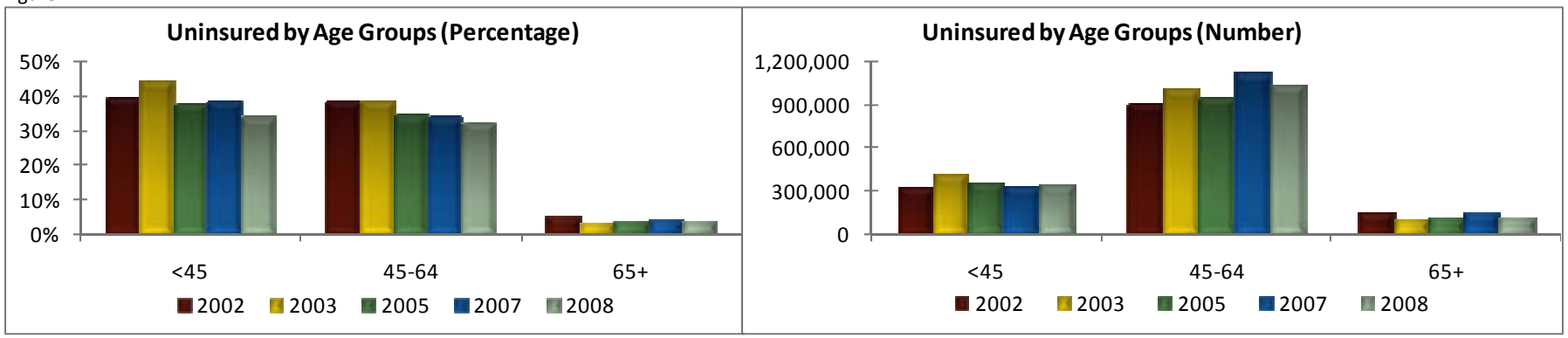
- The uninsurance data by Age Group reflect a decrease in the uninsurance rates for the under 45 Age Group. In 2007, 38.3 percent of enrollees were uninsured; that rate decreased to 33.9 percent in 2008.
- There was a slight decrease in uninsurance for the 45-64 Age Group from 34.2 percent in 2007 to 32.5 percent in 2008.
- There was a decrease in uninsurance for enrollees 65 or over from 4.1 percent in 2007 to 3.7 percent in 2008.

Table 2.3 **Uninsured by Age**

	<45	45-64	65+
2002	317,668	900,556	153,416
	39.4%	38.6%	5.1%
2003	412,829	1,014,495	104,996
	44.6%	38.6%	3.3%
2005	353,453	951,785	112,641
	37.8%	34.6%	3.7%
2007	335,206	1,123,784	147,090
	38.3%	34.2%	4.1%
2008	**345,823**	**1,034,289**	**115,411**
	33.9%	**32.5%**	**3.7%**

Denominator is the national enrollee population by age

Figure 2.2



Uninsurance by Income Groups

Changes in the uninsurance rate among the Income Groups between the 2007 and 2008 surveys showed fluctuation in uninsured enrollees.

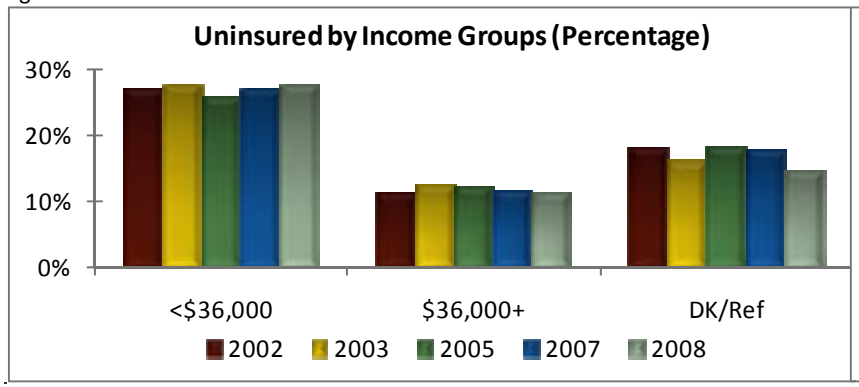
- For enrollees in the <$36,000 Income Group, there was an increase in the percentage of uninsurance from 27.2 percent in 2007 to 27.7 percent in 2008, although the number of uninsured enrollees decreased.
- There was a slight decrease in the percentage of uninsured enrollees in the $36,000+ Income Group. However, there was an increase in the number of uninsured enrollees in this Income Group.
- For the enrollees who did not provide a figure for their income, the uninsurance rate decreased from 17.8 percent in 2007 to 14.6 percent in 2008.

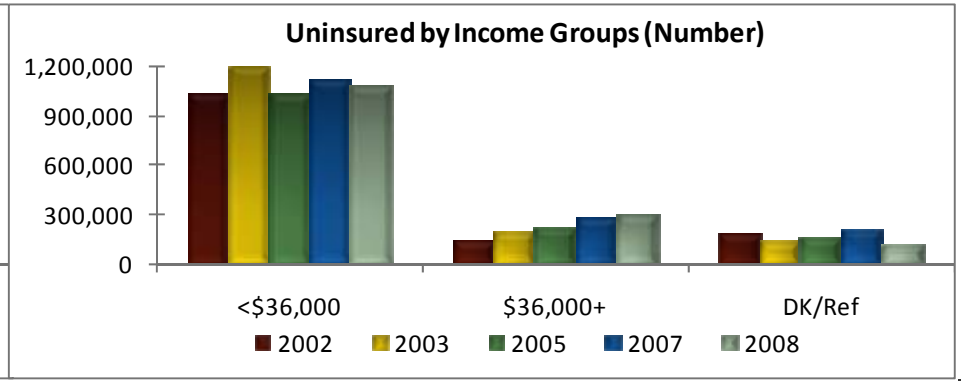
Table 2.4 **Uninsured by Income**

	<$36,000	$36,000+	DK/Ref
2002	1,040,311	141,951	189,378
	27.0%	11.2%	18.0%
2003	1,204,787	196,409	131,124
	27.8%	12.4%	16.0%
2005	1,036,291	220,419	161,169
	25.8%	12.3%	18.2%
2007	1,114,727	284,277	207,078
	27.2%	11.5%	17.8%
2008	**1,081,253**	**306,604**	**107,666**
	27.7%	**11.3%**	**14.6%**

Denominator is the national enrollee population by Income

Figure 2.3





VISN Overview

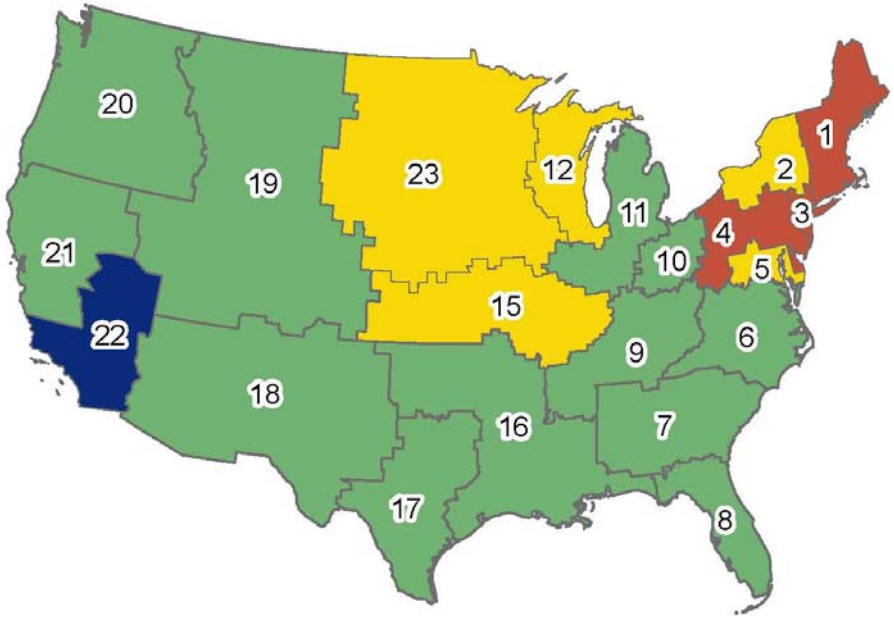
- Between 2007 and 2008, the percent of Veteran enrollees reporting no private or public health insurance coverage shows fluctuations. Some VISNs show an increase in percentage between 2007 and 2008, and some VISNs show a decrease in percentage. Likewise, the numbers of enrollees reporting no private or public health insurance coverage also shows fluctuations.

- In 2008, data revealed VISN 22, 21, and 20 ranked first regarding the highest percent of Veteran enrollees reporting no private or public health insurance coverage, with 27.1 percent, 22.9, and 22.8 percent respectively.
- The VISN with the lowest percentage of Veteran enrollees reporting no private or public health insurance coverage was VISN 4 at 14.6 percent.

Map 2.1

Department of Veterans Affairs
Veterans Health Administration

2008 Enrollees with No Private or Public Health Insurance Coverage



Legend

- 14.6% - 16%
- 16.1% - 18.5%
- 18.6% - 22.9%
- 23% - 27.1%

VISN	No Coverage	VISN Enrollee Population	Percent
1	51,654	323,601	16.0%
2	33,857	199,055	17.0%
3	48,142	318,986	15.1%
4	62,336	428,257	14.6%
5	33,312	179,995	18.5%
6	84,373	402,246	21.0%
7	93,106	460,552	20.2%
8	125,565	566,649	22.2%
9	72,484	341,797	21.2%
10	60,802	268,416	22.7%
11	67,433	326,318	20.7%
12	55,193	313,126	17.6%
15	55,268	306,533	18.0%
16	132,780	599,251	22.2%
17	74,100	341,071	21.7%
18	71,626	317,998	22.5%
19	49,634	224,935	22.1%
20	73,928	324,216	22.8%
21	72,032	314,932	22.9%
22	106,635	393,621	27.1%
23	71,263	387,976	18.4%
Nat'l	1,495,523	7,339,532	20.4%

Source: 2008 Survey of Enrollees Health and Reliance in VA

Map generated by Healthcare Analysis & Information Group Field Office of the Office of the ADUSH for Policy and Planning

Medicare Coverage

Medicare enrollees can be defined as having coverage under Medicare Part A (hospital care) without Part B (coverage for physician visits), or Medicare Part A and Part B. The question regarding Medicare Part B coverage was only asked of enrollees who responded "yes" to Medicare Coverage (Question A1), and "yes, to Medicare Advantage Plan (Question A2); therefore, comparison is not available in 2005 for enrollees who have Medicare Part B without Part A.

Most individuals (62%) covered by Part A are also covered by Part B, although there is a premium associated with Part B coverage (paid for by Medicaid for low income dually eligible beneficiaries).

The Medicare Prescription Drug, Improvement, and Modernization Act (Public Law 108-173, 117 Stat. 2066, called Medicare Modernization Act or MMA) was enacted in December 2003. Availability of drug coverage through Medicare has shifted coverage trends for enrollees, which will be discussed further in the Prescription Drug Section of Chapter 3.

Enrollees with Medicare coverage represent 53 percent of the total enrollee population. The number of enrollees with Medicare coverage has more than doubled from 1,836,346 in 1999 to 3,875,347 in 2008. With the majority of our enrollee population having coverage, changes to Medicare will likely influence the way our enrollees utilize VA care.

Enrollees were also asked about coverage under Parts A and B.

- Most enrollees with Medicare (62%) are covered by Part A and B. A small percent of enrollees with Medicare Coverage have Medicare Coverage A without B (10%). An even smaller percentage (5%) had Medicare Part B without Part A.
- It should be noted that a small percentage of enrollees (0.9%) who responded "yes" to Medicare Coverage responded "no" to both questions regarding Part A and Part B.

Table 2.5

Enrollees with Various Medicare Coverage

	Medicare Part A without B	Medicare Part B without A	Medicare Part A and B	Total with Medicare Coverage	No Medicare
2008	377,439	172,282	2,393,240	3,875,347	3,386,198
	9.7%	4.5%	61.8%	52.8%	46.1%

Denominator for Medicare Part A without B, Medicare B without A, and Medicare Part A and B, is the enrollee population with Medicare Coverage.
Approximately 1.4 percent of the enrollees responded "Don't Know" or refused to answer (DK/Ref) the questions regarding Medicare Coverage.

Medicare Coverage by Priority Group

- Priority Groups 7-8 has the largest percentage (66%) of enrollees with Medicare Part A and Part B.
- Over 57 percent of enrollees in Priority Groups 1-3 have no Medicare Coverage.

Table 2.6

Enrollees with Various Medicare Coverage by Priority

	Medicare Part A without B			Medicare Part B without A			Medicare Part A and B			No Medicare		
	P1-P3	P4-P6	P7-P8	P1-P3	P4-P6	P7-P8	P1-P3	P4-P6	P7-P8	P1-P3	P4-P6	P7-P8
2008	109,687	166,634	101,119	52,442	59,349	60,490	672,585	725,630	995,025	1,423,346	1,362,741	678,097
	10.3%	12.9%	6.7%	4.9%	4.6%	4.0%	63.1%	56.0%	65.8%	57.2%	51.2%	31.0%

Medicare Coverage by Age Group

- The over 65 Age Group has the largest percentage (65%) of enrollees with Medicare Part A and Part B.
- Over 5 percent of enrollees in the over 65 Age Group reported that they had no Medicare Coverage.

Table 2.7

Enrollees with Various Medicare Coverage by Age

	Medicare Part A without B			Medicare Part B without A			Medicare Part A and B			No Medicare		
	<45	45-64	65+	<45	45-64	65+	<45	45-64	65+	<45	45-64	65+
2008	8,955	129,992	238,492	4,405	43,282	124,595	38,172	447,035	1,908,034	915,210	2,307,892	163,096
	12.3%	15.4%	8.1%	6.1%	5.1%	4.2%	52.6%	52.8%	64.5%	89.7%	72.5%	5.2%

Medicare Coverage by Income Group

- Enrollees in the $36,000+ Income Group have the largest percentage (69%) of enrollees with Medicare Part A and Part B.
- In this year's survey 57 percent of enrollees in the $36,000+ Income Group reported having no Medicare Coverage compared to 56 percent in 2007.

Table 2.8

Enrollees with Various Medicare Coverage by Income

	Medicare Part A without B			Medicare Part B without A			Medicare Part A and B			No Medicare		
	<$36,000	$36,000+	DK / Ref	<$36,000	$36,000+	DK / Ref	<$36,000	$36,000+	DK / Ref	<$36,000	$36,000+	DK / Ref
2008	252,049	87,799	37,592	103,740	45,289	23,254	1,307,292	796,769	289,180	1,632,602	1,550,270	281,312
	11.1%	7.6%	8.3%	4.57%	3.93%	5.11%	57.6%	69.1%	63.6%	41.9%	57.4%	38.2%

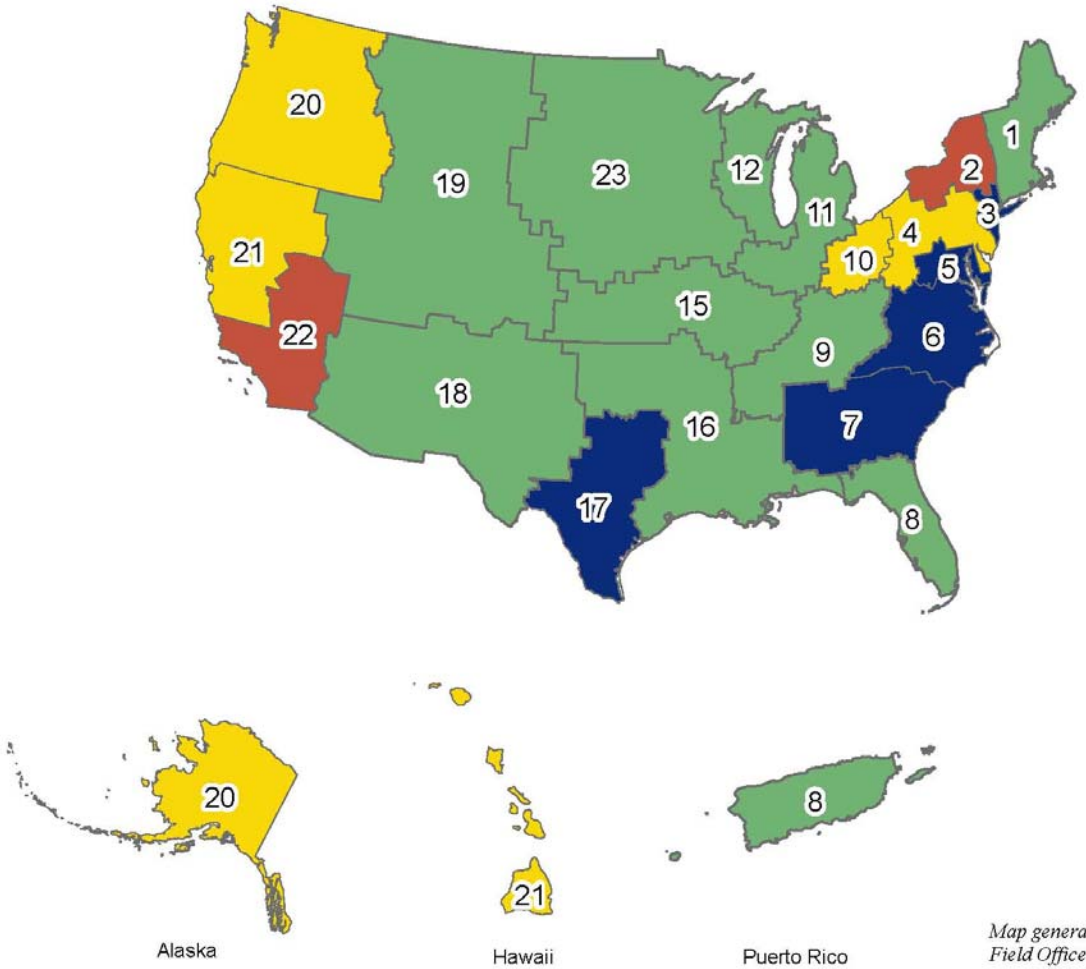
VISN Overview (Medicare Part A and B)

- Data revealed VISN 6 had the highest percent of Veteran enrollees reporting Medicare Part A and B coverage with 69 percent.
- The VISN with the lowest percent of Veteran enrollees reporting Medicare Part A and B coverage was VISN 22 with 51 percent.

Map 2.2

Department of Veterans Affairs
Veterans Health Administration

2008 Enrollees with Medicare Coverage Part A & B



Legend

- 51.4% - 55.9%
- 56% - 60.3%
- 60.4% - 64.8%
- 64.9% - 69.3%

VISN	Medicare Part A&B	VISN Enrollee w/Medicare Coverage	Percent
1	120,710	193,990	62.2%
2	57,920	104,493	55.4%
3	129,574	193,205	67.1%
4	149,903	259,171	57.8%
5	57,179	85,986	66.5%
6	138,399	199,841	69.3%
7	151,762	227,480	66.7%
8	202,458	321,363	63.0%
9	110,048	181,860	60.5%
10	80,394	138,077	58.2%
11	107,961	177,526	60.8%
12	109,753	177,401	61.9%
15	111,080	175,887	63.2%
16	195,243	313,613	62.3%
17	104,210	160,047	65.1%
18	99,866	157,579	63.4%
19	64,746	105,703	61.3%
20	82,882	147,485	56.2%
21	89,251	156,069	57.2%
22	93,113	181,181	51.4%
23	136,787	217,387	62.9%
Nat'l	2,393,240	3,875,347	61.8%

Source: 2008 Survey of Enrollees Health and Reliance in VA

Map generated by Healthcare Analysis & Information Group Field Office of the Office of the ADUSH for Policy and Planning

Enrollment

Methodology Notes: To apply for benefits (including access to the VA health care system) a Veteran must complete an application. The application is used to determine if there is qualifying service as a Veteran, and placement into one of the priority groups. Generally, to receive VA Medical Benefits, a Veteran must be enrolled in the VA health care system. All individuals included in the survey sample were enrolled. For the most part, Veterans who are enrolled will remain enrolled without having to re-apply for benefits annually.

Over 80 percent of enrollees responded that they are enrolled in VA health care. Another 1.1 million enrollees (15%) reported that they are not enrolled. About 4 percent of enrollees either don't remember or do not know if they are enrolled. (Table 2.9)

These responses can also be analyzed by Pre and Post Enrollee types, and by Priority Groups.

- When comparing Post and Pre Enrollees, a greater percentage of Pre Enrollees indicated that they are enrolled in VA health care (79% and 84% respectively).

Table 2.9

Are you enrolled in VA health care?		Are you enrolled in VA health care?	Enrollee Type	
Response	Number/Percent	Response	Post	Pre
Yes	5,930,505	Yes	4,059,778	1,870,727
	80.8%		79.5%	83.9%
No	1,121,126	No	839,860	281,266
	15.3%		16.4%	12.6%
I don't remember enrolling	45,590	I don't remember enrolling	33,871	11,718
	0.6%		66.0%	53.0%
Don't know	240,106	Don't know	174,729	65,377
	3.3%		3.4%	2.9%
Refused	2,204	Refused	1,457	746
	0%		0%	0%

The responses can also be compared by Priority Group.

- A review of the data by priority revealed, Priority 1 enrollees are the most likely to respond that they are enrolled (91%).
- Priority 7-8 enrollees are most likely to respond that they are not enrolled (19%) followed by Priority 3 enrollees (18%).

Table 2.10

Are you enrolled in VA health care?

Response	1	2	3	4	5	6	7-8
Yes	893,567	428,153	734,196	183,314	1,739,708	259,183	1,692,384
	90.6%	79.2%	76.3%	88.3%	82.5%	75.4%	77.3%
No	73,451	89,085	174,078	18,957	288,571	59,460	417,523
	7.4%	16.5%	18.1%	9.1%	13.7%	17.3%	19.1%
I don't remember enrolling	3,506	3,037	10,715	590	12,662	3,512	11,568
	0.4%	0.6%	1.1%	0.3%	0.6%	1.0%	0.5%
Don't Know	16,072	20,369	42,450	4,659	66,943	21,160	68,454
	1.6%	3.8%	4.4%	2.2%	3.2%	6.2%	3.1%
Refused	126	158	544	93	408	256	620
	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%

The vast majority of enrollees believe they are enrolled. However, there was a significant number of Veterans (over 1.4 million) who believe they are not, don’t remember, or don’t know that they are enrolled.

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CHAPTER 3

Prescription Use

Advances in pharmaceuticals have transformed health care over the last several decades. Many health problems are prevented, cured, or managed effectively for years using prescription drugs. In some cases, the use of prescription medicines keeps people from needing other expensive health care such as being hospitalized or having surgery.

Today, many seniors and nonelderly adults rely on prescription medicines on a regular basis. With so many people relying on prescriptions, it is prudent to examine information regarding enrollees' medication utilization and prescription drug coverage and use this information to inform and guide medication policy decisions.

The 2008 Survey of Enrollees collected information about enrollees' medication utilization and prescription drug coverage. This chapter provides an overview of the responses of enrollees to questions regarding prescription drug insurance coverage, utilization of prescription drugs and over-the-counter medication, and out-of-pocket costs for prescriptions.

Any Prescription Drug Benefit or Coverage

Enrollees were asked whether they had prescription drug coverage from VA. Theoretically, all enrollees would respond positively since enrollment in VHA provides both prescription drugs and over-the-counter medications as a basic benefit with minimal co-payments.

Table 3.1
2008 VA Prescription Drug Benefit or Coverage Reported

	Number	Percent
Yes	4,793,635	65.3%
No	2,217,943	30.2%
Don't Know	326,000	4.4%
Refused	1,952	0.03%

- Only 65 percent answered that question in the affirmative, with 30 percent saying they did not have coverage, and 4.4 percent responding "don't know", or "refused to answer."
- Approximately 30 percent of enrollees do not consider that their VA enrollment provides drug coverage or may not have realized they were enrolled in VA.

Awareness of VA prescription drug coverage can also be analyzed by comparing responses at the VISN level.

- Interesting variation was also reported here, with an average of 72 percent of enrollees in VISN 8 reporting VA prescription drug coverage and only 51 percent of enrollees in VISN 3 reporting the same. See Table 3.10 in the Appendix for results by VISN, the table displays the percentage of "Yes" responses.

Awareness of VA drug coverage varies somewhat by priority, age, and income. See Table 3.10 in the Appendix for details; the table displays the percentage of "Yes" responses.

- Priority Group 7-8 are somewhat less likely to be aware of VA drug coverage (59%) compared to Priority Groups 1-3 and 4-6 (both were 68%).
- Younger enrollees are also less likely to be aware of their VA drug coverage, with 52 percent of enrollees under age 45 realizing they have VA drug coverage compared to 68 percent of enrollees over age 65.

- Enrollees with incomes under $36,000 per year were much more likely to be aware of their VA prescription drug coverage (73%) compared to enrollees with incomes of $36,000+ per year (55%).

Private Insurance Prescription Benefit

All enrollees who responded positively to having private insurance coverage were asked if that coverage included prescription drugs.

Table 3.2

Private Insurance Includes Prescription Benefit
(Private Insurance Coverage = 2,340,655)

	Number	Percent
Yes	1,886,689	80.6%
No	392,908	16.8%
Don't Know	59,968	2.6%
Refused	1,090	0.05%

- Eighty-one percent of those enrollees who responded positively to having private insurance coverage reported that this insurance provided prescription benefits.
- It is noted that 17 percent of enrollees with private insurance coverage reported they did not have any private insurance drug coverage.

Variation was noted by VISN. In VISN 16, only 74 percent of enrollees reported private insurance drug coverage, compared to 87 percent in VISNs 3 and 22. See Table 3.10 in the Appendix for results by VISN.

Medicare Part D Coverage

In 2003, Congress passed legislation (the Medicare Prescription, Drug Improvement, and Modification Act (MMA) of 2003) which authorized prescription drug coverage for Medicare beneficiaries. The implementation of this coverage (known as Medicare Part D coverage) started in 2006. As reported earlier, 53 percent of enrollees have Medicare Coverage and are eligible for a Medicare prescription drug plan. The 2008 Survey of Enrollees asked enrollees with Medicare Coverage whether they have Medicare Part D coverage.

Prescription drug coverage has been a hot topic in the United States political arena for the past several years. Prior to 2006, Medicare provided limited coverage for medication. In January 2006, the MMA became effective. The MMA provides those beneficiaries with Medicare benefits the opportunity to purchase a prescription coverage plan. These plans were designed to cover 75 percent of the first $2,250 of prescription drug costs, leave a "doughnut hole" in coverage between $2,250 and $3,600, and to cover 95 percent of costs beyond those benefits. The prescription coverage plans were expected to carry, on average, a premium of $420 per year (or $35 per month) with a deductible of at least $250 per year.

Enrollees were asked if they had Part D prescription coverage and private insurance prescription coverage. Only enrollees with Medicare coverage were asked about enrollment in Medicare Part D.

Table 3.3

Medicare Part D Coverage by Medicare Beneficiaries

(Medicare Coverage = 3,875,347)

	Number	Percent
Yes	1,332,375	34.4%
No	2,288,953	59.1%
Don't Know	252,489	6.5%
Refused	1,529	0.04%

- Thirty-four percent of these enrollees reported having Medicare Part D prescription coverage.
- Fifty-nine percent of those enrollees with Medicare Coverage reported they had not enrolled in Part D.
- Almost 7 percent did not know or refused to answer the question.

Results also vary by VISN. Forty-nine percent of Medicare covered enrollees in VISN 22 report having Part D, while only 28 percent in VISN 12 report the same. See Table 3.10 with VA, Medicare, and Private insurance drug coverage results by VISN. Also see Map 3.1

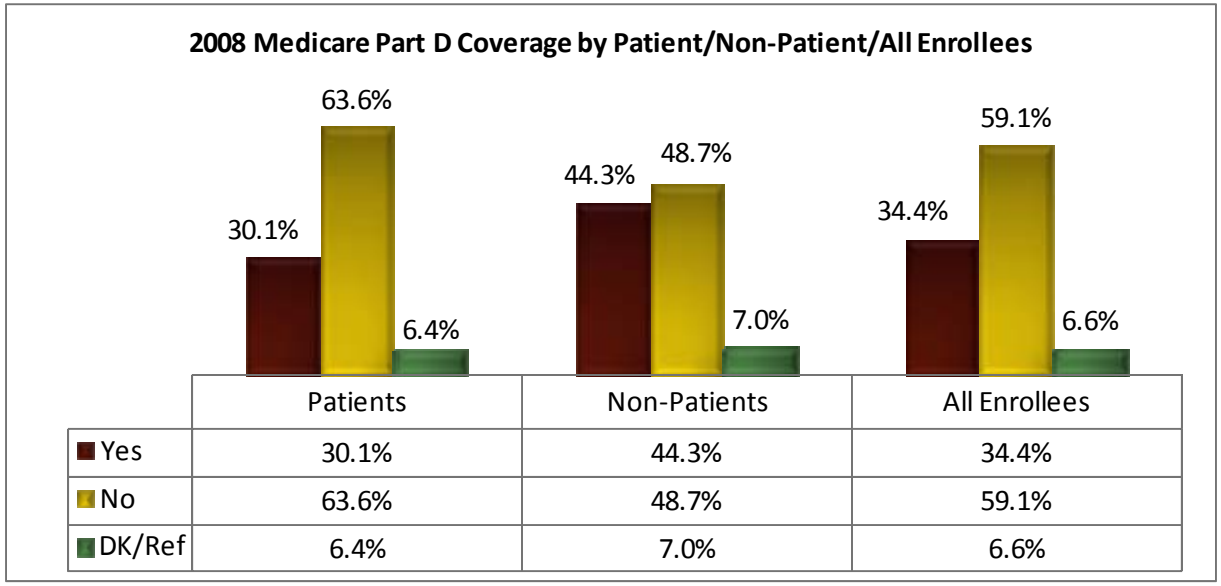
Responses among those who enrolled in Part D were stratified by priority, age, and income. See Table 3.11 in the Appendix for VISN results.

- Enrollees in Priority Groups 1-3 were least likely to purchase Part D (29%) compared to enrollees in Priority Groups 4-6 (38%) or 7-8 (35%).
- Thirty-four percent of enrollees under age 45 reported purchasing Part D coverage compared to 31 percent between ages 45 and 64, and 35 percent of enrollees age 65 and over.
- There was some variation by income level; with 36 percent of enrollees with income less than $36,000 per year who reported enrolling in Part D compared to 32 percent of enrollees with income of $36,000+ per year.

Enrollment in the VA health care system is creditable coverage for the purpose of Medicare D enrollment. Creditable coverage means that the VA prescription drug coverage is at least as good as Medicare Part D coverage. There could be several reasons why some enrollees choose to have this benefit.

- When analyzed by patients versus non-patients, non-patients (44%) are more likely to respond that they have Medicare Part D coverage than patients (30%).

Figure 3.1



	Patients	Non-Patients	All Enrollees
Yes	30.1%	44.3%	34.4%
No	63.6%	48.7%	59.1%
DK/Ref	6.4%	7.0%	6.6%

- Most of our enrollees (66%) reported being married. A spouse of an enrollee can obtain VA benefits only if the spouse is a qualified veteran herself or himself. The spouse may choose to have Medicare Part D coverage.
- Enrollees may choose to have Medicare Part D coverage to obtain prescriptions drugs prescribed by non-VA physicians that are not on the VA formulary.
- Enrollees who are a patient or inmate in an institution of another government agency (i.e., a state veteran home, state mental institution, etc.) do not have creditable coverage from VA while in that institution.
- Enrollees who live in a nursing home that doesn't allow them to use or access VA drug benefits may choose to have Medicare Part D coverage.
- Enrollees who live a long way from the nearest VA medical facility may prefer to receive medical care from local providers and prescription drugs from local pharmacies.
- Some enrollees are auto-enrolled in Medicare Part D. Most individuals who qualify for both Medicare and Medicaid automatically receive the Medicare Drug Benefit. Additionally, individuals with full or low income subsidies are eligible to be automatically enrolled. These beneficiaries can enroll at any time throughout the year, and will not incur a late enrollment penalty. ("Medicare Prescription Drug Benefit's Projected Costs Continue to Drop", Press Release January 31, 2008)

Additional study is needed to more fully understand why enrollees, in general, and patients, in particular, choose to enroll in Medicare Part D.

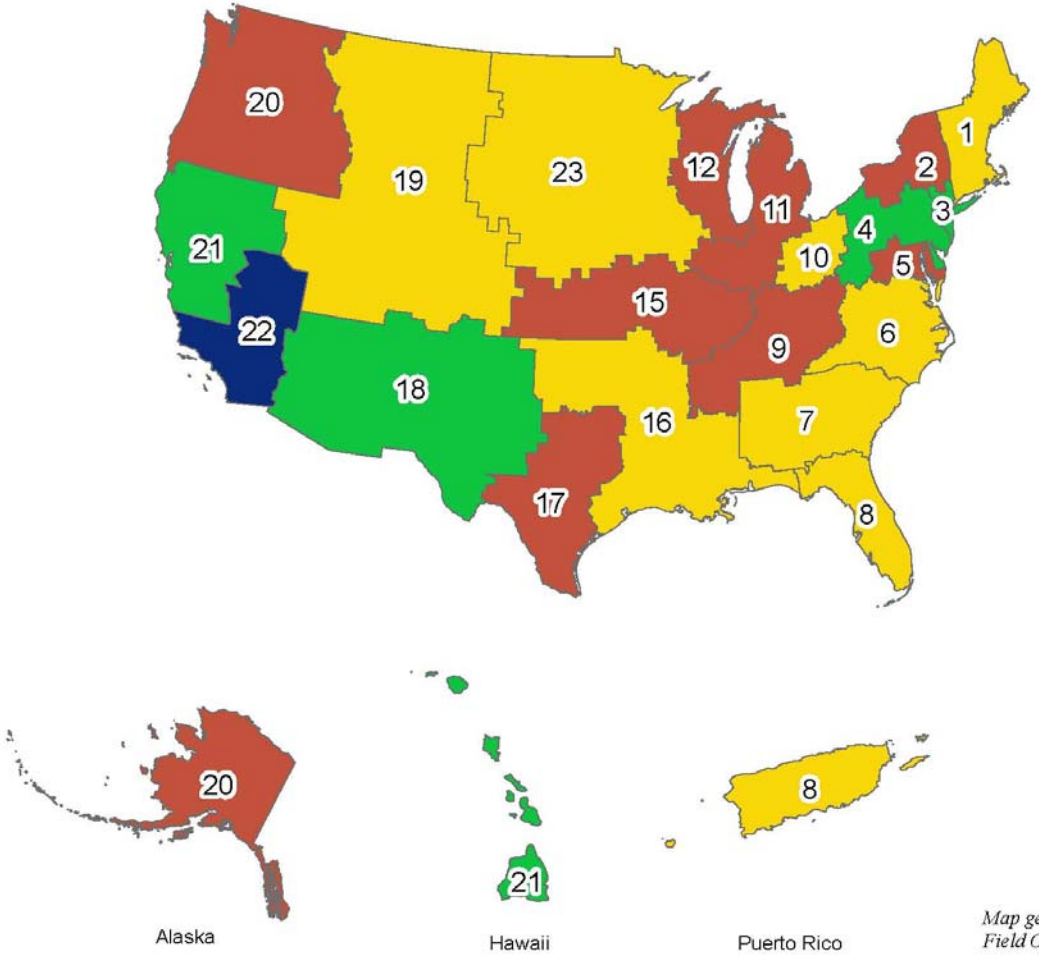
VISN Overview (Medicare Part D)

- Data revealed VISN 22 had the highest percent of Veteran enrollees reporting Medicare Part D coverage with 49 percent.
- The VISN with the lowest percent of Veteran enrollees reporting Medicare Part D coverage was VISN 12 with 28 percent.

Map 3.1
Note: Totals may vary due to rounding

Department of Veterans Affairs
Veterans Health Administration

2008 Enrollees with Medicare Who Have Medicare Part D



Legend

- 28.2% - 32.2%
- 32.3% - 35.2%
- 35.3% - 38.4%
- 38.3% - 48.9%

VISN	Medicare Part D	Enrollees with Medicare	Percent
1	65,028	193,989	33.5%
2	31,568	104,493	30.2%
3	70,901	193,206	36.7%
4	99,473	259,171	38.4%
5	26,349	85,985	30.6%
6	70,396	199,841	35.2%
7	77,401	227,481	34.0%
8	108,830	321,364	33.9%
9	57,179	181,860	31.4%
10	47,834	138,078	34.6%
11	56,797	177,525	32.0%
12	50,178	177,401	28.3%
15	56,693	175,888	32.2%
16	104,149	313,612	33.2%
17	50,010	160,047	31.2%
18	57,616	157,580	36.6%
19	36,385	105,702	34.4%
20	45,041	147,485	30.5%
21	56,957	156,069	36.5%
22	88,651	181,181	48.9%
23	74,941	217,387	34.5%
Nat'l	1,332,376	3,875,346	34.4%

Source: 2008 Survey of Enrollees Health and Reliance in VA

Map generated by Healthcare Analysis & Information Group Field Office of the Office of the ADUSH for Policy and Planning

Over-the-Counter (OTC) Medications in the Last 30 Days

Respondents of the survey were asked about the number of over-the-counter medication taken over the last 30 days.

Table 3.4

Number of OTC Medications in the Last 30 Days

Number of OTC Medications (Median = 1 | Mean = 1.76)	Number	Percent
0	2,583,368	35.2%
1	1,735,886	23.7%
2	1,188,474	16.2%
3+	1,728,656	23.6%
DK/Ref	103,147	1.4%

Enrollees reported from 1 (24%) to 50 (0.05%) over-the-counter (OTC) medications per month, with a median of 1 (mean of 1.8). Thirty-five percent of the enrollees reported no over-the-counter drug usage in the last 30 days.

Some small variation was noted in the number of OTC medications by VISN. The average number of OTC medications varied from 1.6 per enrollee to 1.9 per enrollee. (See Table 3.14 in the Appendix for national results.)

Enrollees who reported any OTC use in the last 30 days were asked how many of their OTC medications were obtained from VA in the last 30 days. The responses ranged from 0 (84%) to 50 (0.01%) with a median of 0 (mean of .45). Thus, the average enrollee takes 1.8 OTC medications per month and the majority of these OTC medications were purchased independent of VA. Other health plans are a variable in the coverage of OTC medications for their enrollees. For example, while most plans cover items like syringes, insulin, and test strips, and some Medicaid plans cover various OTC medications, many plans do not cover OTC medications such as aspirin and milk of magnesia. Of course, the VHA co-payment ($8.00 co-pay for each 30 day supply) may exceed the cost of the OTC medication, so that enrollees may choose to purchase it on their own.

Table 3.5

Number OTC Medications in Last 30 Days from VA (of enrollees reporting OTC use in last 30 days)

N=4,653,016

Number of Medications (Median = 0 | Mean = 0.45)	Number	Percent
0	3,923,504	84.3%
1	280,592	6.0%
2+	428,497	9.2%
DK/Ref	20,423	0.3%

- Approximately 84 percent of all enrollees who reported using OTC medications in the last 30 days reported receiving no OTC medications from VA.
- Only very slight variations were noted within VISNs, with the mean for all 21 VISNs varying from 0.3 to 0.6. (See Table 3.14 in the Appendix for details.)

Number of Prescriptions in the Last 30 Days

Respondents were asked about the number of prescriptions they used in the last 30 days. Enrollees reported from 1 (8.7%) to 50 (0.06%) prescription medications used in the last 30 days, with a median of 4 (mean of 4.7). Fifteen percent of the enrollees reported no prescription usage in the last 30 days. Little variation was noted in the number of prescriptions in the last 30 days by VISN. Enrollees in VISN 22 averaged 4.2 different prescription medications in the last 30 days, compared to an average of 5.1 in VISN 16. (See Table 3.15 in the Appendix for a distribution of all enrollee responses.)

Table 3.6 **Number Prescriptions in the Last 30 Days**

Number of Medications (Median = 4 | Mean = 4.69)	Number	Percent
0	1,077,344	14.8%
1-2	1,421,783	19.6%
3-4	1,637,231	22.5%
5+	3,128,260	43.1%

Table 3.7 **Number of Prescriptions in the Last 30 Days from VA (of enrollees reporting prescription use in the last 30 days) N=6,187,274**

Number of Medications (Median = 2 | Mean = 3.45)	Number	Percent
0	2,142,252	34.7%
1-2	1,023,889	16.6%
3-4	1,094,368	17.7%
5+	1,911,137	31.0%
DK/Refused	15,628	0%

Enrollees who reported prescription use in the last 30 days were then asked the number of prescriptions in the last 30 days obtained from VA. The responses ranged from zero (35%) to 50 (0.04%) with a median of 2 (mean of 3.45). Thus the average enrollee used 4.7 prescriptions within the last month; of the enrollees using prescribed medications, an average of 3.45 came from VA, and 1.2 purchased independent of VA. In the 2007 survey, the comparable figures were an average of 4.7 prescriptions per month, with 3.4 on average being provided by VA, according to enrollees' self-reports.

The results by VISN show moderate variability. (See Table 3.15 in the Appendix)

- Of those enrollees taking prescription medication, the average number of medications prescribed by VA providers ranged from 2.1 in VISN 3 to 3.9 in VISN 16.

Out-of-Pocket Expense for Medications

The final question about medication coverage asked of all respondents was related to the out-of-pocket expenses for over the counter and prescription medications each month. Further study would be necessary to separate out those enrollees who reported no usage of either over-the-counter or prescription medications.

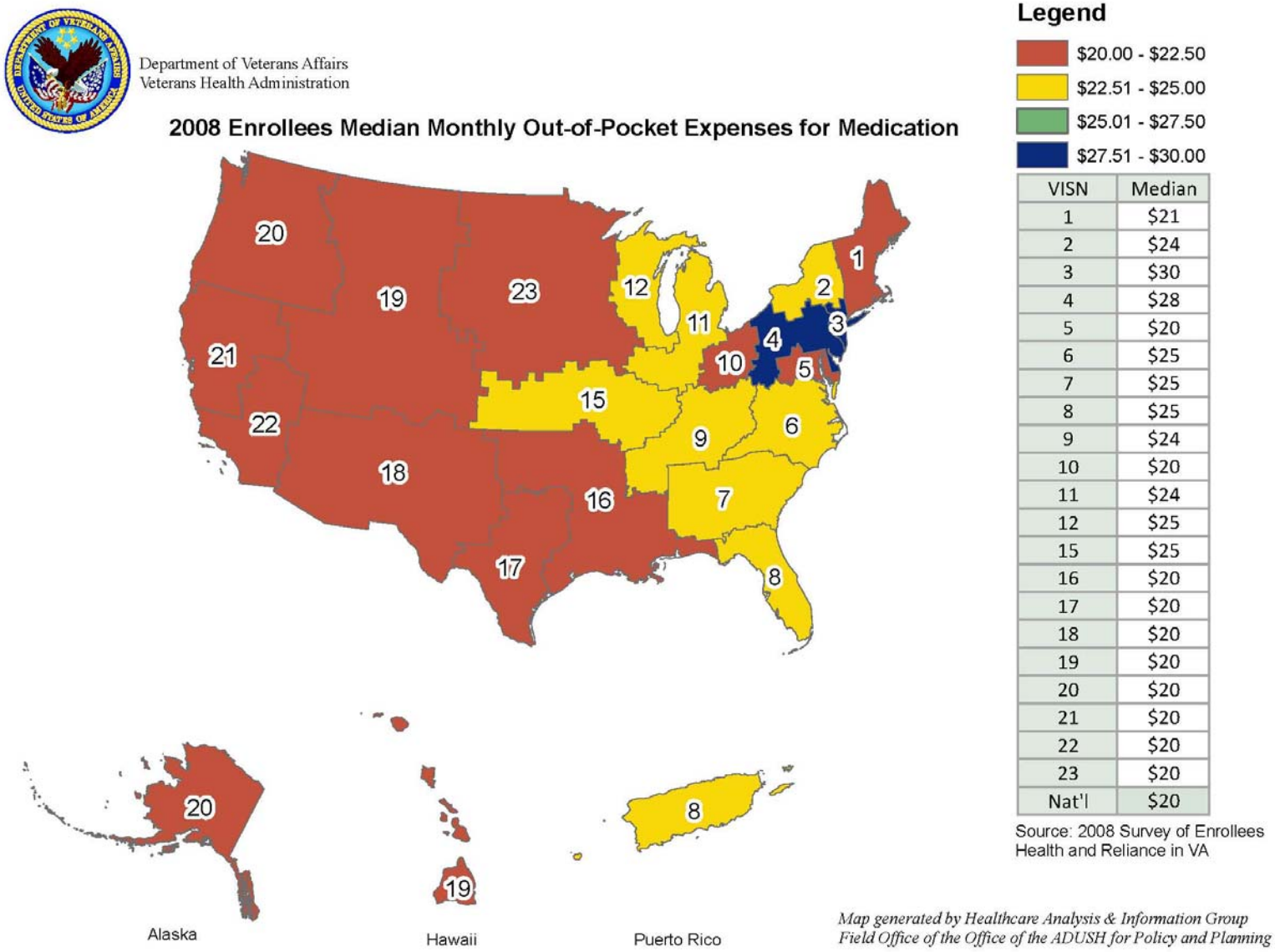
- Results ranged from $0 (20%) to over $200 (5%), with an average of $58 and a median of $20. Results were very skewed by extremely high outliers; therefore, the median should be considered the more representative amount.
- The median reported monthly out-of-pocket cost varied from $20 in ten VISNs to $30 in VISN 3. See Map 3.2 for a geographic depiction of the monthly median out-of-pocket expenses by VISN.

Table 3.8

2008 Monthly Out-of-Pocket Expenses for Medications Mean = $58.06 | Median = $20.00

	Number	Percent
$0	1,393,236	20.0%
$1-19	1,474,590	21.2%
$20-49	1,840,553	26.5%
$50-199	1,691,124	24.3%
$200+	373,822	5.4%
DK/Ref	177,671	2.6%

Map 3.2



VISN	Median
1	$21
2	$24
3	$30
4	$28
5	$20
6	$25
7	$25
8	$25
9	$24
10	$20
11	$24
12	$25
15	$25
16	$20
17	$20
18	$20
19	$20
20	$20
21	$20
22	$20
23	$20
Nat'l	$20

Source: 2008 Survey of Enrollees Health and Reliance in VA

CHAPTER 4

Key Drivers of Enrollees' Health Care Decision Making and Profiles of Different Types of Users

Methodology Notes: The Enrollee Health Care Projection Model (EHCPM) is updated annually to reflect the numbers of Veterans who will enroll in VA health care, the services these enrollees will utilize, and the cost of those services. This information is then used to support strategic planning efforts, for preparation of budget submissions, and to answer Congressional requests for information. One of the most important underlying assumptions within the EHCPM relates to understanding which enrollees choose to use VHA health care services and why they make those choices. In the summer of 2006, VHA conducted qualitative research. The ultimate goal of this research exercise was to develop a set of survey questionnaire items that could be used to investigate the key drivers of enrollees' health care decision-making and/or to establish profiles of different types of users from that analysis. The objective in developing these items is to create a mechanism to better understand enrollees' choice to utilize VHA health care services: why Veterans choose to enroll, why they choose to use VHA for the services that they do once they are enrolled, and what makes an enrollee depend on VHA for some, all, or none of their health care needs. The 2007 survey contained, for the first time, a series of questions designed to shed light on that very issue.

In the 2007 survey, a random sample of 1,887 enrollee respondents was asked 64 additional questions designed specifically to begin to break down the decision-making processes used by enrollees to determine whether they should seek services from VA or utilize other options (e.g., private sector, Medicare, TRICARE, Medicaid, etc.). These 64 questions were divided into 11 categories (reliance, use of various kinds of services, use for various health conditions, reasons for enrolling, overall image, cost, quality, convenience, accessibility, availability, and other factors). Analysis of responses to these 64 questions identified 24 that were the most predictive (had the highest odds ratio). These 24 questions were retained for the 2008 survey and asked of all 42,460 respondents.

What one Veteran considers quality of service, to another may mean convenience, access to care, or availability of care. These terms are critical elements in decision making. However, they may mean different things to different Veterans. There can be overlap in meaning for convenience, accessibility, availability, and quality. These *terms* cannot be used in isolation for understanding the key drivers for decision making. These 24 *questions* attempt to capture the different aspects that these terms represent to Veterans.

Figure 4.1 depicts the results of the responses for all respondents who completely agree or agree with the 24 questions.

Table 4.1 provides more detailed results on responses to these questions.

Figure 4.1

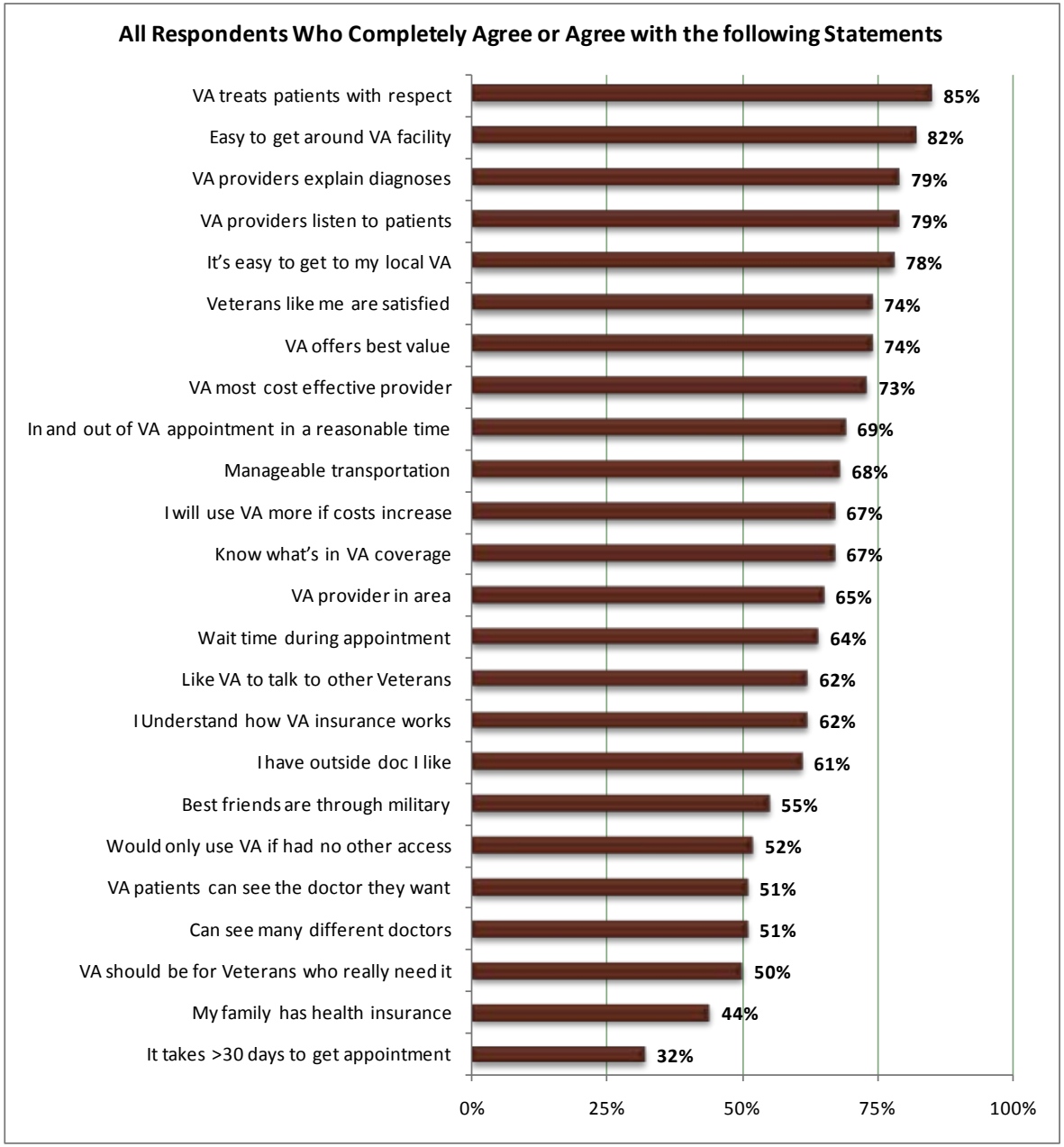

All Respondents Who Completely Agree or Agree with the following Statements
VA treats patients with respect 85%
Easy to get around VA facility 82%
VA providers explain diagnoses 79%
VA providers listen to patients 79%
It's easy to get to my local VA 78%
Veterans like me are satisfied 74%
VA offers best value 74%
VA most cost effective provider 73%
In and out of VA appointment in a reasonable time 69%
Manageable transportation 68%
I will use VA more if costs increase 67%
Know what's in VA coverage 67%
VA provider in area 65%
Wait time during appointment 64%
Like VA to talk to other Veterans 62%
I Understand how VA insurance works 62%
I have outside doc I like 61%
Best friends are through military 55%
Would only use VA if had no other access 52%
VA patients can see the doctor they want 51%
Can see many different doctors 51%
VA should be for Veterans who really need it 50%
My family has health insurance 44%
It takes >30 days to get appointment 32%
0%
25%
50%
75%
100%

Table 4.1

Analysis of Key Drivers by VA Users and Priority: 2008 Survey of Enrollees

Question	All Respondents	Users	Non-Users
In and out of VA appointment in a reasonable time	69% CA/A[1] 8% Neutral 16% DA/CDA	82% CA/A **P5:** 85% **P6:** 75% **P7/8:** 88%	48% CA/A **P5:** 58% CA/A **P1:** 32% DA/CDA **P3** and **P6:** 18% Neutral **P7/8:** 43% CA/A
VA provider in area	65% CA/A 6% Neutral 22% DA/CDA	70% CA/A **P2:** 25% DA/CDA	56% CA/A **P1:** 29% DA/CDA **P4:** 27% CA/A **P6:** 18% DA/CDA
Manageable transportation	68% CA/A 9% Neutral 13% DA/CDA	73% CA/A **P4:** 21% DA/CDA	58% CA/A **P4:** 28% DA/CDA **P6:** 62% CA/A
Wait time during appointment	64% CA/A 9% Neutral 19% DA/CDA	77% CA/A **P5:** 80% CA/A **P6:** 73% CA/A **P7/8:** 83% CA/A	42% CA/A **P1:** 35% DA/CDA **P3:** 17% Neutral **P5:** 50% CA/A **P6:** 18% Neutral **P7/8:** 17% Neutral
Easy to get around VA facility	82% CA/A 5% Neutral 6% DA/CDA	92% CA/A **P4:** 88% CA/A	67% CA/A
Know what's in VA coverage	67% CA/A 7% Neutral 22% DA/CDA	77% CA/A **P6:** 65% CA/A	51% CA/A **P6:** 48% CA/A
I understand how VA Insurance (benefits) work	62% CA/A 9% Neutral 24% DA/CDA	72% CA/A	45% CA/A 35% DA/CDA **P3:** 39% DA/CDA **P4:** 30% DA/CDA **P5:** 28% DA/CDA

[1] CA = completely agree, A = agree, DA = disagree, CDA = completely disagree

Analysis of Key Drivers by VA Users and Priority: 2008 Survey of Enrollees

Question	All Respondents	Users	Non-Users
Can see many different doctors	51% CA/A 12% Neutral 23% DA/CDA 15% DK/Ref[2]	57% CA/A **P4:** 67% CA/A **P5:** 64% CA/A	40% CA/A **P3:** 35% DA/CDA **P4:** 32% DA/CDA **P5:** 32% DA/CDA
VA most cost effective provider	73% CA/A 9% Neutral 9% DA/CDA 8% DK/Ref	85% CA/A **P2:** 80% CA/A **P4:** 89% CA/A **P5:** 90% CA/A **P6:** 77% CA/A	54% CA/A **P2** 50% CA/A **P4** 68% CA/A **P6:** 18% Neutral **P7/8:** 16% Neutral
VA offers best value	74% CA/A 9% Neutral 10% DA/CDA 7% DK/Ref	85% CA/A **P1** 84% CA/A **P4** 88% CA/A **P5** 90% CA/A	57% CA/A **P3** and **P6:** 19% Neutral **P4** 67% CA/A **P5** 13% DK/Ref
VA treats patients with respect	85% CA/A 5% Neutral 5% DA/CDA 1% DK/Ref	94% CA/A	71% CA/A **P1:** 10% DA/CDA **P3:** 9% DK/Ref **P4:** 79% CA/A
VA providers listen to patients	79% CA/A 7% Neutral 7% DA/CDA 6% DK/Ref	89% CA/A **P5:** 91% CA/A	64% CA/A **P5:** 72% CA/A **P6:** 73% CA/A 17% Neutral
VA providers explain diagnoses	79% CA/A 7% Neutral 6% DA/CDA 7% DK/Ref	89% CA/A	64% CA/A **P4:** 71% CA/A **P6** 18% Neutral

[2] Significantly higher proportion responding don't know or refused compared to prior year

Analysis of Key Drivers by VA Users and Priority: 2008 Survey of Enrollees			
Question	**All Respondents**	**Users**	**Non-Users**
Veterans like me are satisfied	74% CA/A 9% Neutral 11% DA/CDA 6% DK/Ref	84% CA/A **P2:** 77% CA/A **P6:** 78% CA/A **P5:** 86% CA/A	57% CA/A **P1:** 18% DA/CDA **P3:** 17% Neutral **P4:** 68% CA/A
Like VA to talk to other Veterans	62% CA/A 14% Neutral 17% DA/CDA 6% DK /Ref	67% CA/A **P4:** 75% CA/A **P5:** 74% CA/A **P7/8:** 21% DA/CDA	53% CA/A 18% Neutral **P1:** 22% DA/CDA **P2:** 49% CA/A **P6:** 23% Neutral
VA patients can see the doctor they want	51% CA/A 13% Neutral 21% DA/CDA 14% DK/Ref	60% CA/A **P2:** 26% DA/CDA **P4:** 68% CA/A **P5:** 67% CA/A **P6:** 52% CA/A	36% CA/A 19% Neutral 21% DA/CDA **P1**, **P3** and **P6:** 23% Neutral **P4:** 48% CA/A
It takes >30 days to get appointment	32% CA/A 12% Neutral 43% DA/CDA[3] 13% DK/Ref	35% CA/A 51% DA/CDA **P4:** 55% CA/A **P5:** 54% CA/A	28% CA/A 28% DA/CDA **P1:** 42% CA/A **P2:** 21: DK/Ref **P3:** 25% Neutral **P4:** 39% DA/CDA **P7/8:** 33% DK/Ref
It's easy to get to my local VA	78% CA/A 4% Neutral 15% DA/CDA 3% DK/Ref	84% CA/A **P7/8:** 87% CA/A	68% CA/A **P5:** 73% CA/A **P6:** 74% CA/A

[3] Significantly higher proportion reporting disagree or completely disagree compared to prior year

Analysis of Key Drivers by VA Users and Priority: 2008 Survey of Enrollees

Question	All Respondents	Users	Non-Users
I will use VA more if costs increase	67%CA/A 9% Neutral 18% DA/CDA 5% DK/Ref	70% CA/A **P4:** 74% CA/A **P5:** 73% CA/A **P6:** 74% CA/A	68% CA/A **P3:** 64% CA/A **P4:** 74% CA/A **P5:** 75% CA/A **P7/8:** 64% CA/A
I have outside doctor I like	61% CA/A 5% Neutral 32% DA/CDA 2% DK/Ref	54% CA/A **P1:** 47% CA/A **P4:** 41% CA/A **P5:** 42% CA/A **P7/8:** 73% CA/A	72% CA/A **P1:** 76% CA/A **P2:** 77% CA/A **P5:** 59% CA/A **P6:** 68% CA/A **P7/8:** 81% CA/A
Best friends are through military	55% CA/A 10% Neutral 28% DA/CDA 5% DK/Ref	57% CA/A **P1:** 61% CA/A	53% CA/A **P6:** 58% CA/A
Would only use VA if I had no other access	52% CA/A 6% Neutral 40% DA/CDA 2% DK/Ref	44% CA/A 48% DA/CDA **P4:** 47% CA/A **P5:** 49% CA/A	65% CA/A **P1:** 62% CA/A **P6:** 60% CA/A 32% DA/CDA
VA should be for Veterans who really need it	50% CA/A 9% Neutral 38% DA/CDA[4] 3% DK/Ref	44% CA/A 44% DA/CDA **P1:** 36% CA/A **P4:** 49% CA/A **P5:** 52% CA/A	60% CA/A **P2:** 53% CA/A **P4** and **P5:** 62% CA/A
My family has health insurance	44% CA/A 3% Neutral 50% DA/CDA 3% DK/Ref	36% CA/A 58% DA/CDA **P2:** 43% CA/A **P3:** 44% CA/A **P4** and **P5:** 21% CA/A **P6:** 46% CA/A	56% CA/A 37% DA/CDA **P2:** 68 % CA/A **P4:** 36% CA/A **P5:** 55% CA/A **P7/8:** 85% CA/A

[4] Significantly higher proportion reporting disagree or completely disagree compared to prior year

General Observations – All Key Driver Factors

The highest levels of concurrence were with statements related to quality and convenience. Specifically, 75 percent or more respondents agreed that:

	Highest	Lowest
VA treats patients with respect	Priority 4	Priority 6
It's easy to get around VA facilities	Priority 4	Priority 6
VA providers listen to patients	Priority 4	Priority 6
VA providers explain diagnoses	Priority 4	Priority 6
It's easy to get to my local VA	Priority 5	Priority 3

There was also substantial agreement with statements related to cost, accessibility, and awareness of VA coverage. Between 50 percent and 74 percent of all respondents agreed that:

- VA offers the best value
- Veterans like me are satisfied
- VA is the most cost effective provider for me
- I can get in and out of VA in a reasonable time
- Transportation to VA is manageable
- I will use VA more if health costs increase
- I know what's in my VA coverage
- There is a VA provider in my area offering services I need
- I don't have to wait too long during an appointment
- I like going to VA to talk to other Veterans
- I understand how my VA Insurance (benefits) work
- I have a doctor outside VA that I like
- My best friends are from military service
- I would use VA more if I have no other access to care
- I can see many different doctors during my visit to VA
- VA patients can see the doctor that they want
- VA should be only for Veterans who really need it

Among the lowest levels of concurrence, with less than 50 percent of respondents agreeing, were responses to questions related to insurance coverage and timeliness of VA appointments:

- My family has health insurance (Priority 6 – highest, Priority 4 – lowest)
- It takes more than 30 days to get an appointment at VA (Priority 1 – highest, Priorities 7 and 8 – lowest)

Methodology note: The key driver analysis distinguished between users of VA services — those with recorded usage in administrative sets — and those with no recorded usage. Survey participants were also asked to self-report utilization. For the most part the analysis presented in this Chapter, users were identified based on administrative data and not on self-report. By and large, enrollees who had recorded use of VA services in 2007 were more likely to agree with most statements than were those with no recorded utilization. However, non-users generally had positive views of VA as well, particularly regarding quality, value, and convenience.

Users of VA Services

Highest levels of concurrence - 80 percent or more agree or completely agree:

- VA treats patients with respect
- It's easy to get around VA facilities
- VA providers listen to patients
- VA providers explain diagnoses
- VA is the most cost effective provider for me
- VA offers the best value
- Veterans like me are satisfied
- It's easy to get to my local VA

Lowest levels of concurrence - 40 percent or less agree or completely agree:

- My family has health insurance
- It takes more than 30 days to get an appointment

Non-Users

Highest levels of concurrence - 60 percent or more agree or completely agree:

- I have a doctor outside VA that I like
- VA treats patients with respect
- It's easy to get to my local VA
- I will use VA more if health costs increase
- It's easy to get around my VA facility
- I would use VA more if I had no other access to care
- VA providers listen to patients
- VA providers explain diagnoses

Lowest levels of concurrence - 40 percent or less agree or completely agree:

- Patients can see many different doctors in one visit
- VA patients can see any doctor they want
- It takes more than 30 days to get an appointment at VA

Age

The highest levels of concurrence were generally among enrollees age 65 and older, followed by those ages 45-64 and those under age 45, with the following exceptions:

- Veterans like me can see many different doctors in one visit to VA (age 45-64)
- Veterans like me like going to VA because you can talk to other Veterans there (age 45-64)
- My family has a health insurance plan that covers me and the rest of the family (under age 45)
- It takes more than 30 days to get an appointment at VA (under age 45)

- If the cost of health care to me increases I will use VA more (age 45-64)

Enrollees under age 45 were more likely than the other age groups to be neutral in their opinion (neither agree nor disagree). However, the highest rate of don't know or refusals came from those age 65 and over.

These same patterns persisted when comparing VA users and non-users by age, with the following exceptions:

- Veterans like me who use VA are satisfied with the health care they receive (59 percent of non-users age 45-64 agreed or completely agreed with this statement)
- My family has a health insurance plan that covers me and the rest of the family (non-users over age 65 were most likely to agree or completely agree)

Other Insurance Coverage

Overall, the highest level of agreement was among enrollees who reported only having VA coverage, with the following exceptions:

- My family has a health insurance plan that covers me and the rest of the family
- I would only use VA more if I didn't have access to any other source of coverage
- Veterans who can afford to use other sources of health care should leave VA to those who really need it

Those with and without other coverage were as likely to agree on the following factor:

- If the cost of health care to me increases, I will use VA more

Enrollees who were users of VA services had similar response patterns irrespective of having other coverage, with the following exceptions:

- I have a doctor outside who I really like and trust (65 percent of users with other coverage agreed or completely agreed compared to 19 percent of users with no other coverage)
- My family has a health insurance plan that covers me and the rest of the family (43 percent of users with other coverage agreed or completely agreed compared to 8 percent of users with no other coverage)

Enrollees who were non-users of VA services and who have no other coverage are generally more likely to have agreed or completely agreed when compared to non-users who have other coverage, with the following exceptions:

- I have a doctor outside who I really like and trust (80 percent of non-users with other coverage agreed or completely agreed compared to 31 percent of non-users with no other coverage)
- My family has a health insurance plan that covers me and the rest of the family (64 percent of non-users with other coverage agreed or completely agreed compared to 13 percent of users with no other coverage)
- I would only use VA more if I didn't have access to any other source of coverage (66 percent of non-users with other coverage agreed or completely agreed compared to 56 percent of non-users with no other coverage)
- Veterans who can afford to use other sources of health care should leave VA to those who really need it (61 percent of non-users with other coverage agreed or completely agreed compared to 51 percent of non-users with no other coverage)

Income

Enrollees with family incomes of less than $36,000 were generally more likely to have agreed or completely agreed, with the following exceptions:

- I have a doctor outside who I really like and trust (71 percent of enrollees with incomes greater than or equal to $36,000 agreed or completely agreed compared to 53 percent of enrollees with incomes under $36,000)
- My family has a health insurance plan that covers me and the rest of the family (61 percent of enrollees with incomes greater or equal to $36,000 agreed or completely agreed compared to 31 percent of enrollees with incomes under $36,000)
- I would only use VA more if I didn't have access to any other source of coverage (53 percent of enrollees with incomes greater than or equal to $36,000 agreed or completely agreed compared to 51 percent of enrollees with incomes under $36,000)

Enrollees who are users of VA services and have family incomes below $36,000 were generally more likely to have agreed or completely agreed (although the differences were not large), with the following exceptions:

- I understand how my VA insurance (benefits) work (74 percent of users with incomes greater than or equal to $36,000 agreed or completely agreed compared to 73 percent of users with incomes under $36,000)
- I have a doctor outside who I really like and trust (63 percent of users with incomes greater than or equal to $36,000 agreed or completely agreed compared to 48 percent of users with incomes under $36,000)
- My family has a health insurance plan that covers me and the rest of the family (52 percent of users with incomes greater or equal to $36,000 agreed or completely agreed compared to 28 percent of users with incomes under $36,000)
- It takes more than 30 days to get an appointment at VA (35 percent of users with incomes greater than or equal to $36,000 agreed or completely agreed compared to 34 percent of users with incomes under $36,000)

Among non-users of VA services, a similar pattern of responses was observed with the following exception:

- Non-users were significantly more likely to respond don't know/refused to key driver factors than users, regardless of income

Other Drug Coverage

Enrollees who have only VA *drug* coverage were generally more likely to have agreed or completely agreed, with the following exceptions:

- My family has a health insurance plan that covers me and the rest of the family
- I would only use VA more if I didn't have access to any other source of coverage

Enrollees with *drug* coverage outside of VA had similar response patterns to those who had non-VA insurance, with the following exceptions:

- Enrollees with non-VA insurance were more likely to have agreed or completely agreed to all factors under the Quality domain when compared to respondents with non-VA drug coverage
- Enrollees with non-VA drug coverage were more likely to report that they had an insurance plan covering themselves and their entire family and that they would only use VA if they had no other source of care

Enrollees who had only VA drug coverage were much less likely to respond that they would only use VA if they had no other source of care when compared to respondents who reported having only VA insurance

Enrollees who had only VA *drug* coverage were much more likely to report having a trusted doctor outside of VA and a health insurance plan covering themselves and their families when compared to those who reported having only VA insurance

Users of VA services are generally more likely to have agreed or completely agreed regardless of having other *drug* coverage

Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) Enrollees

Generally, non-OEF/OIF enrollees had a higher level of concurrence with the key drivers than OEF/OIF enrollees, with the following exceptions:

- Transportation to and from VA is manageable
- It's easy to get to my local VA facility
- My best friends include Veterans met through the military or Veterans groups

VISN Specific Responses to Key Driver Factors

Methodology note: In the 2008 survey, the key driver questions were asked of all participants, thus allowing for analysis of response patterns by VISN. For example, users from VISNs 4, 10, and 23 were more likely to concur with most of the statements when compared to all users, thus indicating broad, positive support for VA. Additional analysis will be needed to understand the implications of these results.

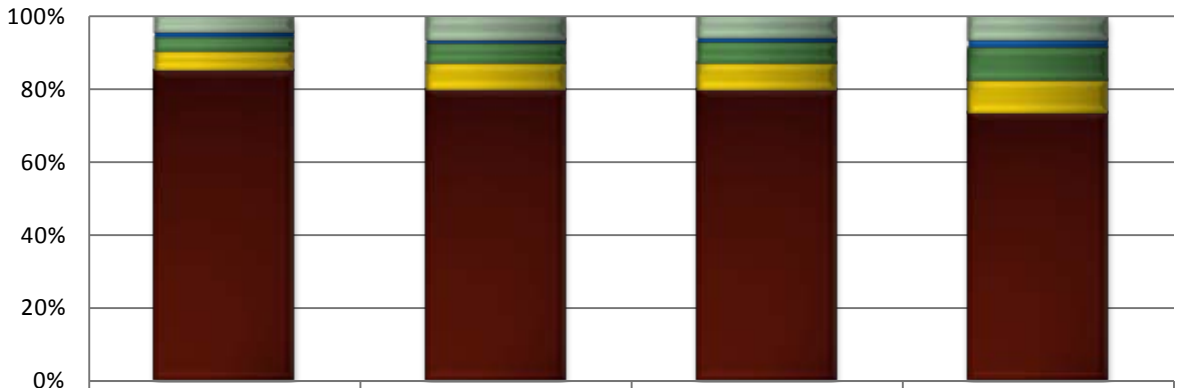
Table 4.2

Question	VISNs Whose **Users** Are More Likely To Agree or Completely Agree Than Total Population of **Users**	VISNs Whose **Non-Users** Are More Likely To Agree or Completely Agree Than Total Population of **Non-Users**
In and out of VA appointment in a reasonable time	1, 2, 3, 4, 10, 11, 12, 21, 23	1, 2, 4, 8, 9, 10, 11, 16, 18, 23
VA provider in area	2, 4, 5, 8, 10, 12, 15, 18, 21, 22, 23	1, 2, 8, 9, 10, 12, 17, 18, 21, 22, 23
Manageable transportation	1, 2, 4, 10, 12, 16, 21, 23	2, 4, 9, 10, 16, 18, 21, 22, 23
Wait time during appointment	1, 2, 4, 8, 10, 12, 21, 23	1, 4, 8, 9, 10, 11, 12, 18, 22, 23
Easy to get around VA facility	4, 5, 10	7, 8, 9, 10, 11, 16, 18, 22, 23
Know what's in VA coverage	1, 2, 4, 10, 11, 16, 21, 23	1, 8, 9, 16, 18, 22, 23
Understand how VA insurance works	2, 4, 7, 18, 21, 22, 23	2, 7, 8, 9, 16, 18, 22, 23
Can see many different doctors	2, 4, 9, 10, 11, 12, 15, 23	1, 8, 9, 10, 11, 16, 18, 23
VA most cost effective provider	2, 6, 10, 12, 16, 21	8, 9, 10, 11, 16, 18, 21, 23
VA offers best value	2, 4, 8, 10, 12, 21, 23	8, 9, 10, 11, 16, 18, 23
VA treats patients with respect	4, 8, 23	7, 8, 9, 11, 16, 18, 23
VA providers listen to patients	1, 4, 10, 11, 12, 23	7, 8, 9, 16, 18, 23
VA providers explain diagnoses	1, 4, 8, 10, 12, 23	4, 5, 7, 8, 9, 10, 11, 16, 18, 22, 23
Veterans like me are satisfied	1, 3, 4, 8, 10, 11, 12, 23	7, 8, 9, 10, 11, 18, 23
Like VA to talk to other Veterans	4, 7, 9, 10, 11, 15, 23	4, 9, 10, 11, 15, 17, 18, 23
VA patients can see the doctor they want	1, 2, 3, 4, 10, 11, 15, 21, 23	1, 4, 8, 9, 10, 11, 16
It takes >30 days to get appointment	6, 7, 9, 15, 16, 17, 18, 19, 21	6, 7, 8, 9, 15, 16, 17, 19
It's easy to get to my local VA	2, 4, 10	2, 8, 9, 10, 15, 16, 18, 21, 22, 23
I will use VA more if costs increase	6, 7, 9, 23	2, 3, 8, 9, 10, 12, 16, 22, 23
I have outside doctor I like	1, 2, 3, 4, 7, 8, 11, 12, 15, 23	1, 2, 3, 4, 7, 11, 15
Best friends are through military	4, 6, 15, 16, 23	1, 4, 9, 10, 11, 12, 15, 17, 23
Would only use VA if I had no other access	1, 3, 4, 7, 10, 11, 16, 21, 22	2, 3, 4, 11, 12, 21, 22
VA should be for Veterans who really need it	15, 21, 22	3, 4, 9, 11, 16, 18
My family has health insurance	2, 4, 5, 10, 11, 15, 19, 20, 23	1, 2, 4, 5, 9, 11, 12, 19, 20, 21, 23

Perceptions of Quality of VA Health Care

The following questions dealt with enrollees' perceptions of the quality of VA health care. Enrollees were asked to indicate their level of agreement with four statements regarding quality (being satisfied, and having providers that explain well, listen well, and treat patients with respect). The highest levels of concurrence with any factor were with the three statements about the interactions between VA health care providers and their patients. Users, regardless of priority group were overwhelmingly more positive than non-users who were significantly more likely to be neutral in their responses.

Figure 4.2

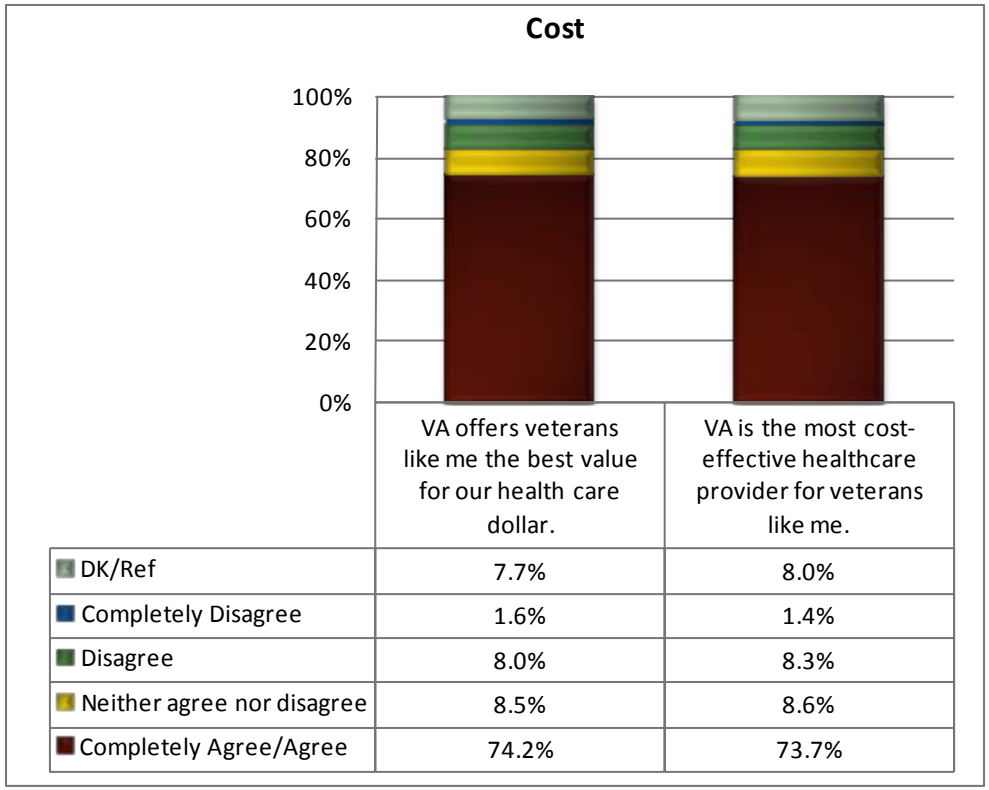


	VA health care providers treat their patients with respect.	VA health care providers explain treatment/diagnoses in a way that patients can understand.	VA health care providers listen to their patients' concerns.	Veterans like me who use VA are satisfied with the health care they receive.
DK/Ref	4.7%	6.6%	6.0%	6.3%
Completely Disagree	1.1%	1.1%	1.4%	2.2%
Disagree	3.8%	5.4%	5.8%	8.9%
Neither agree nor disagree	5.4%	7.0%	7.4%	9.0%
Completely Agree/Agree	85.0%	79.9%	79.5%	73.6%

Perceptions of Cost of VA Health Care Services

Enrollees were asked to indicate their level of agreement with two statements about perception of VA cost. Overall, the level of agreement exceeded 70 percent for both. Users of VA services were significantly more likely to agree or completely agree with both statements than enrollees who were not users. The highest level of agreement (88 percent or higher) was among Priority Group 4 and 5 enrollee users. However, even among non-users, more than half concurred with both statements. One out of seven non-users reported neither disagreeing nor agreeing with the statements. This pattern was particularly notable among Priority Group 3 and 6 enrollees.

Figure 4.3

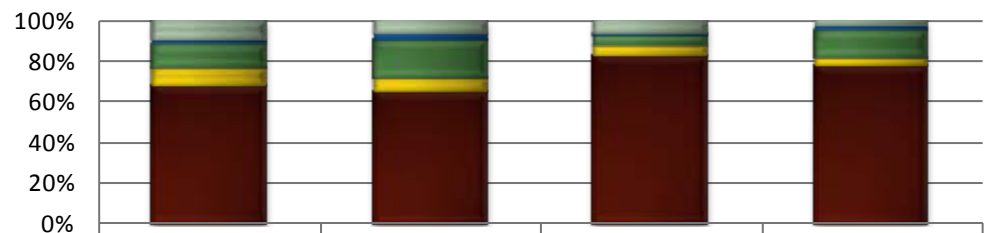


	VA offers veterans like me the best value for our health care dollar.	VA is the most cost-effective healthcare provider for veterans like me.
DK/Ref	7.7%	8.0%
Completely Disagree	1.6%	1.4%
Disagree	8.0%	8.3%
Neither agree nor disagree	8.5%	8.6%
Completely Agree/Agree	74.2%	73.7%

Perception of Convenience of VA Health Care Services

Respondents were asked to indicate their level of agreement with four questions about convenience (transportation which is manageable, having a VA provider that offers all the services needed, ease of getting around in VA facility, and ease in getting to local VA facility). In general, the response patterns for the four questions were similar to one another although overall agreement here was less than cost or quality. The highest level of agreement was for the statement about getting around in VA health care facilities (82%), particularly for priority 4 users; followed by ease of getting to a local VA facility (78%). Both users and non-users generally agreed that it's easy to get to their local VA (84 percent and 68 percent concur respectively). Sixty-eight percent agreed that transportation to and from VA facilities is manageable. The lowest level of agreement was with the statement, there is VA provider in area to take care of my health care needs (65%). As observed with the other series of questions, users were significantly more likely to concur with all four statements than were non-users. Among users, however, there were pockets of disagreement regarding availability of a VA provider in the area (25 percent of Priority 2 users disagreed or completely disagreed) and manageable transportation (21 percent of Priority 4 users disagreed or completely disagreed).

Figure 4.4



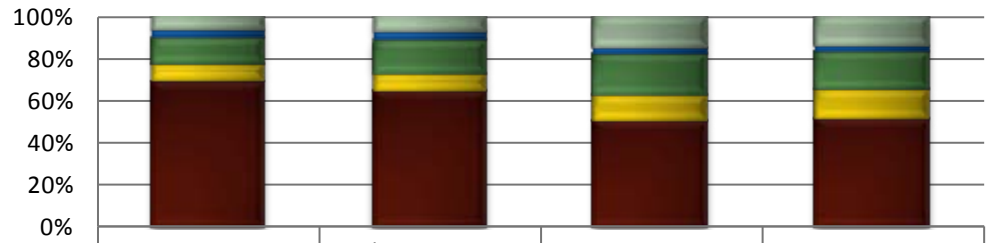
	Transportation to and from the VA facility is manageable for veterans like me.	There is a VA provider in my area that offers all of the health care services that veterans like me need.	It is easy for veterans like me to get around in the VA health care facility.	It is easy to get to my local VA facility.
DK/Ref	9.9%	6.6%	6.2%	2.7%
Completely Disagree	1.7%	2.9%	0.8%	1.8%
Disagree	11.5%	19.1%	5.3%	13.5%
Neither agree nor disagree	9.3%	6.5%	5.4%	4.5%
Completely Agree/Agree	67.5%	65.0%	82.3%	77.5%

Perception of Availability and Accessibility of VA Health Care Services

In the next section, enrollees were asked their level of concurrence with four statements about availability and accessibility of VA health care. Just over half (51%) agreed patients can see the doctors/health care providers they want to. With regard to accessing the provider of their choice, users in priorities 4 and 5 were significantly more likely to concur than were other users while almost half of non-users were neutral or had no opinion.

Fifty-one percent agreed they could see many different doctors in one visit. Although users were again more likely than non-users to concur with all four statements, non-users responded more negatively to this series of statements than others.

Figure 4.5



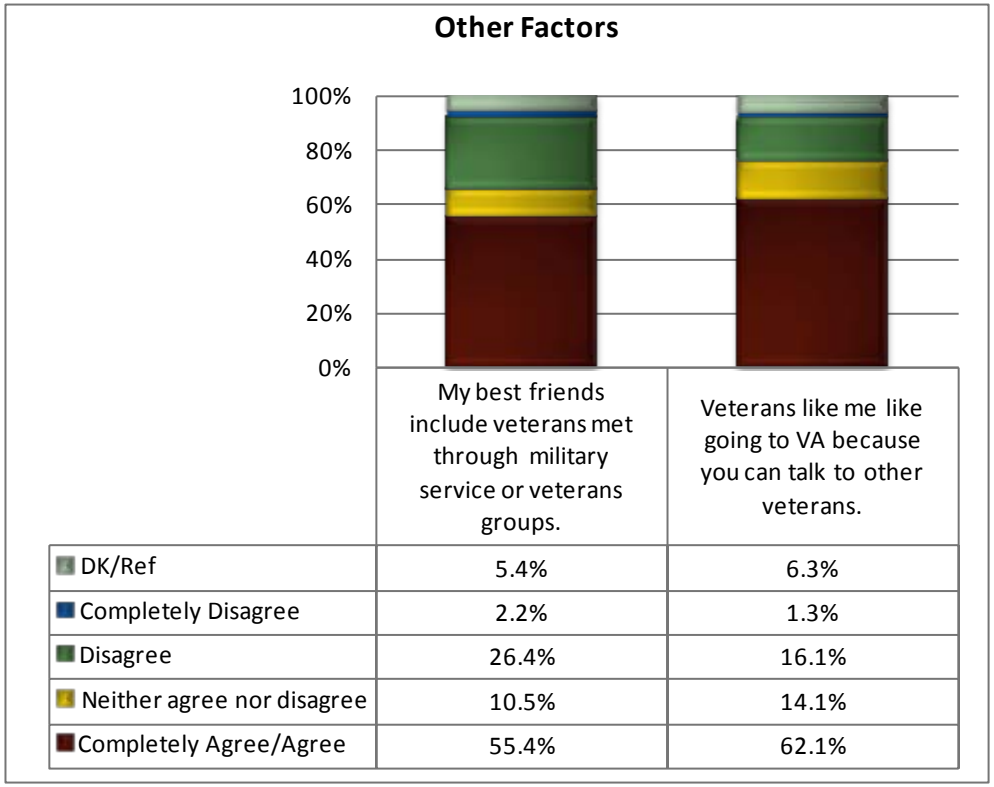
	Veterans like me can get in and out of an appointment at VA in a reasonable time.	When veterans like me go to VA for an appointment; they do not wait a long time to see the doctor.	Veterans like me can see many different doctors, specialists, etc., in one visit to VA.	VA patients can see the doctor/health care provider that they want.
DK/Ref	6.7%	7.3%	14.8%	14.1%
Completely Disagree	3.1%	3.4%	2.9%	2.3%
Disagree	12.9%	16.3%	19.9%	18.8%
Neither agree nor disagree	8.1%	8.8%	11.9%	13.4%
Completely Agree/Agree	69.2%	64.2%	50.5%	51.5%

Perception of Other Factors

The next questions asked about factors that were known to be part of enrollees' decision-making process in determining whether to utilize VHA services, based on results of the qualitative research performed prior to implementing the 2007 survey as well as results of the 2008 survey. Enrollees were asked about their perception of VA as a place to talk to other Veterans, and whether their friends are mostly other Veterans.

Overall, respondents showed the highest degree of concurrence (62%) with the statement about having the ability to talk to other Veterans. Users of VA were slightly more likely to concur while non-users were most likely to be neutral or have no opinion. Just over half (55%) reported that their best friends are through the military or Veterans organizations, with little difference between responses of users and non-users.

Figure 4.6

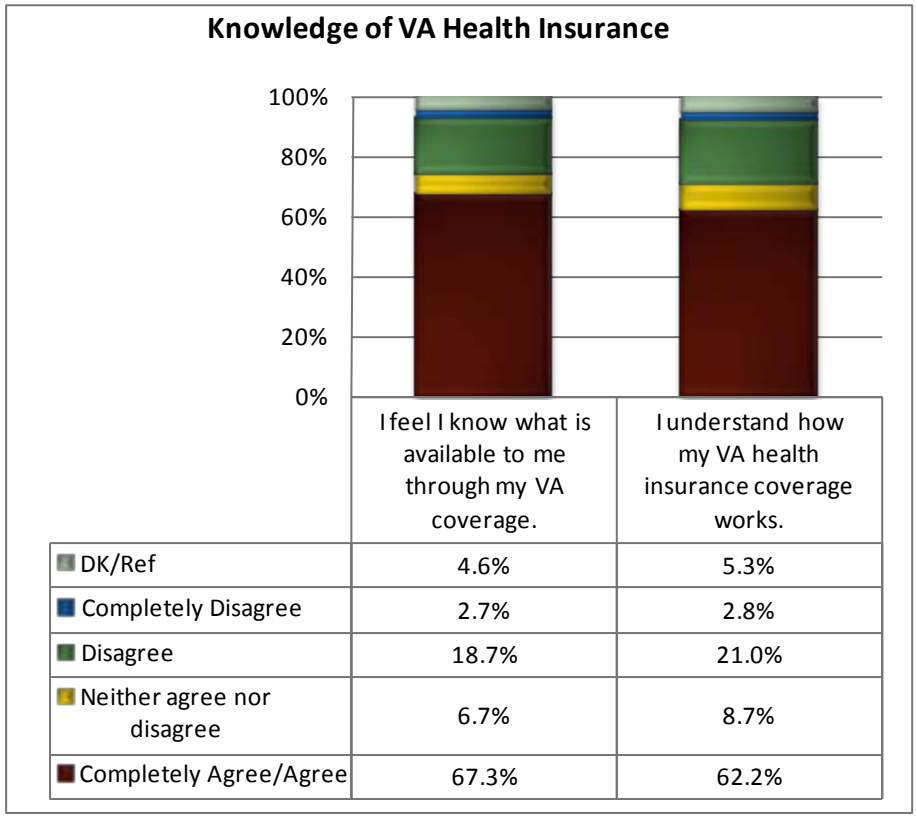


	My best friends include veterans met through military service or veterans groups.	Veterans like me like going to VA because you can talk to other veterans.
DK/Ref	5.4%	6.3%
Completely Disagree	2.2%	1.3%
Disagree	26.4%	16.1%
Neither agree nor disagree	10.5%	14.1%
Completely Agree/Agree	55.4%	62.1%

Knowledge of VA Health Insurance (Benefits)

Two-thirds of enrollees (67%) agreed that they know what is available to them through their VA coverage, while 62 percent agreed that they understand how their VA coverage works. Thirty-nine percent of priority 3 non-users and almost one-third of priority 4 and 5 non-users disagreed or completely disagreed that they understood how their VA coverage works. Similarly, 48 percent of priority 6 non-users agreed or completely agreed that they know what's available through their VA coverage.

Figure 4.7

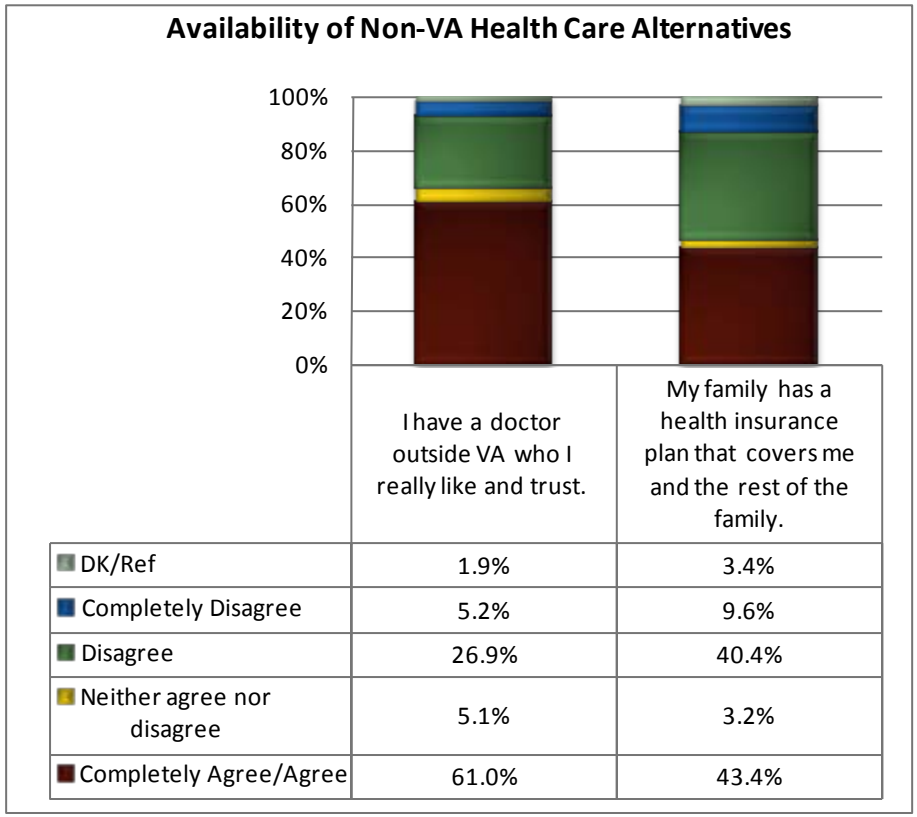


	I feel I know what is available to me through my VA coverage.	I understand how my VA health insurance coverage works.
DK/Ref	4.6%	5.3%
Completely Disagree	2.7%	2.8%
Disagree	18.7%	21.0%
Neither agree nor disagree	6.7%	8.7%
Completely Agree/Agree	67.3%	62.2%

Perceptions of Availability of Non-VA Health Care Alternatives

Sixty-one percent of all respondents reported having a doctor outside VA whom they really like and trust, while 44 percent reported having health insurance that covered them and their families. Non-users were significantly more likely to report having a doctor outside of VA (81 percent of non-users in priorities 7 and 8) and health insurance that covered them and their families (two-thirds of non-users in priorities 2, 3, 6, 7, and 8).

Figure 4.8



	I have a doctor outside VA who I really like and trust.	My family has a health insurance plan that covers me and the rest of the family.
DK/Ref	1.9%	3.4%
Completely Disagree	5.2%	9.6%
Disagree	26.9%	40.4%
Neither agree nor disagree	5.1%	3.2%
Completely Agree/Agree	61.0%	43.4%

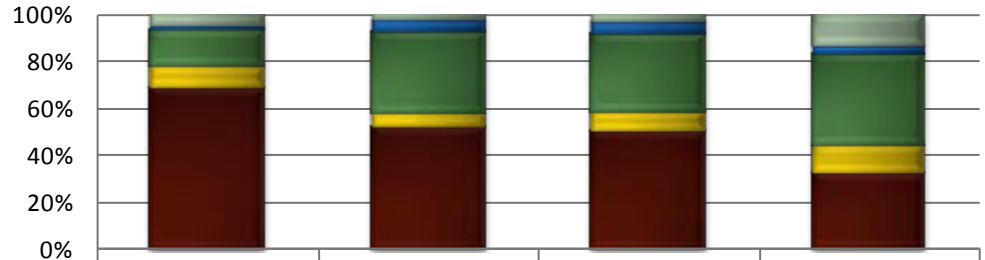
Other Issues

Approximately one-third (32%) of all respondents agreed or completely agreed that it takes more than 30 days to get an appointment at VA; non-users were less likely to concur with the statement than users. However, the highest level of concurrence with this statement was among users in priorities 4 and 5 (55 percent and 54 percent).

There are other related factors that were identified as influencing enrollee use of VA (plan to use VA more if health care costs increase, use of VA because there is no other source of care, and the belief that Veterans who can afford other health care should do so). The highest level of agreement, underlining the importance of cost in enrollees' decision making processes, was with the statement that respondents would use VA more if the cost of health care increases (69%). Users and non-users had comparable responses, with almost three-fourths of respondents in priorities 4 and 5 concurring with this statement.

Fifty-two percent agreed that they would only use VA if they did not have access to other sources of care. Half of all respondents agreed that Veterans who can afford other sources of health care should leave VA to those who really need it. Additionally, non-users across priorities were more likely than users to agree that Veterans who can afford other sources of care should not use VA and that they would only use VA if they had no other sources of care.

Figure 4.9

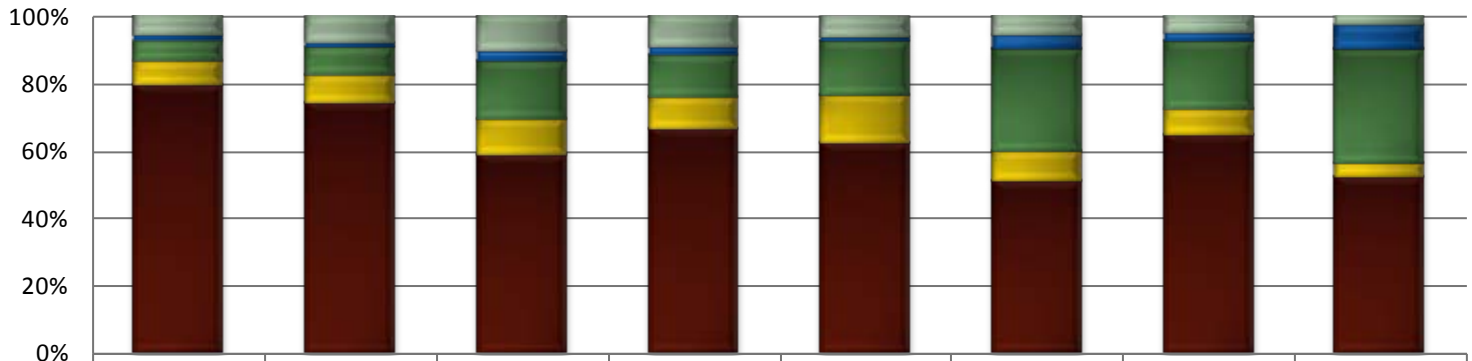


	If the cost of health care to me increases, I will use VA more.	I would only use VA if I did not have access to any other source of health care.	Veterans who can afford to use other sources of health care should leave the VA to those who really need it.	It takes more than 30 days to get an appointment at VA.
DK/Ref	4.6%	2.3%	3.2%	13.0%
Completely Disagree	1.6%	4.9%	5.3%	3.9%
Disagree	15.7%	35.2%	33.1%	38.8%
Neither agree nor disagree	8.9%	5.5%	8.8%	12.2%
Completely Agree/Agree	69.2%	52.1%	49.8%	32.1%

Averages of the Major Factors

The major factors regarding enrollees' decision-making process about whether to utilize VA services were then averaged across all items to get a sense of priorities in enrollees' decision making. The highest level of agreement was found for statements related to quality, followed by statements related to cost. This is consistent with prior studies which show that the presence of other health care coverage was the one of the most important factors in determining which enrollees utilize VA health care.

Figure 4.10



	Quality	Cost	Availability & Accessibility of Services	Convenience of Location	Other Factors: Friends using VA Svcs	Other Issues	Knowledge of VA Ins	Availability of Non VA Health Care
DK/Ref	5.9%	7.9%	10.7%	9.3%	6.3%	5.8%	5.0%	2.6%
Completely Disagree	1.5%	1.5%	2.9%	2.2%	1.3%	3.9%	2.8%	7.4%
Disagree	6.0%	8.2%	17.0%	12.6%	16.1%	30.7%	19.9%	33.6%
Neither agree nor disagree	7.2%	8.6%	10.6%	9.6%	14.1%	8.8%	7.7%	4.2%
Completely Agree/Agree	79.5%	74.0%	58.9%	66.4%	62.1%	50.8%	64.7%	52.2%

Profiles of the Four Health Care Utilization Groups

The survey asked enrollees questions on their use of outpatient medical health services, either VA or non-VA. Responses to the key driver questions can be compared by enrollees in the four utilization groups: No usage, non-VA only, both VA and non-VA usage and VA usage only.

When the four utilization groups were compared to each other, a profile of each health care utilization group emerged. Enrollees using VA exclusively for health care are younger, have the lowest income, served the least amount of time in the military service, and are more likely to be disabled, or report health issues. Those who use both VA and non-VA health services concurrently are the oldest, most likely to be white, spend the highest percentage of income on medications, and are most likely to be disabled or report health issues. Enrollees who are using only non-VA services are most likely to be employed, have the highest income, and are the most likely to be married. Enrollees who do not use any health services are youngest, more likely to be employed, most likely to be an ethnic or racial minority, and least likely to be disabled or report health issues. Generally, non-users are very similar to VA-only users with respect to age, marital status, being ethnic or racial minorities, time since release from active military duty, and smoking status.

Table 4.3

Profile Of The Four Health Care Utilization Groups

	NONE	NON-VA ONLY	VA AND NON-VA	VA ONLY
Age	youngest group		oldest group	younger
Marriage	lower % are married	highest % are married		lowest % are married
Race/ethnicity	highest % of ethnic or racial minorities		lowest % of ethnic or racial minorities	higher % of ethnic or racial minorities
Employment	more likely to be employed	most likely to be employed	least likely to be employed	
Income		highest household incomes		lowest household income
Military	shortest time since active duty	longest length of military service	longest time since active duty	shortest length of military service
Health	least likely to be disabled or with fair or poor health more likely to smoke		most likely to be disabled or with fair or poor health	more likely to be disabled or with fair or poor health most likely to smoke

Perceived Health Status

The final questions related to key drivers of health care decision making were asked of all 42,460 respondents. Perceived health status is a well documented driver of health care utilization, with those reporting poor health being much more likely to utilize health care services that those in better health. The percent reporting excellent, very good, or good health increased modestly over 2007 to 65.4 percent, while the percent reporting fair or poor health has remained just under 35 percent. The trend since 1999 toward higher percentages reporting good health is not due to individual respondents reporting better health, but rather to a change in the enrollee mix since eligibility reform.

Figure 4.11

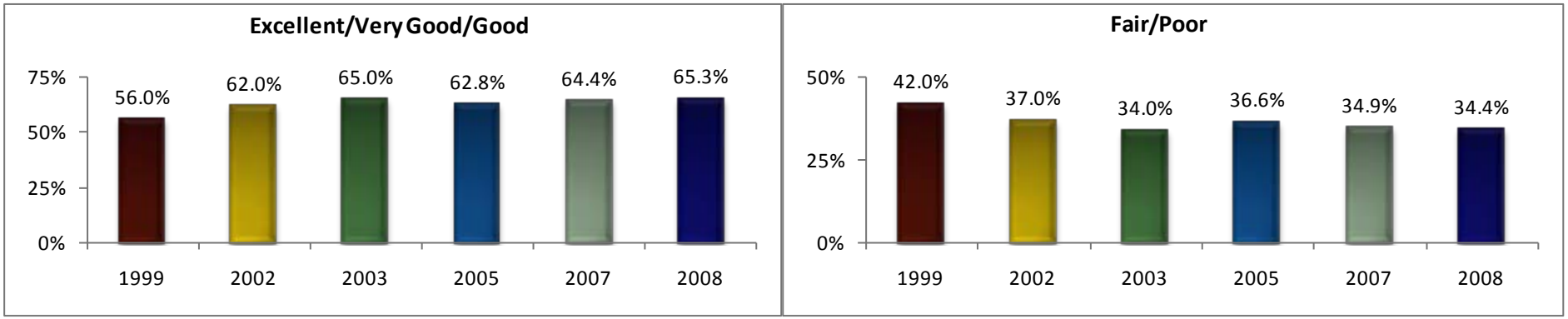


Table 4.4

Perceived Health Status	1999		2002		2003		2005		2007		2008	
	3.6 Million Veteran Enrollees		6.2 Million Veteran Enrollees		6.7 Million Veteran Enrollees		6.7 Million Veteran Enrollees		7.1 Million Veteran Enrollees		**7.3 Million Veteran Enrollees**	
Excellent	361,019	9.9%	738,525	12.0%	869,815	12.9%	795,209	11.9%	876,358	12.2%	**926,170**	**12.6%**
Very Good	666,537	18.3%	1,305,105	21.1%	1,568,206	23.3%	1,484,727	22.1%	1,693,207	23.6%	**1,705,344**	**23.2%**
Good	1,025,541	28.2%	1,794,998	29.1%	1,939,220	28.8%	1,932,325	28.8%	2,056,879	28.6%	**2,157,966**	**29.4%**
Fair	925,490	25.4%	1,341,332	21.7%	1,420,035	21.1%	1,464,448	21.8%	1,561,976	21.7%	**1,574,133**	**21.4%**
Poor	608,656	16.7%	910,657	14.7%	897,872	13.3%	988,666	14.7%	946,034	13.2%	**952,090**	**13.0%**
DK/Ref	55,293	1.5%	85,075	1.4%	47,529	0.7%	38,774	0.6%	52,497	0.7%	**23,827**	**0.3%**

Perceived Health Status by Priority

Perceived health status varies by priority groups, as might be expected. Overall, 59 percent of enrollees in Priority Groups 1-3 report excellent, very good, or good health; however, that ranges from 49 percent in VISN 9 to 67 percent in VISN 23. For enrollees in Priority Groups 4-6, 63 percent report excellent, very good, or good health overall, although this ranges from 54 percent in VISN 17 to 69 percent in VISN 23. Finally, for enrollees in Priority 7-8, 76 percent overall report excellent, very good, or good health, ranging from 70 percent in VISN 16 to 82 percent in VISN 1. Although the VISNs with the highest or lowest proportions reporting excellent, very good or good health are not the same as in the 2007 survey, the upper and lower bounds of the responses are comparable. See Table 4.6 in the Appendices.

Perceived Health Status by Age

Reviewing perceived health status by age reveals that 70 percent of enrollees under age 45 consider themselves to be in excellent, very good, or good health. This percentage is about the same for enrollees age 65 and over, and lowers to 61 percent for 45-64. There is some variability by VISN noted, with 61 percent of enrollees under age 45 in VISN 7 considering themselves to be in excellent, very good, or good health compared to 82 percent of enrollees in VISN 1. For those enrollees aged 65 and over, responses ranged from 62 percent of enrollees in VISN 6 to 72 percent of enrollees in VISN 22 considering their health to be excellent, very good, or good. See Table 4.7 in the Appendices.

Perceived Health Status by Income

Of enrollees with incomes under $36,000 per year, 57 percent considered their health to be excellent, very good, or good. This percentage ranged from a low of 50 percent in VISN 17 to 65 percent in VISN 23. Among enrollees with incomes over $36,000 per year, 71 percent considered their health to be excellent, very good, or good. The percentage varied from 64 percent in VISN 16 to 79 percent in VISN 1. See Table 4.8 in the Appendices.

Planned Future Use

All survey respondents were asked how they plan to use VA services in the future. As in prior years when this question has been asked, the most common response is to use VA for primary care (43%). However, unlike in prior years, a comparable proportion of enrollees reported intention to use VA as a back-up to their regular source of care as intend to use it for a safety net (13%). While the proportion of respondents that indicated no plans to use VA services increased from just over 9 percent to 14 percent between the 2005 and 2007 surveys, that proportion fell slightly to just under 13 percent in the 2008 survey. In contrast, the percentage that expressed intent to use VA as a safety net has gradually increased from 8 percent in 2005 to 11 percent in 2007 and 13 percent in 2008. The overall pattern of responses to this question would indicate that enrollees are increasingly viewing VA as a viable source of care and may reflect their sensitivity to economic conditions.

Figure 4.12

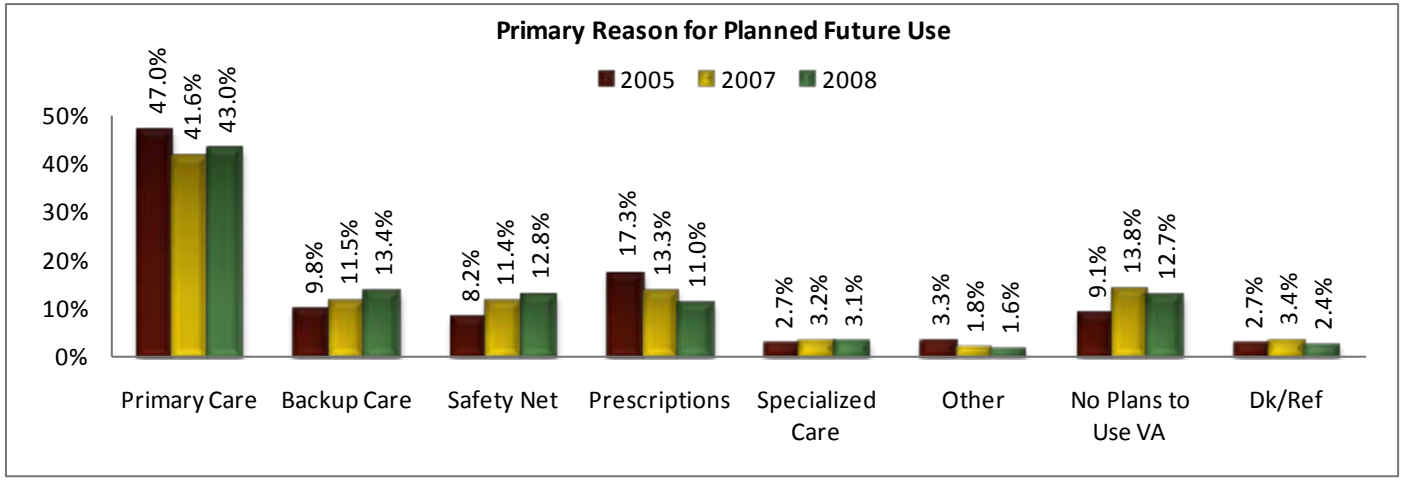


Table 4.5

	2003		2005		2007		2008	
Primary Care	3,301,673	49.0%	3,148,146	47.0%	2,989,191	41.6%	3,156,803	43.0%
Backup Care	1,422,489	21.1%	654,786	9.8%	826,064	11.5%	983,625	13.4%
Safety Net			549,704	8.2%	820,110	11.4%	941,029	12.8%
Prescriptions	1,075,959	16.0%	1,160,628	17.3%	959,342	13.3%	805,479	11.0%
Specialized Care			183,912	2.7%	226,938	3.2%	229,718	3.1%
Other	86,120	1.3%	218,332	3.3%	132,589	1.8%	117,921	1.6%
No Plans to Use VA	622,759	9.20%	610,136	9.1%	989,005	13.8%	931,406	12.7%
DK/Ref	233,676	3.4%	178,506	2.7%	243,712	3.4%	173,551	2.4%

Reviewing planned future use by network reveals some notable variations. For example, while 43 percent of all enrollees nationwide plan to use VA in the future as a primary source of care, 50 percent of enrollees in VISN 9 and VISN 16 plan to use VA for that purpose. These two VISNs are notable because their non-users were more likely to agree with the key driver statements than non-users as a group. Plans to use VA for prescriptions ranged from a low of seven percent in VISN 18 to a high of 17 percent in VISN 11 and VISN 12. Finally, 10 percent of enrollees in VISN 10 reported no plans to use VA in the future, compared to 20 percent in VISN 3. (See Table 4.9 in the appendix.)

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CHAPTER 5

Cigarette Smoking Status

According to the Health and Human Services Department, cigarette smoking continues to be the leading preventable cause of death in the United States. Therefore, it is important to understand the smoking habits of our enrollee population. The 2008 survey included questions on Cigarette Smoking Status.

The following three questions on Cigarette Smoking Status were included on the 2008 Survey:

- Question D2: Have you smoked at least 100 cigarettes in your life?
- Question D3: Do you now smoke cigarettes every day, some days, or not at all?
- Question D4: During the past 12 months, have you stopped smoking for more than one day because you were trying to quit smoking?

Based on answers to these questions enrollees were classified into 1 or more of 5 groups: 1) Ever smokers; 2) Current smokers; 3) Former smokers; 4) Never smokers; and 5) Recent quitters.

- Question D2: Have you smoked at least 100 cigarettes in your life?
  - Enrollees who responded "no" to question D2 were classified as "never smokers".
  - Enrollees who responded "yes" or "don't know" or who refused to answer this question were classified as "ever smokers" and were considered the "smoker population". These "ever smoker" respondents were then asked the following questions:
- Question D3: Do you now smoke cigarettes every day, some days, or not at all?
  - Enrollees who responded either "every day", "some days", "don't know", or who refused to answer this question were classified as "current smokers".
  - If the response to this question was "not at all" then the enrollee was classified as a "former smoker."
- Question D4: During the past 12 months have you stopped smoking for more than one day because you were trying to quit smoking?
  - Enrollees responding "yes" to this question were classified as "recent quitters."

These responses can be evaluated to compare smoking status in several different ways: a) as a percent of the overall enrollee population by Priority, Age, and Income Groups; b) as a percentage of the enrollee smoking status, (e.g., current smoker, former smoker, or recent quitter); and, c) as a percentage of the response to the question that determined the smoker population.

When looking at the entire enrollee population of 7.3 million, 70 percent (5.1 million) were classified as "ever smokers" based on responses of either "yes", "don't know" or "refused to answer" to question D2: Have you smoked at least 100 cigarettes in your life? Only 28 percent (1.4 million) of the "ever smoker" population can be classified as "current smokers" while 72 percent (3.7 million) of the "ever smoker" population are classified as "former smokers". Enrollees who have never smoked ("never smokers") made up 30 percent (2.1 million) of the total enrollee population, and 1.3 million enrollees (18%) were classified as "recent quitters."

Current smokers (1.4 million) make up 19.7 percent of the entire enrollee population. This is 2 percent lower than the percent of enrollees documented as "current smokers" in the 2007 survey and only slightly lower than the latest Center for Disease Control estimates of 43.4 million (19.8%) current adult smokers in the general population. When the enrollee current smoker population is used as a denominator (1.4 million) current smokers are more likely to be in Priority 4-6 (48%), be between 45-64 years of age (64%), and have lower income (63 percent with incomes less than $36,000). When the "ever smoker" population is used as a denominator (5.1 million) current smokers are still more likely to be in Priority 4-6 (36%) and have income less than $36,000 (32%), however, they are more likely to be less than 45 years of age (53%).

Fifty-one percent (3.7 million) of the entire enrollee population of 7.3 million are categorized as "former smokers". These enrollees responded that while they have smoked more than 100 cigarettes in their entire lives that they currently do not smoke cigarettes at all. When compared using the "ever smoker" population as a denominator, 83 percent of Priority 7-8 enrollees are former smokers as are 90 percent of the 65 or over Age Group, and 76 percent of the $36,000+ Income Group.

Recent quitters can be described as the portion of the enrollees who responded that although they have smoked more than 100 cigarettes in their lifetime, ("ever smokers"), during the last 12 months they stopped smoking for more than one day because they were trying to quit smoking. When the entire enrollee population is used as a denominator, 18 percent can be categorized as recent quitters and when the "ever smoker" population is used as the denominator, 26 percent are recent quitters; these figures represent a 1 percent increase in the recent quitter population over the 2007 percentages.

A comparison of recent quitters by Priority (using "ever smokers" as a denominator) indicates that 30 percent of Priority Groups 4-6 are recent quitters, while 45 percent of the less than 45 Age Group are recent quitters, and 28 percent of the less than $36,000 Income Group who have ever smoked are recent quitters.

The "recent quitter" population can be compared by those enrollees who reported being current or former smokers. Over half of current smokers (56%) and 14 percent of former smokers reported that they recently tried to quit smoking (within the last 12 months). (See Table 5.7 in the Appendices)

Results of the 2008 survey indicate that a slight improvement has occurred since 2007 with respect to reducing the enrollee current smoker population. Comparison with the results from the 2007 and 2005 surveys indicates that the number of current smokers continues to decrease.

- Current smokers comprise 19.7 percent of the entire enrollee population (2007:21.5%; 2005: 22.2%)
- Of the entire enrollee population, 70.2 percent responded that they have ever smoked (2007:70%; 2005:71.2%)
- Of those enrollees who were categorized as "ever smokers":
  - 28 percent are current smokers (2007:30.8%; 2005:31.1%)
  - 72 percent are former smokers (2007:69.2%; 2005:69.6%)
- Of the enrollee population who has ever smoked, 25.5 percent are recent quitters (2007:24%; 2005: 25%)
  - 56 percent of current smokers reported that they tried to quit within the last 12 months
  - 14 percent of former smokers reported quitting within the last 12 months
- Of all enrollees surveyed, 29.8 percent responded that they have never smoked (2007:30%; 2005:28%)

Table 5.1 contains a detailed listing of numbers and percentages for responses to the questions on Cigarette Smoking Status. Tables 5.2 through 5.6 in the Appendices provide VISN breakdowns of “ever smokers”, “current smokers”, “former smokers”, “never smokers”, and “recent quitters” by Priority Group, Age, and Income Groups utilizing the ever smoker population as a denominator. Table 5.7 contains VISN breakdowns on enrollees who reported recently trying to quit, displayed by current and former smoker status.

Table 5.1

Enrollee Smoking Status	Priority Group			Age Group			Income			2008 Total Enrollee Smoking Status	2007 Total Enrollee Smoking Status	2005 Total Enrollee Smoking Status
	1 - 3	4 - 6	7 - 8	<45	45-64	65+	<$36,000	$36,000+	DK/Ref			
D2-Yes/DK Ref: Enrollees Who Have Ever Smoked	1,667,457	1,949,556	1,535,543	533,982	2,361,814	2,256,760	2,871,788	1,779,072	501,697	**5,152,557**	**5,032,198**	**4,770,915**
% Smoker Population*	32.4%	37.8%	29.8%	10.4%	45.8%	43.8%	55.7%	34.5%	9.7%	100%	100%	100%
% Enrollee Population	67.0%	73.3%	70.1%	52.3%	74.2%	72.0%	73.6%	65.8%	68.2%	70.2%	70.0%	71.2%
D2-No: Never Smoked	822,050	709,917	655,006	486,426	821,818	878,730	1,028,617	923,948	234,409	**2,186,974**	**2,154,752**	**1,886,413**
% Never Smoked	37.6%	32.5%	30.0%	22.2%	37.6%	40.2%	47.0%	42.2%	10.7%	100%	100%	100%
% Enrollee Population	33.0%	26.7%	29.9%	47.7%	25.8%	28.0%	26.4%	34.2%	31.8%	29.8%	30.0%	28.1%
D3-Every Day/Some Days: Current Smokers	490,478	693,683	261,308	284,324	928,309	232,834	912,684	421,146	111,638	**1,445,468**	**1,547,757**	**1,485,496**
% Current Smokers	33.9%	48.0%	18.1%	19.7%	64.2%	16.1%	63.1%	29.1%	7.7%	100%	100%	100%
% Smoker Population*	29.4%	35.6%	17.0%	53.2%	39.3%	10.3%	31.8%	23.7%	22.3%	28.1%	30.8%	31.1%
% Enrollee Population	19.7%	26.1%	11.9%	27.9%	29.2%	7.4%	23.4%	15.6%	15.2%	19.7%	21.5%	22.2%
D3-Not at all: Former Smokers	1,176,980	1,255,874	1,274,236	249,658	1,433,505	2,023,926	1,959,104	1,357,926	390,059	**3,707,089**	**3,484,441**	**3,319,049**
% Former Smokers	31.7%	33.9%	34.4%	6.7%	38.7%	54.6%	52.8%	36.6%	10.5%	100%	100%	100%
% Smoker Population*	70.6%	64.4%	83.0%	46.8%	60.7%	89.7%	68.2%	76.3%	77.7%	71.9%	69.2%	69.6%
% Enrollee Population	47.3%	47.2%	58.2%	24.5%	45.0%	64.5%	50.2%	50.2%	53.0%	50.5%	48.5%	49.5%
D4-Yes: Recent Quitters	458,200	574,737	280,884	239,995	755,358	318,468	794,334	418,332	101,154	**1,313,820**	**1,229,544**	**1,196,242**
% Recent Quitters	34.9%	43.7%	21.4%	18.3%	57.5%	24.2%	60.5%	31.8%	7.7%	100%	100%	100%
% Smoker Population*	27.5%	29.5%	18.3%	44.9%	32.0%	14.1%	27.7%	23.5%	20.2%	25.5%	24.4%	25.1%
% Enrollee Population	18.4%	21.6%	12.8%	23.5%	23.7%	10.2%	20.4%	15.5%	13.7%	17.9%	17.1%	17.8%
***"Yes" Dk/Ref Response to Question D2**	1,667,457	1,949,556	1,535,543	533,982	2,361,814	2,256,760	2,871,788	1,779,072	501,697	**5,152,557**	**5,032,198**	**4,770,915**
Enrollee Population	**2,489,508**	**2,659,474**	**2,190,550**	**1,020,409**	**3,183,632**	**3,135,490**	**3,900,405**	**2,703,019**	**736,107**	**7,339,531**	**7,186,950**	**6,704,150**

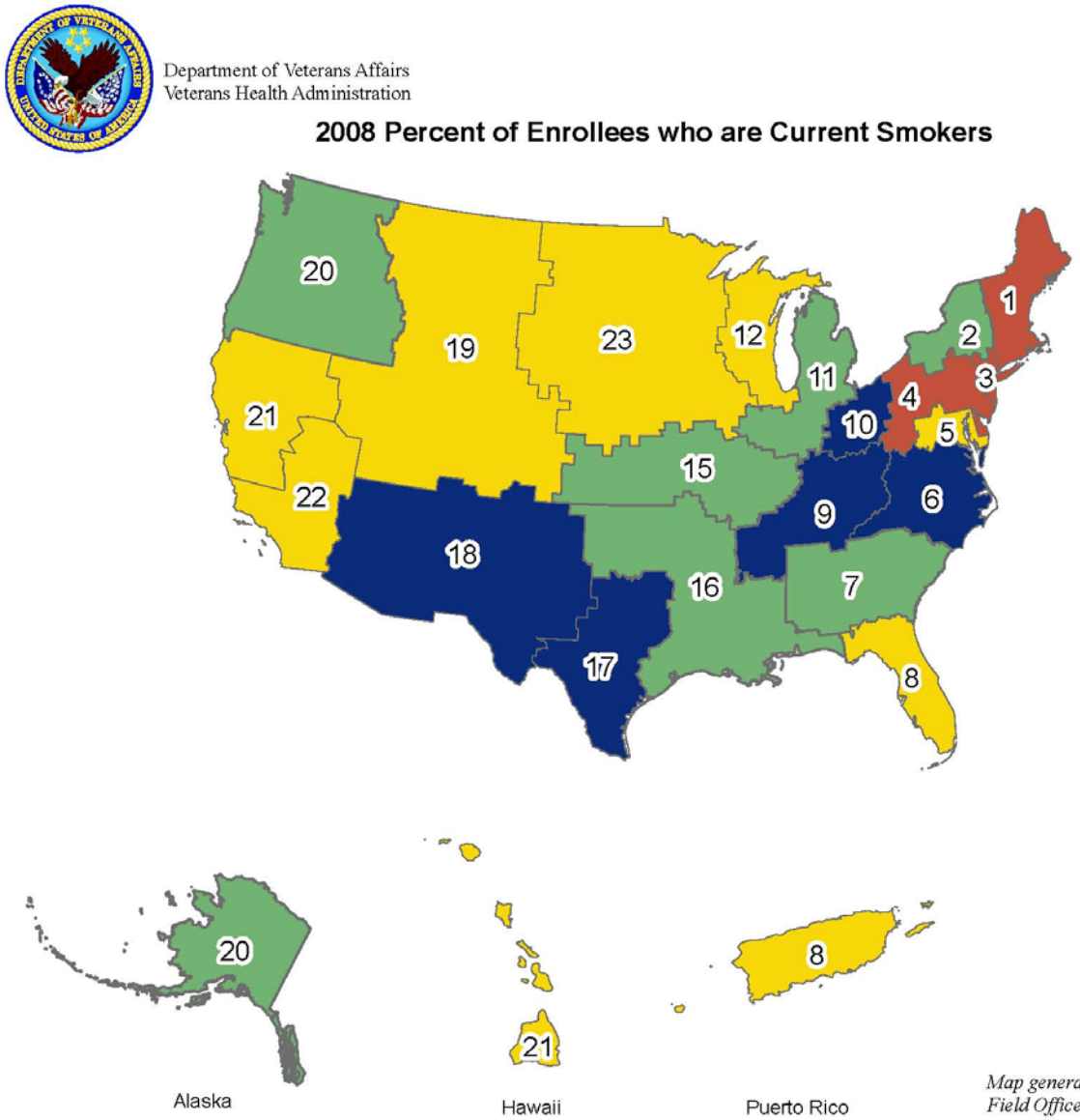
VISN Overview (Current Smokers)

The number and percent of current smokers has shown a steady decrease since the 2005 and 2007 surveys. The percent of current smokers has declined at a national level and a majority of VISNs (18) saw decreases from 0.2 percent to 5.9 percent in the current smoker population. See Table 5.2 in the Appendix for enrollee Current Smokers characteristics displayed by VISN, Priority, Age, and Income.

- VISNs 2, 18, and 23 showed an increase in percentage of current smokers between 2007 and 2008 of 2.2 percent, 1.7 percent, and 2.5 percent respectively. It should be noted however, that these VISNs still showed a reduction from their 2005 percentages of current smokers of from 1 percent to 1.9 percent.
- In 2008, data revealed VISNs 10 and 9 have the highest percentage of current smokers, with 24.8 percent and 24.3 percent respectively. These 2 VISNs were also the highest in 2007 but their percentage of current smokers has decreased by 2.2 percent and 1.7 percent respectively.
- VISN 3 had the lowest percentage of current smokers, with 12.8 percent, down 3.8 percent from its 2007 figures. VISNs 4 and 1 were essentially tied for second lowest number of percentages of 16.6 percent and 16.7 percent respectively.
- VISN 7 showed the largest reduction in enrollees (5.9%) who reported they were current smokers, 19.7 percent compared to 25.6 percent in 2007.

Map 5.1 provides a visual distribution of the enrollee current smoker population by VISN.

Map 5.1



Legend

- 12.8% - 16.7%
- 16.8% - 19.3%
- 19.4% - 20.7%
- 20.8% - 24.8%

VISN	Current Smokers	VISN Enrollees	Percent Smokers
1	53,898	323,601	16.7%
2	40,515	199,055	20.4%
3	40,895	318,986	12.8%
4	70,930	428,257	16.6%
5	33,034	179,995	18.4%
6	88,784	402,246	22.1%
7	90,877	460,552	19.7%
8	107,172	566,649	18.9%
9	83,109	341,797	24.3%
10	66,548	268,416	24.8%
11	67,198	326,318	20.6%
12	60,481	313,126	19.3%
15	62,598	306,533	20.4%
16	124,206	599,251	20.7%
17	75,738	341,071	22.2%
18	69,792	317,998	21.9%
19	41,678	224,935	18.5%
20	65,071	324,216	20.1%
21	56,412	314,932	17.9%
22	72,557	393,621	18.4%
23	73,976	387,976	19.1%
Nat'l	1,445,469	7,339,532	19.7%

Source: 2008 Survey of Enrollees Health and Reliance in VA

Map generated by Healthcare Analysis & Information Group Field Office of the Office of the ADUSH for Policy and Planning

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CHAPTER 6

VA Reliance

With over half of all Veteran enrollees eligible for Medicare and approximately 80 percent of all Veteran enrollees reporting some type of insurance coverage, clearly not all health care for enrolled Veterans was provided in VA settings.

Methodology Notes: The survey asked enrollees two questions on their use of medical health services in 2007 from Non-VA sources, as well as from VA. Enrollees were first asked to recall non-VA outpatient visits or trips within either the year 2007 or the last 3 months of 2007. They were then asked to recall VA outpatient visits or trips within either the year 2007 or the last 3 months of 2007.

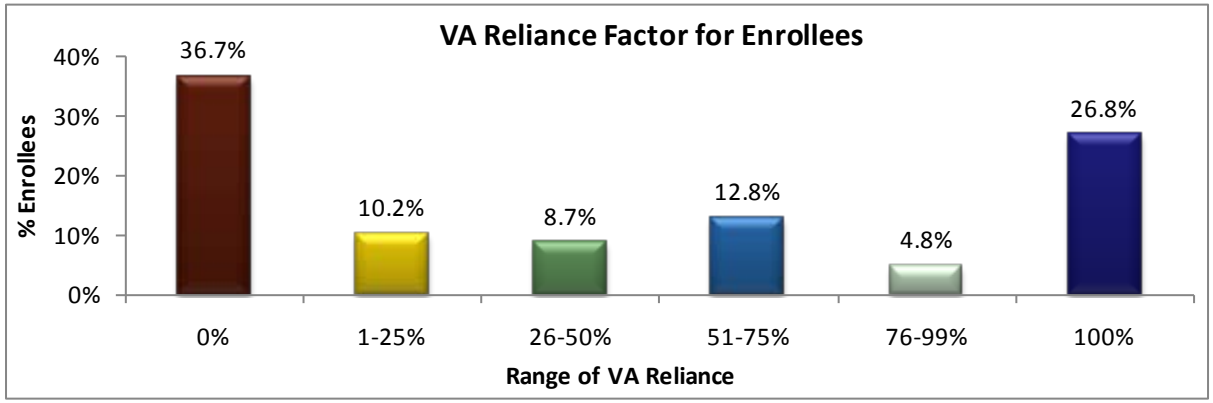
VA reliance is setting specific (e.g., outpatient) and is defined as the number of visits or trips in a VA setting reported by an enrollee divided by the sum of all visits in both VA and non-VA settings. For example, if an enrollee's outpatient care was provided entirely by VA, then his/her reported outpatient VA reliance is one (1.0), meaning 100 percent of the enrollee's self-reported outpatient care was provided by VA. If an enrollee's outpatient care was provided entirely outside the VA, the reported outpatient VA reliance is zero (0.0); meaning VA provided 0 percent of the enrollee's self-reported outpatient care. If an enrollee reported no visits or trips at all, neither VA nor non-VA, then his/her outpatient reliance is undefined. Thus, only enrollees who utilize some outpatient care in either a VA and/or non-VA setting have a defined reliance factor for that setting. Therefore, the data reported in this chapter is reported as percentages (i.e., the percentage of outpatient visits provided by VA within the reference year/months). Note: Outpatient visits exclude dental, mental health, substance abuse, and/or trips to a pharmacy.

Analysis of VA Reliance at the National Level

It is instructive to look at VA Reliance at the National Level.

- Reliance on VA care for approximately 19 percent of enrollees is undefined. They did not consume any health care services either VA or non-VA; they could not recall the numbers of VA, VA paid, or non-VA visits; or they refused to answer the questions. These enrollees are not part of the denominator for the remainder of this chapter.
- Of the enrollees with a defined VA reliance factor, 37 percent had 0 percent reliance, 27 percent had 100 percent reliance, and 13 percent had VA reliance within the range of 51 to 75 percent. (See Figure 6.1)
- Those enrollees with reported outpatient VA reliance greater than 0 demonstrated a substantial reliance on VA services or payments. Nationally on average, 43 percent of outpatient services consumed by these enrollees in 2007 were provided or paid by VA.

Figure 6.1



Reliance by Non-VA Health Care Insurance Coverage

Nation-wide, the average reliance on VA for outpatient care was 43 percent with a median of 33 percent.

- Enrollees with no public or private health insurance coverage had the highest average VA reliance, 75 percent.
- Enrollees with public insurance coverage such as Medicare and Medicaid had lower average VA reliance, 38 percent and 40 percent respectively.
- The reliance was lower when enrollees had private insurance including Medigap coverage (29%).
- Enrollees with private HMO health insurance or private drug coverage had the lowest VA reliance, 24 percent.

Figure 6.2

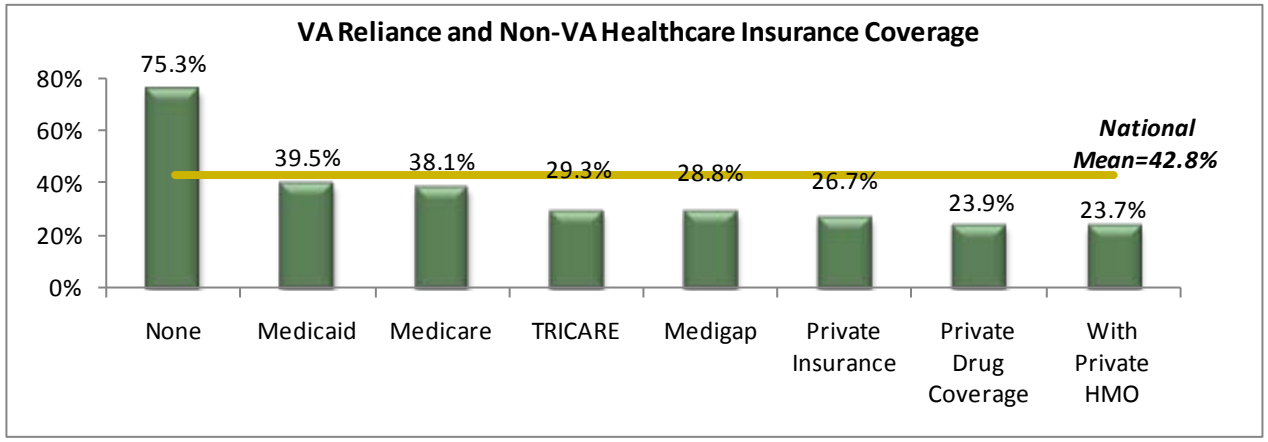


Figure 6.3

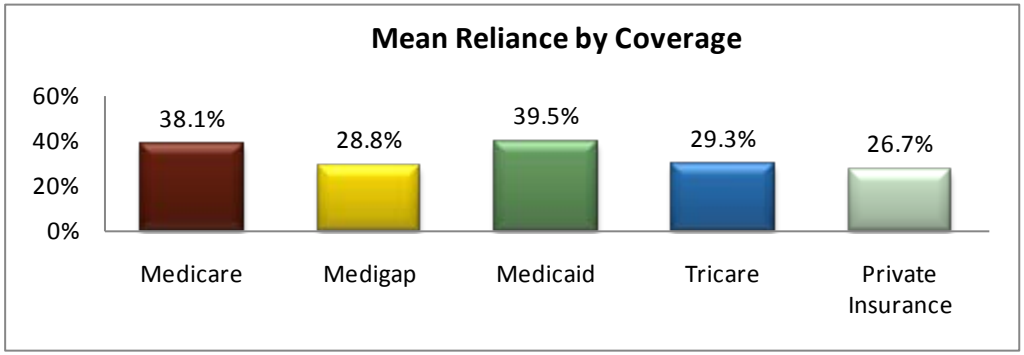
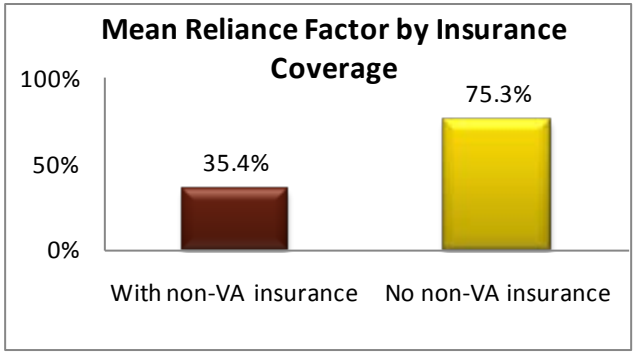


Figure 6.4

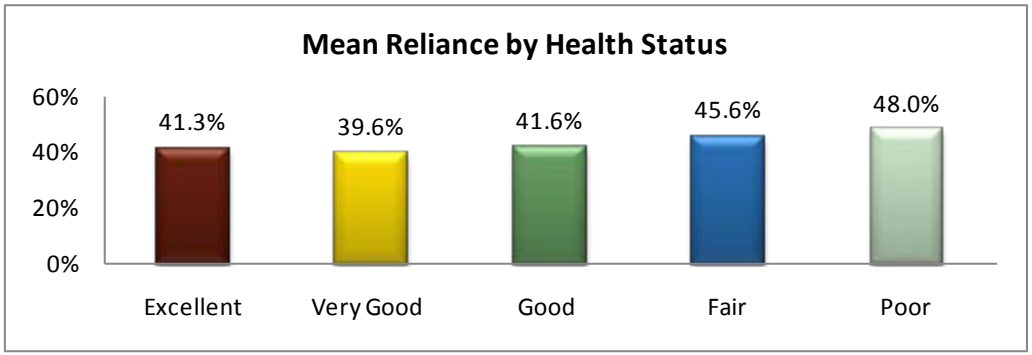


VA Reliance by Health Status

VA reliance was found to be related to health status.

- Enrollees with fair and poor health status had higher than average VA reliance. Enrollees with poor health status had 48 percent VA reliance and enrollees with fair health status had 46 percent VA reliance on VA for outpatient services.

Figure 6.5



VA Reliance by Income Group

There is a strong correlation between income and VA reliance. VA reliance is negatively associated with income (r=-0.17, p<0.0001), the lower the income, the higher the VA reliance.

- Enrollees with incomes less than $36,000 had over 52 percent reliance on VA for outpatient services. The correlations become even more evident when looking at further breakdown of income levels. Enrollees with incomes less than $16,000 had 61 percent reliance on VA for outpatient services.

Figure 6.6

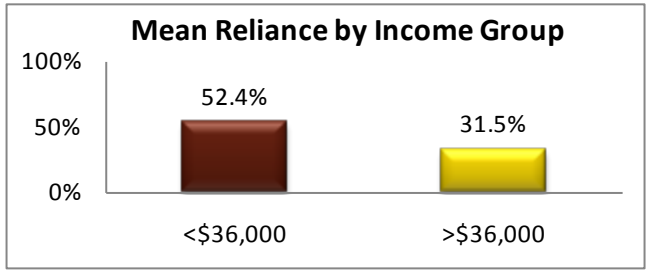
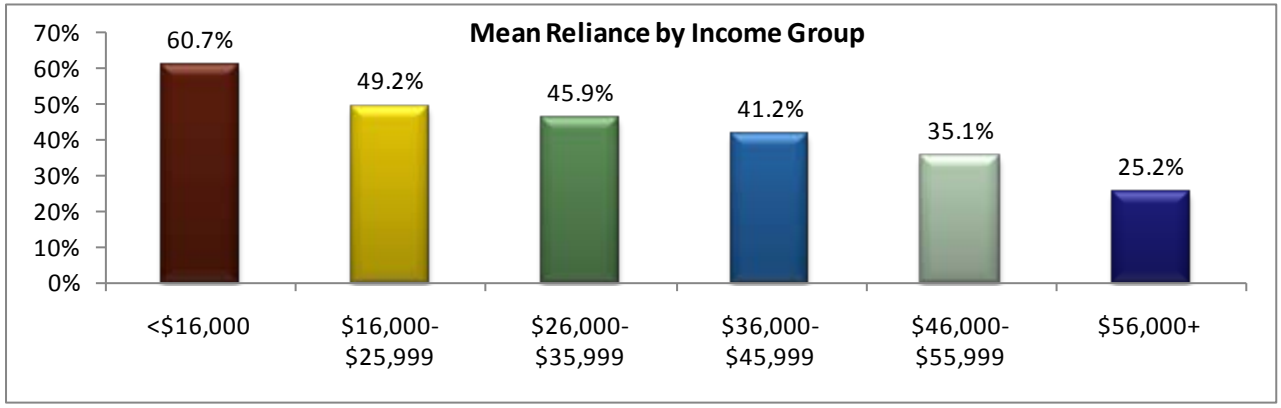


Figure 6.7



VA Reliance by Age Group

In the general population, health care utilization generally increases with age. In this analysis, the outcome was not the total health care utilization, but the percentage of the utilization paid by VA; therefore, a different pattern emerges. VA reliance is negatively associated with enrollees' age (r=-0.14, p<0.0001). This can be related to the eligibility of Medicare Insurance at age 65. From observing Figure 6.8 below, the relationship between VA reliance and Age Groups are measured for four age bands: below 30, 30 to 49, 50 to 64, and above 64.

- Enrollees less than 30 years of age and enrollees from 50 to 64 years of age had higher than average VA reliance (55% and 51% respectively).
- Enrollees between ages 30 to 49 had lower than average VA reliance (41%), and enrollees older than 65 years of age had the lowest VA reliance (36%).
- This age association is highly correlated with non-VA insurance coverage. Enrollees less than 30 years of age were more likely to be uninsured (44%) compared to enrollees between age 30 and 49 (31%); however, enrollees between age 30 and 49 had higher non-VA insurance coverage (69%) than age 50-64 group (66%), but have lower VA reliance. This difference in VA reliance can be explained by enrollees' perceived health status. Sixty-seven percent of

enrollees age 30 to 49 perceived their health status as good or better compared to 60 percent of those aged 50 to 64 who perceived their health status as good or better.

- The lowest VA reliance of 36 percent was for enrollees who were 65 years of age or older, and was related to their access to Medicare insurance.
- The average VA reliance for enrollees with Medicare insurance was 38 percent, while for enrollees without Medicare Insurance it was 49 percent.

Figure 6.8

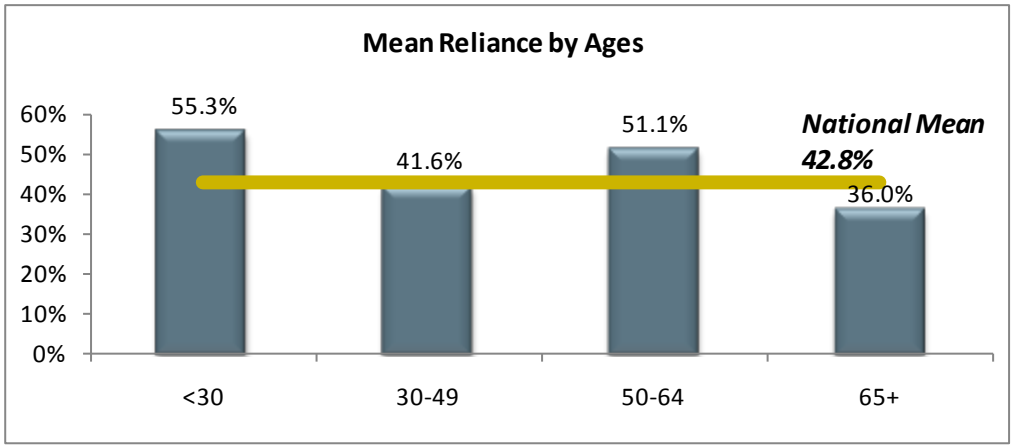


Table 6.1

Insurance Coverage and Health Status by Age

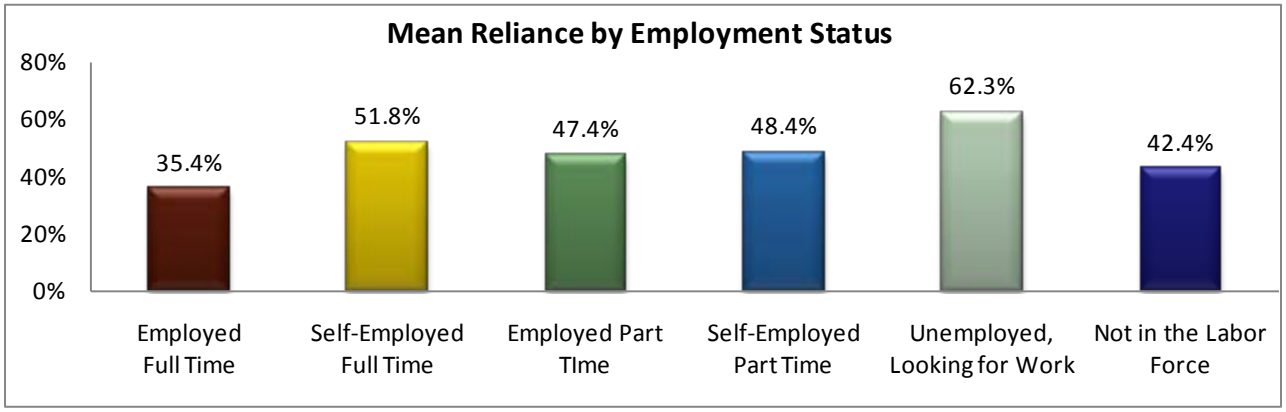
Age Group	Reliance	Insurance Coverage		Health Status	
		Uninsured	Insured	Fair/Poor	Excellent/Very Good/Good
<30	55.3%	43.7%	56.4%	25.1%	74.7%
30-49	41.6%	31.4%	68.6%	32.8%	66.8%
50-64	51.1%	34.2%	65.8%	39.5%	60.3%
65+	36.0%	3.9%	96.1%	31.6%	68.0%
National Total	**42.8%**	**20.4%**	**79.6%**	**34.4%**	**65.3%**

VA Reliance and Employment Status

VA reliance was also found to be related to employment status.

- Enrollees employed full-time had the least VA reliance, 35 percent.
- Enrollees not in the labor force had a VA reliance factor of 42 percent which was slightly lower than the national average.
- Enrollees with other types of employment status had higher than average VA reliance: part time employment (48%) and self-employed full-time (52%).
- Enrollees who were unemployed had a much higher than average VA reliance (62%).

Figure 6.9



Access to non-VA health insurance coverage is directly associated with whether or not enrollees are self-employed. Seventy-nine percent of enrollees who were employed, either full time or part time, reported non-VA health insurance coverage. For enrollees who reported self-employment, the coverage rate dropped to 55 percent. For those enrollees who were unemployed, excluding the enrollees who were not in the labor force, the non-VA health insurance coverage rate dropped to 40 percent. The association between VA reliance and employment status was, therefore, related to access to non-VA healthcare insurance coverage.

Table 6.2

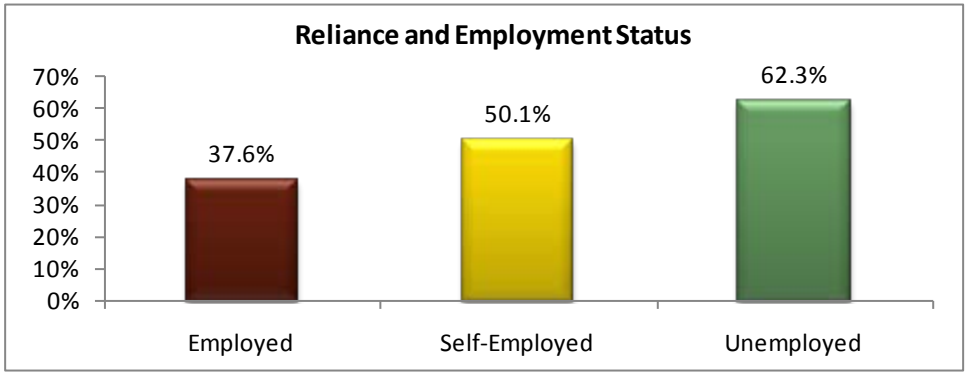
Employment by Insurance Coverage

Employment Status	Uninsured	Insured
Employed	21.1%	78.9%
Self Employed	44.6%	55.4%
Unemployed	60.1%	39.9%
National Total	**20.4%**	**79.6%**

Employment Status and Non-VA Health Insurance Coverage

When the relationship between employment status and VA reliance was further explored by grouping employment status into employed, self employed, and unemployed categories, the negative association became stronger and more obvious as shown in Figure 6.10.

Figure 6.10



VA Reliance by Priority Group

VA reliance was found to be related to Priority Group. The combined Priority Groups 7/8 had the highest VA reliance (62.4%).

- Priority Groups 4 (62%), 1 (56%), and 5 (53%) also had higher than average VA reliance on VA health care. This observation was not related to the level of co-payment, as Priority 3 and Priority 6 Veterans are not required to make co-payments for hospital or outpatient care. (See Figure 6.11)
  - Priority Group 1 Veterans are those enrollees with service-connected disabilities rated 50 percent or more and/or Veterans determined by VA to be unemployable due to service-connected conditions.
  - Priority Group 4 Veterans are those enrollees receiving aid and attendance or housebound benefits and/or are catastrophically disabled and are highly reliant on VA for their healthcare (62%).
  - Priority Group 5 Veterans consist of zero percent service-connected Veterans whose gross annual household income and net worth are below the established VA means test thresholds. Most Priority Group 5 Veterans are eligible for Medicaid in their states.
- Priority Group 6 Veterans are in of the following war periods: Mexican border period, World War I, Southwest Asia Theater of operations during the Gulf War, and after November 11, 1998, and are Veterans who seek care for a disorder associated with exposure to a toxic substance, radiation, or inactive tuberculosis. Priority Group 6 enrollees had the same rate of non-VA Insurance coverage as the Priority Group 1, but the VA reliance was much less (36% versus 56%). Health Status was explored as a possible explanation for this difference. The analysis found that 79 percent of Priority Group 6 enrollees perceived their health as good or better, compared to 44 percent of Priority Group 1 enrollees; therefore, the difference in the VA reliance for these two groups with the same degree of non-VA insurance coverage can be explained by the difference in perceived health status.

Figure 6.11

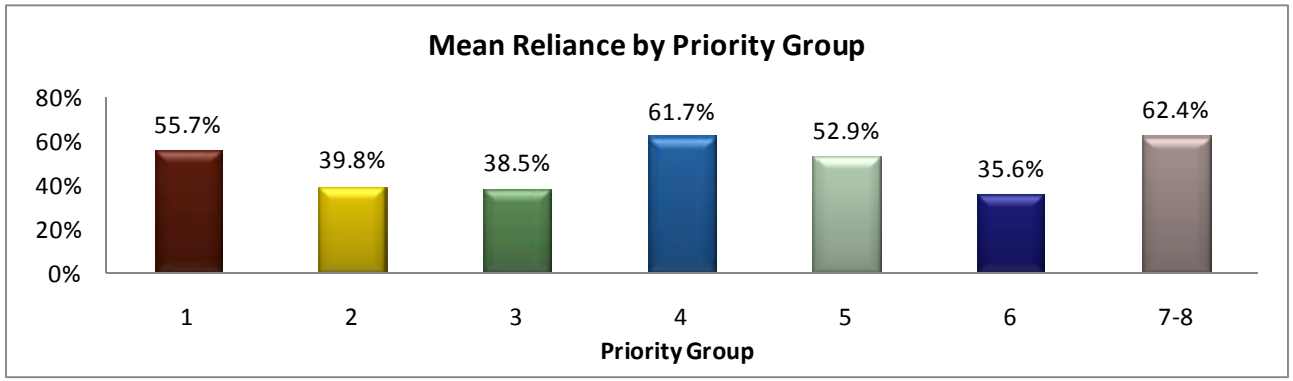


Figure 6.12

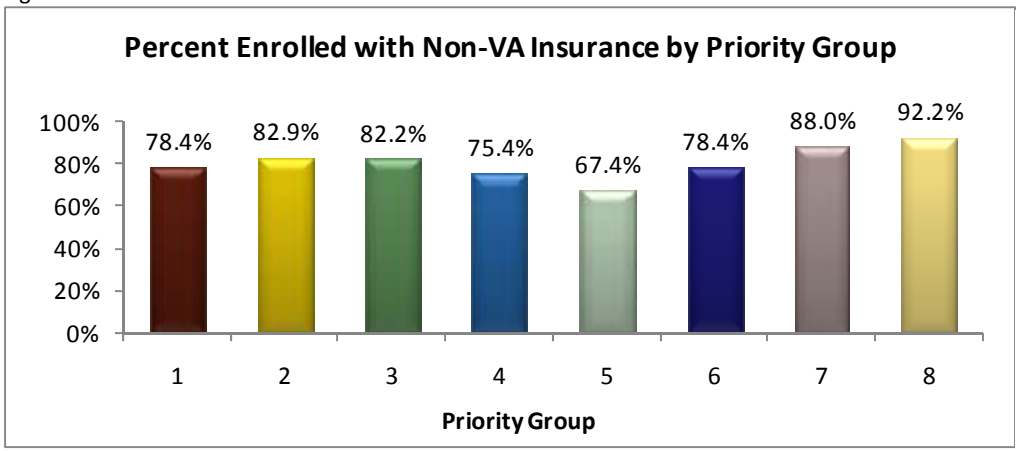


Table 6.3

Priority Group Data

Priority Groups	Health Status	
	Fair/Poor	Excellent/Very Good/Good
1	56.1%	43.6%
2	33.9%	65.8%
3	29.2%	70.4%
4	56.9%	42.5%
5	37.7%	61.9%
6	21.0%	78.8%
7	29.0%	70.9%
8	20.7%	79.1%
National Total	34.4%	65.3%

VA Reliance and Marital Status

VA reliance was associated with the marital status. (See Figure 6.13)

- Enrollees who reported being married and widowed had lower VA reliance than enrollees who were divorced, separated, or single (38% versus 58%). This relationship cannot be explained solely by the differences in self-perceived health status. Seventy five percent of enrollees who were married considered themselves with good or better health compared to 71 percent of enrollees who are divorced, separated, or single. The differences in reliance could be better explained by the differences in non-VA insurance coverage, as 88 percent of enrollees who reported being married had non-VA insurance compared to 57 percent of enrollees who are divorced, separated, or single.

Figure 6.13

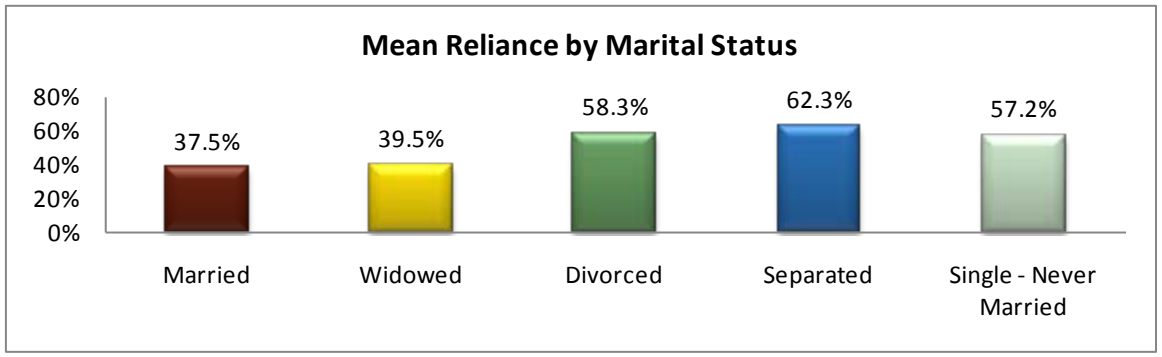
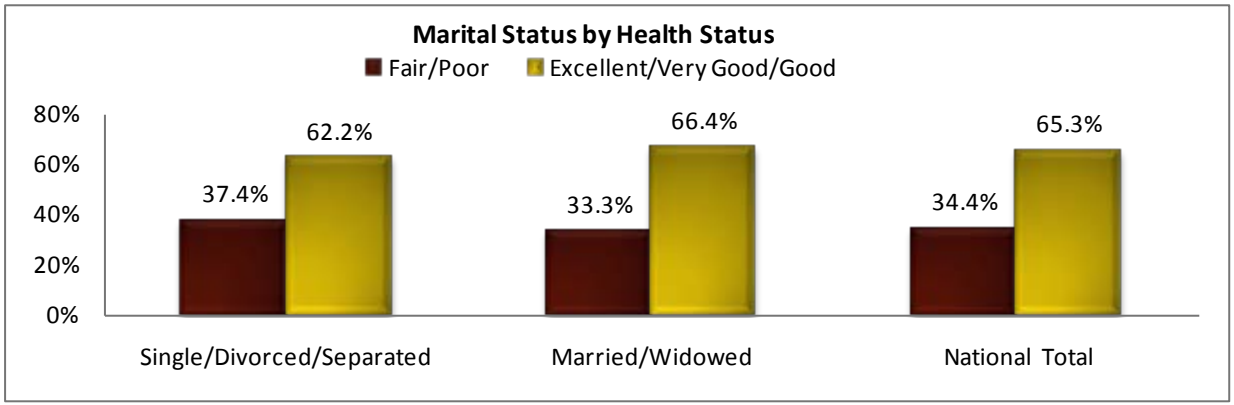
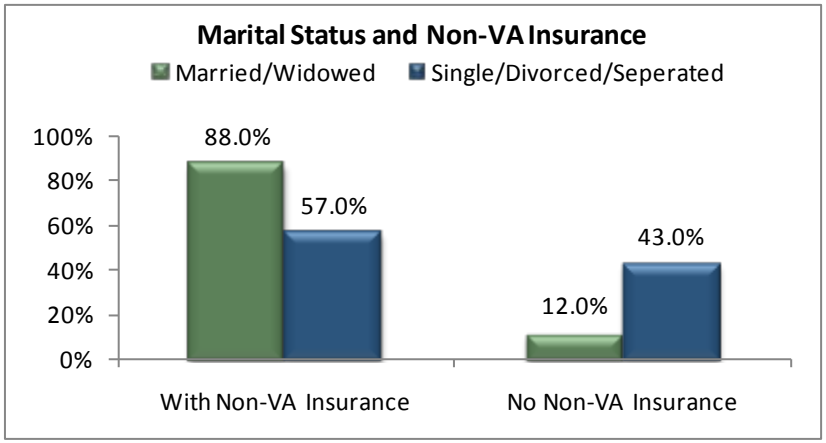


Figure 6.14



Note: Does not include Don't know/Refused responses.

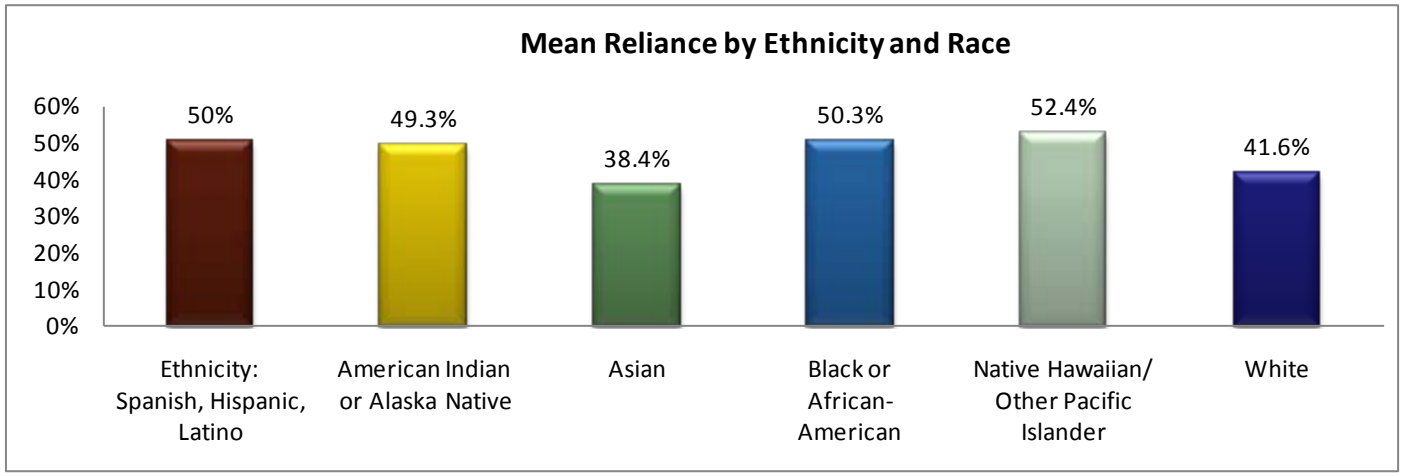
Figure 6.15



VA Reliance by Race and Ethnicity

VA reliance by race and ethnicity tends to be close to 50 percent for most groups with the exception of Asians and Whites which were at 38 percent and 42 percent respectively. These differences are probably related to differences in income, employment, and non-VA health insurance coverage for these two groups.

Figure 6.16



VA Reliance and Active Duty Period of Service

VA Reliance seemed to be related to period of service.

- Enrollees who reported service during Vietnam had the highest VA reliance (48%).
- Enrollees who report service during World War II had the lowest VA reliance (32%), much lower than the national average.

To explore the possibility that the war period was related to the Medicare coverage, the frequency of enrollees with Medicare coverage from various periods of service and their corresponding VA reliance were compared. Enrollees from the Vietnam War and Gulf War II enrollees had the highest VA reliance of 48 percent. Eighty-three percent of enrollees whose period of service was prior to Vietnam had non-VA insurance coverage mainly Medicare, and had less VA reliance. This inverse relationship was much more obvious when looking at VA reliance by period of service along with the coverage by any non-VA health insurance. No significant differences in VA Reliance were noted with respect to Combat exposure.

Figure 6.17

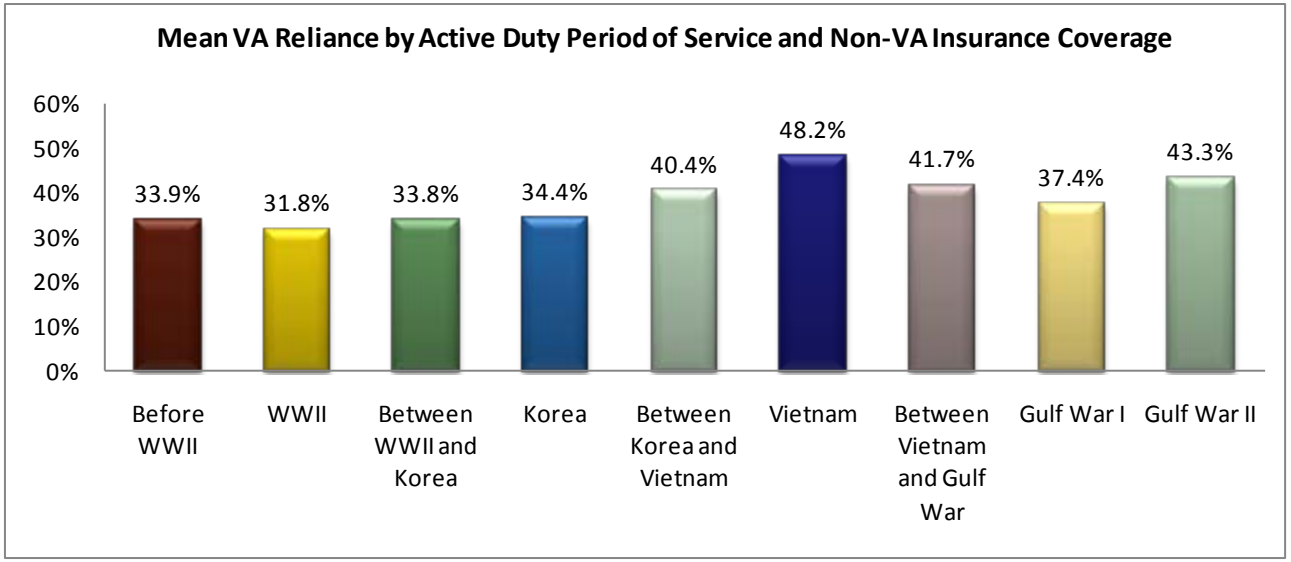
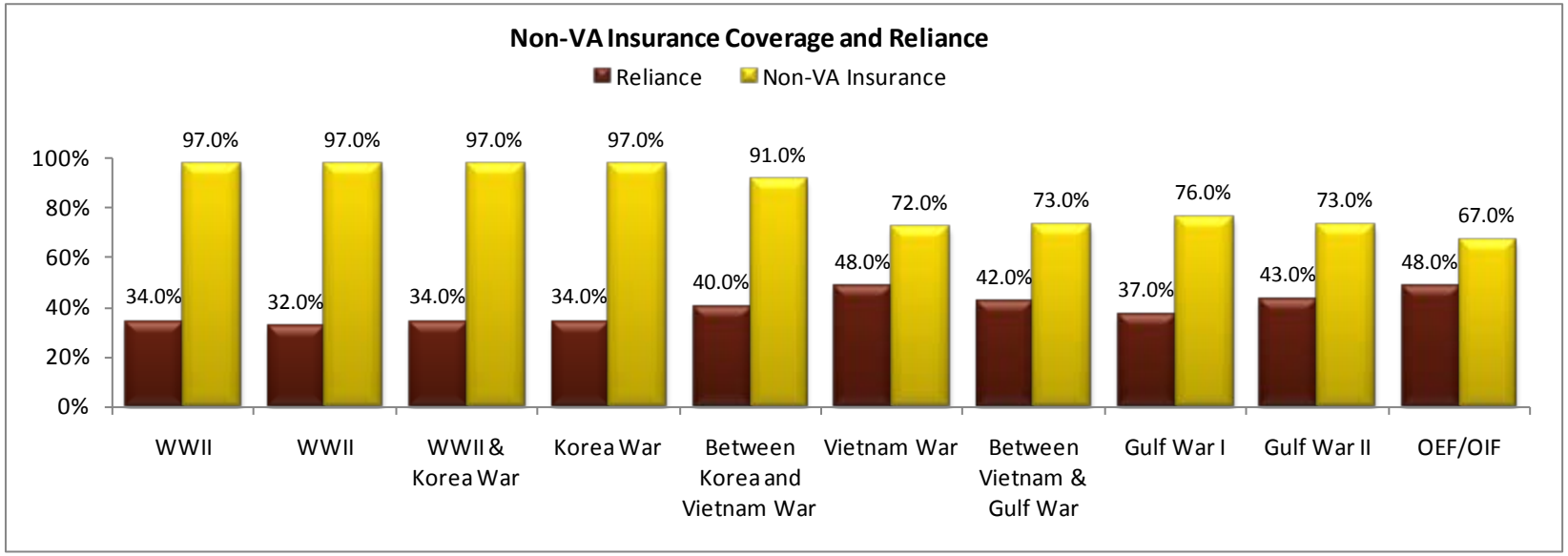


Figure 6.18



Concluding Remarks

VA reliance was measured by VA-paid or provided visits as a percentage of total visits incurred within the past year or last three months. Factors related to VA reliance were explored in the following areas: age, health status, race, ethnicity, coverage of non-VA insurance, priority group, income, marital status, employment status, period of service, and combat exposure. The findings indicate that the principle drivers of VA reliance were enrollee self-reported health status, non-VA health insurance coverage, and income. The association observed with age, marriage, employment status, period or service, and race were only secondarily related to VA reliance, as they are proxies for non-VA health insurance coverage. VA reliance also depends on what type of non-VA health insurance coverage enrollees had. The following types of non-VA health insurance coverage were associated with VA reliance rates in descending order: Medicaid, Medicare, TRICARE, Medicare and Medigap, private non-HMO insurance, and private HMO insurance. Patients with Medicaid had the highest VA reliance versus those who had private HMO insurance who had the lowest VA reliance rates.

Please note all tables pertaining to VA Reliance are within this chapter.

APPENDIX TABLES

- CHAPTERS 1 – 5 TABLES
  - Source: 2008 Survey of Veteran Enrollees' Health and Reliance Upon VA
  - Due to rounding, totals and percentages may vary slightly
- SURVEY INSTRUMENT

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Table 1.2

2008 Socioeconomic Characteristics

VISN	VISN Total	Priority			Age			Income		
		1 - 3	4 - 6	7 - 8	<45	45-64	65+	<$36,000	$36000+	DK/Ref
1	323,601	101,158	96,980	125,463	39,788	119,319	164,494	166,726	123,755	33,119
		31.3%	30.0%	38.8%	12.3%	36.9%	50.8%	51.5%	38.2%	10.2%
2	199,055	53,628	77,102	68,325	30,343	79,861	88,851	104,336	75,539	19,181
		26.9%	38.7%	34.3%	15.2%	40.1%	44.6%	52.4%	38.0%	9.6%
3	318,986	71,925	93,466	153,595	27,387	117,351	174,249	130,640	149,771	38,575
		22.6%	29.3%	48.2%	8.6%	36.8%	54.6%	41.0%	47.0%	12.1%
4	428,257	107,245	133,190	187,822	52,510	159,069	216,677	246,697	140,403	41,156
		25.0%	31.1%	43.9%	12.3%	37.1%	50.6%	57.6%	32.8%	9.6%
5	179,995	70,911	55,338	53,746	29,230	81,627	69,137	77,249	82,098	20,648
		39.4%	30.7%	29.9%	16.2%	45.4%	38.4%	42.9%	45.6%	11.5%
6	402,246	155,777	140,512	105,957	57,200	195,509	149,537	208,329	147,058	46,859
		38.7%	34.9%	26.3%	14.2%	48.6%	37.2%	51.8%	36.6%	11.7%
7	460,552	187,769	162,167	110,616	72,699	226,965	160,887	233,453	179,584	47,515
		40.8%	35.2%	24.0%	15.8%	49.3%	34.9%	50.7%	39.0%	10.3%
8	566,649	179,633	197,349	189,667	54,829	240,373	271,447	299,353	194,616	72,679
		31.7%	34.8%	33.5%	9.7%	42.4%	47.9%	52.8%	34.4%	12.8%
9	341,797	121,480	139,728	80,589	52,471	156,947	132,379	199,628	109,139	33,030
		35.5%	40.9%	23.6%	15.4%	45.9%	38.7%	58.4%	31.9%	9.7%
10	268,416	71,094	117,084	80,238	29,939	126,052	112,426	169,874	74,447	24,095
		26.5%	43.6%	29.9%	11.2%	47.0%	41.9%	63.3%	27.7%	9.0%
11	326,318	102,309	125,618	98,391	39,314	141,526	145,479	186,897	103,375	36,046
		31.4%	38.5%	30.2%	12.1%	43.4%	44.6%	57.3%	31.7%	11.1%
12	313,126	79,481	111,597	122,048	42,969	127,905	142,251	169,777	113,259	30,090
		25.4%	35.6%	39.0%	13.7%	40.9%	45.4%	54.2%	36.2%	9.6%
15	306,533	90,074	125,374	91,085	39,058	126,753	140,723	182,231	92,333	31,970
		29.4%	40.9%	29.7%	12.7%	41.4%	45.9%	59.5%	30.1%	10.4%
16	599,251	225,341	251,247	122,663	77,337	280,092	241,821	341,611	197,236	60,404
		37.6%	41.9%	20.5%	12.9%	46.7%	40.4%	57.0%	32.9%	10.1%
17	341,071	142,558	122,510	76,003	62,510	154,788	123,772	171,759	135,814	33,498
		41.8%	35.9%	22.3%	18.3%	45.4%	36.3%	50.4%	39.8%	9.8%
18	317,998	111,787	128,351	77,860	46,752	141,731	129,515	162,295	131,206	24,497
		35.2%	40.4%	24.5%	14.7%	44.6%	40.7%	51.0%	41.3%	7.7%
19	224,935	84,219	77,915	62,801	40,125	95,613	89,197	112,907	95,648	16,379
		37.4%	34.6%	27.9%	17.8%	42.5%	39.7%	50.2%	42.5%	7.3%

VISN	VISN Total	Priority			Age			Income		
		1 - 3	4 - 6	7 - 8	<45	45-64	65+	<$36,000	$36000+	DK/Ref
20	324,216	147,418	106,672	70,126	55,556	152,054	116,605	163,818	133,763	26,635
		45.5%	32.9%	21.6%	17.1%	46.9%	36.0%	50.5%	41.3%	8.2%
21	314,932	117,899	109,144	87,889	46,432	139,148	129,352	158,827	126,490	29,615
		37.4%	34.7%	27.9%	14.7%	44.2%	41.1%	50.4%	40.2%	9.4%
22	393,621	125,828	168,555	99,238	69,895	175,548	148,178	207,380	147,478	38,762
		32.0%	42.8%	25.2%	17.8%	44.6%	37.6%	52.7%	37.5%	9.9%
23	387,976	141,975	119,573	126,428	54,063	145,401	188,512	206,616	150,006	31,353
		36.6%	30.8%	32.6%	13.9%	37.5%	48.6%	53.3%	38.7%	8.1%
National	**7,339,532**	**2,489,508**	**2,659,474**	**2,190,550**	**1,020,409**	**3,183,632**	**3,135,490**	**3,900,405**	**2,703,019**	**736,107**
		33.9%	**36.2%**	**29.9%**	**13.9%**	**43.4%**	**42.7%**	**53.1%**	**36.8%**	**10.0%**

Denominator is the enrollee population by VISN. Total of Priority Groups is used for VISN total.

Table 1.3

2008 Enrollee Marital Status

VISN	Married	Widowed	Divorced	Separated	Single	DK/Ref
1	201,137	30,351	44,753	6,536	39,403	1,420
	62.2%	9.4%	13.8%	2.0%	12.2%	0.4%
2	127,244	17,899	28,271	4,994	20,420	229
	63.9%	9.0%	14.2%	2.5%	10.3%	0.1%
3	212,835	33,772	27,455	6,919	37,808	198
	66.7%	10.6%	8.6%	2.2%	11.9%	0.1%
4	291,724	40,680	50,284	5,018	39,342	1,209
	68.1%	9.5%	11.7%	1.2%	9.2%	0.3%
5	113,496	13,882	23,449	4,200	24,497	470
	63.1%	7.7%	13.0%	2.3%	13.6%	0.3%
6	274,240	22,532	60,704	11,545	33,014	212
	68.2%	5.6%	15.1%	2.9%	8.2%	0.1%
7	314,298	33,232	61,830	16,975	33,614	603
	68.2%	7.2%	13.4%	3.7%	7.3%	0.1%
8	356,628	49,095	98,983	8,727	51,648	1,567
	62.9%	8.7%	17.5%	1.5%	9.1%	0.3%
9	240,145	25,112	42,731	6,222	27,544	43
	70.3%	7.4%	12.5%	1.8%	8.1%	0.0%
10	169,114	20,125	47,550	6,237	25,091	299
	63.0%	7.5%	17.7%	2.3%	9.4%	0.1%
11	217,422	27,312	53,051	3,238	24,906	390
	66.6%	8.4%	16.3%	1.0%	7.6%	0.1%

VISN	Married	Widowed	Divorced	Separated	Single	DK/Ref
12	200,985	24,066	44,505	4,399	39,043	127
	64.2%	7.7%	14.2%	1.4%	12.5%	0.0%
15	214,325	20,392	44,585	6,418	20,533	282
	69.9%	6.7%	14.5%	2.1%	6.7%	0.1%
16	413,192	39,638	94,159	6,369	45,450	443
	69.0%	6.6%	15.7%	1.1%	7.6%	0.1%
17	231,160	21,600	52,046	6,517	28,785	963
	67.8%	6.3%	15.3%	1.9%	8.4%	0.3%
18	212,550	23,566	50,807	4,531	25,848	695
	66.8%	7.4%	16.0%	1.4%	8.1%	0.2%
19	154,212	14,343	32,929	1,757	21,299	395
	68.6%	6.4%	14.6%	0.8%	9.5%	0.2%
20	218,052	17,957	47,302	7,421	33,229	254
	67.3%	5.5%	14.6%	2.3%	10.3%	0.1%
21	195,741	19,592	50,299	7,178	41,490	631
	62.2%	6.2%	16.0%	2.3%	13.2%	0.2%
22	208,691	32,475	80,680	10,148	59,945	1,682
	53.0%	8.3%	20.5%	2.6%	15.2%	0.4%
23	278,433	24,332	45,467	1,973	37,425	346
	71.8%	6.3%	11.7%	0.5%	9.7%	0.1%
National	4,845,624	551,952	1,081,841	137,323	710,335	12,457
	66.0%	7.5%	14.7%	1.9%	9.7%	0.2%

Denominator is the enrollee population by VISN.

Table 1.4

Any Mentioned Active Duty Period of Service

VISN	Before WWII	WWII	Between WWII & Korea	Korea	Between Korea & Vietnam	Vietnam	Between Vietnam & Gulf War	Gulf War I (1991-2001)	Gulf War II (> 2001)
1	8,174	65,299	27,361	60,792	94,917	106,339	62,817	40,470	32,052
	2.5%	20.2%	8.5%	18.8%	29.3%	32.9%	19.4%	12.5%	9.9%
2	2,609	33,190	15,506	31,736	53,307	70,691	42,233	23,569	17,134
	1.3%	16.7%	7.8%	15.9%	26.8%	35.5%	21.2%	11.8%	8.6%
3	7,513	65,784	21,517	65,586	84,249	101,193	39,158	26,117	25,851
	2.4%	20.6%	6.8%	20.6%	26.4%	31.7%	12.3%	8.2%	8.1%
4	6,866	84,023	42,302	81,543	119,438	147,230	86,617	51,537	33,476
	1.6%	19.6%	9.9%	19.0%	27.9%	34.4%	20.2%	12.0%	7.8%
5	2,358	23,778	12,928	24,790	46,716	66,321	73,807	43,418	22,158
	1.3%	13.2%	7.2%	13.8%	26.0%	36.9%	41.0%	24.1%	12.3%
6	5,831	38,285	28,910	65,270	114,977	178,852	147,704	78,453	38,987
	1.5%	9.5%	7.2%	16.2%	28.6%	44.5%	36.7%	19.5%	9.7%
7	4,407	47,214	23,673	65,363	122,641	198,720	164,611	94,729	55,170
	1.0%	10.3%	5.1%	14.2%	26.6%	43.2%	35.7%	20.6%	12.0%
8	8,534	90,009	44,599	103,024	182,362	216,444	140,056	65,695	47,193
	1.5%	15.9%	7.9%	18.2%	32.2%	38.2%	24.7%	11.6%	8.3%
9	3,889	35,515	24,077	53,691	92,157	149,550	92,036	58,831	31,117
	1.1%	10.4%	7.0%	15.7%	27.0%	43.8%	26.9%	17.2%	9.1%
10	2,961	34,516	21,301	43,644	72,509	113,296	67,400	26,083	16,627
	1.1%	12.9%	7.9%	16.3%	27.0%	42.2%	25.1%	9.7%	6.2%
11	3,707	52,712	26,036	55,950	82,806	132,381	72,978	37,313	23,286
	1.1%	16.2%	8.0%	17.2%	25.4%	40.6%	22.4%	11.4%	7.1%
12	4,063	45,957	17,293	55,200	97,327	106,731	55,432	38,075	32,470
	1.3%	14.7%	5.5%	17.6%	31.1%	34.1%	17.7%	12.2%	10.4%
15	5,427	45,440	23,621	55,267	91,513	113,743	71,974	46,437	28,155
	1.8%	14.8%	7.7%	18.0%	29.9%	37.1%	23.5%	15.2%	9.2%
16	6,570	74,809	54,586	100,059	182,505	264,252	166,064	104,998	63,744
	1.1%	12.5%	9.1%	16.7%	30.5%	44.1%	27.7%	17.5%	10.6%
17	5,469	32,299	23,980	51,213	102,715	149,412	125,429	81,803	41,405
	1.6%	9.5%	7.0%	15.0%	30.1%	43.8%	36.8%	24.0%	12.1%
18	4,703	43,191	28,074	50,777	95,535	140,498	93,971	51,725	34,864
	1.5%	13.6%	8.8%	16.0%	30.0%	44.2%	29.6%	16.3%	11.0%
19	3,102	27,263	15,725	39,417	58,172	90,995	66,896	46,661	29,040
	1.4%	12.1%	7.0%	17.5%	25.9%	40.5%	29.7%	20.7%	12.9%
20	5,476	34,457	25,192	46,303	91,910	135,849	110,709	68,837	36,468
	1.7%	10.6%	7.8%	14.3%	28.4%	41.9%	34.2%	21.2%	11.3%

VISN	Before WWII	WWII	Between WWII & Korea	Korea	Between Korea & Vietnam	Vietnam	Between Vietnam & Gulf War	Gulf War I (1991-2001)	Gulf War II (> 2001)
21	6,448	41,086	29,275	54,178	93,111	131,213	77,934	49,898	38,575
	2.1%	13.1%	9.3%	17.2%	29.6%	41.7%	24.8%	15.8%	12.3%
22	6,103	51,595	33,758	58,662	111,474	151,695	111,331	74,831	49,015
	1.6%	13.1%	8.6%	14.9%	28.3%	38.5%	28.3%	19.0%	12.5%
23	6,873	56,230	31,430	76,961	109,268	142,081	79,094	46,109	35,625
	1.8%	14.5%	8.1%	19.8%	28.2%	36.6%	20.4%	11.9%	9.2%
National	**111,084**	**1,022,652**	**571,144**	**1,239,426**	**2,099,609**	**2,907,485**	**1,948,251**	**1,155,589**	**732,412**
	1.5%	**13.9%**	**7.8%**	**16.9%**	**28.6%**	**39.6%**	**26.5%**	**15.7%**	**10.0%**

Denominator is the enrollee population by VISN.

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

~Before World War II (WWII): <1942

~WWII: 1942-1946

~Between WWII and Korea: 1947-1950

~Korea: 1951-1954

~Between Korea and Vietnam: 1955-1964

~Vietnam: 1965-1974

~Between Vietnam and Gulf War: 1975-1990

~Gulf War: 1991-2001, >2001

Table 1.5

2008 Combat Status

VISN	Before WWII	WWII	Between WWII & Korea	Korea	Between Korea & Vietnam	Vietnam	Between Vietnam & Gulf War	Gulf War I	Gulf War II
1	6,505	35,035	8,859	13,460	17,326	49,706	17,706	15,618	17,502
	79.6%	53.7%	32.4%	22.1%	18.3%	46.7%	28.2%	38.6%	54.6%
2	2,181	19,567	6,387	10,412	11,399	36,470	10,608	9,946	8,824
	83.6%	59.0%	41.2%	32.8%	21.4%	51.6%	25.1%	42.2%	51.5%
3	3,287	36,745	6,864	18,018	17,706	49,988	12,083	12,756	13,852
	43.8%	55.9%	31.9%	27.5%	21.0%	49.4%	30.9%	48.8%	53.6%
4	4,023	40,734	10,121	22,118	28,188	79,029	33,466	32,359	21,522
	58.6%	48.5%	23.9%	27.1%	23.6%	53.7%	38.6%	62.8%	64.3%
5	2,019	12,556	4,919	8,537	15,138	35,023	26,699	18,171	10,426
	85.6%	52.8%	38.0%	34.4%	32.4%	52.8%	36.2%	41.9%	47.1%
6	5,306	23,306	13,328	21,095	39,062	96,554	56,047	40,097	24,304
	91.0%	60.9%	46.1%	32.3%	34.0%	54.0%	37.9%	51.1%	62.3%
7	2,355	23,372	11,227	27,679	46,752	119,438	78,572	53,866	31,327
	53.4%	49.5%	47.4%	42.3%	38.1%	60.1%	47.7%	56.9%	56.8%
8	7,177	50,722	21,893	35,040	48,952	118,478	56,449	31,345	22,445
	84.1%	56.4%	49.1%	34.0%	26.8%	54.7%	40.3%	47.7%	47.6%

VISN	Before WWII	WWII	Between WWII & Korea	Korea	Between Korea & Vietnam	Vietnam	Between Vietnam & Gulf War	Gulf War I	Gulf War II
9	2,291	19,583	9,000	20,268	27,680	84,146	44,013	34,183	18,505
	58.9%	55.1%	37.4%	37.7%	30.0%	56.3%	47.8%	58.1%	59.5%
10	2,025	18,863	5,414	10,803	14,301	47,357	18,674	11,977	10,130
	68.4%	54.6%	25.4%	24.8%	19.7%	41.8%	27.7%	45.9%	60.9%
11	2,557	29,639	10,159	20,092	21,731	70,852	23,300	18,856	11,356
	69.0%	56.2%	39.0%	35.9%	26.2%	53.5%	31.9%	50.5%	48.8%
12	3,262	25,075	5,029	15,916	21,511	56,679	19,365	19,472	17,904
	80.3%	54.6%	29.1%	28.8%	22.1%	53.1%	34.9%	51.1%	55.1%
15	4,344	25,857	7,480	15,208	21,750	63,465	27,597	21,231	13,301
	80.0%	56.9%	31.7%	27.5%	23.8%	55.8%	38.3%	45.7%	47.2%
16	5,693	43,017	28,465	44,494	59,283	132,290	74,179	52,974	32,959
	86.7%	57.5%	52.1%	44.5%	32.5%	50.1%	44.7%	50.5%	51.7%
17	3,261	17,599	10,641	22,704	43,824	87,572	60,821	41,098	23,527
	59.6%	54.5%	44.4%	44.3%	42.7%	58.6%	48.5%	50.2%	56.8%
18	3,468	23,793	13,326	20,220	37,937	80,587	39,596	26,017	16,275
	73.7%	55.1%	47.5%	39.8%	39.7%	57.4%	42.1%	50.3%	46.7%
19	2,633	16,295	6,608	14,270	21,792	53,597	27,267	20,866	18,704
	84.9%	59.8%	42.0%	36.2%	37.5%	58.9%	40.8%	44.7%	64.4%
20	4,859	22,133	11,170	20,542	36,722	82,632	44,684	34,349	19,264
	88.7%	64.2%	44.3%	44.4%	40.0%	60.8%	40.4%	49.9%	52.8%
21	4,574	21,068	12,073	24,355	34,208	79,227	33,815	24,635	21,471
	70.9%	51.3%	41.2%	45.0%	36.7%	60.4%	43.4%	49.4%	55.7%
22	3,904	30,449	17,673	21,946	41,068	86,188	43,332	32,571	26,899
	64.0%	59.0%	52.4%	37.4%	36.8%	56.8%	38.9%	43.5%	54.9%
23	5,963	29,889	12,661	28,579	29,221	74,454	27,734	22,361	24,809
	86.8%	53.2%	40.3%	37.1%	26.7%	52.4%	35.1%	48.5%	69.6%
National	**81,687**	**565,297**	**233,297**	**435,756**	**635,549**	**1,583,732**	**776,005**	**574,750**	**405,305**
	73.5%	**55.3%**	**40.8%**	**35.2%**	**30.3%**	**54.5%**	**39.8%**	**49.7%**	**55.3%**

Denominator is the enrollee population by VISN and Any Mentioned Active Duty Period of Service

Table 1.6

2008 Enrollee Employment Status

VISN	Employed Full Time	Self-Employed Full Time	Employed Part Time	Self-Employed Part Time	Unemployed	Not in the Labor Force	DK/Ref
1	60,285	13,798	15,616	14,670	11,410	207,375	446
	18.6%	4.3%	4.8%	4.5%	3.5%	64.1%	0.1%
2	42,963	5,643	8,775	5,155	11,862	124,134	523
	21.6%	2.8%	4.4%	2.6%	6.0%	62.4%	0.3%
3	50,114	10,597	14,892	8,598	13,875	219,959	951
	15.7%	3.3%	4.7%	2.7%	4.4%	69.0%	0.3%
4	81,361	8,324	17,015	9,910	16,950	293,509	1,186
	19.0%	1.9%	4.0%	2.3%	4.0%	68.5%	0.3%
5	53,517	5,818	7,823	6,341	10,929	94,726	842
	29.7%	3.2%	4.4%	3.5%	6.1%	52.6%	0.5%
6	93,601	16,945	17,397	16,214	29,281	227,225	1,582
	23.3%	4.2%	4.3%	4.0%	7.3%	56.5%	0.4%
7	111,856	11,158	17,221	16,516	39,050	262,654	2,097
	24.3%	2.4%	3.7%	3.6%	8.5%	57.0%	0.5%
8	93,870	16,834	26,458	18,835	37,529	370,729	2,394
	16.6%	3.0%	4.7%	3.3%	6.6%	65.4%	0.4%
9	61,838	12,454	13,190	11,852	21,862	220,095	507
	18.1%	3.6%	3.9%	3.5%	6.4%	64.4%	0.2%
10	47,065	8,331	12,061	7,274	24,256	168,103	1,327
	17.5%	3.1%	4.5%	2.7%	9.0%	62.6%	0.5%
11	52,446	9,650	20,780	11,439	19,184	210,893	1,927
	16.1%	3.0%	6.4%	3.5%	5.9%	64.6%	0.6%
12	57,988	10,425	19,536	6,993	18,453	197,272	2,460
	18.5%	3.3%	6.2%	2.2%	5.9%	63.0%	0.8%
15	56,048	12,411	15,318	16,932	16,149	188,917	758
	18.3%	4.1%	5.0%	5.5%	5.3%	61.6%	0.3%
16	134,605	22,837	29,246	20,519	25,727	364,389	1,928
	22.5%	3.8%	4.9%	3.4%	4.3%	60.8%	0.3%
17	84,803	15,215	11,372	12,096	21,819	192,544	3,222
	24.9%	4.5%	3.3%	3.6%	6.4%	56.5%	0.9%
18	73,316	14,931	11,847	13,522	18,534	185,218	630
	23.1%	4.7%	3.7%	4.3%	5.8%	58.3%	0.2%
19	55,674	9,765	11,802	9,795	10,764	126,444	691
	24.8%	4.3%	5.3%	4.4%	4.8%	56.2%	0.3%
20	75,508	11,636	15,271	9,650	20,756	188,401	2,993
	23.3%	3.6%	4.7%	3.0%	6.4%	58.1%	0.9%

VISN	Employed Full Time	Self-Employed Full Time	Employed Part Time	Self-Employed Part Time	Unemployed	Not in the Labor Force	DK/Ref
21	60,387	17,053	13,452	11,342	19,238	192,127	1,333
	19.2%	5.4%	4.3%	3.6%	6.1%	61.0%	0.4%
22	87,532	17,321	22,339	17,392	32,528	212,773	3,735
	22.2%	4.4%	5.7%	4.4%	8.3%	54.1%	1.0%
23	80,173	22,323	25,877	11,251	15,202	232,171	979
	20.7%	5.8%	6.7%	2.9%	3.9%	59.8%	0.3%
National	**1,514,951**	**273,466**	**347,291**	**256,297**	**435,356**	**4,479,658**	**32,512**
	20.6%	**3.7%**	**4.7%**	**3.5%**	**5.9%**	**61.0%**	**0.4%**

Denominator is the enrollee population by VISN.

CHAPTER 2

Table 2.11

Health Insurance Coverage Reported by Enrollees by Priority

VISN	Medicare*			Medicare Advantage**			Medigap**		
	P1-3	P4-6	P7-8	P1-3	P4-6	P7-8	P1-3	P4-6	P7-8
1	46,864	53,088	94,038	6,556	9,728	17,759	18,473	17,673	52,138
	46.3%	54.7%	75.0%	14.0%	18.3%	18.9%	39.4%	33.3%	55.4%
2	22,444	38,906	43,143	3,862	10,009	8,808	7,590	11,090	21,478
	41.9%	50.5%	63.1%	17.2%	25.7%	20.4%	33.8%	28.5%	49.8%
3	33,498	51,266	108,441	4,972	8,539	20,286	15,663	18,600	58,615
	46.6%	54.9%	70.6%	14.8%	16.7%	18.7%	46.8%	36.3%	54.1%
4	51,239	73,095	134,837	7,727	18,338	31,091	19,433	25,943	68,244
	47.8%	54.9%	71.8%	15.1%	25.1%	23.1%	37.9%	35.5%	50.6%
5	23,585	28,330	34,071	2,576	3,159	4,100	6,193	9,716	20,211
	33.3%	51.2%	63.4%	10.9%	11.2%	12.0%	26.3%	34.3%	59.3%
6	68,451	65,193	66,197	7,186	10,321	9,686	18,246	21,950	36,408
	43.9%	46.4%	62.5%	10.5%	15.8%	14.6%	26.7%	33.7%	55.0%
7	77,507	81,370	68,603	15,393	14,161	8,611	19,173	23,269	41,295
	41.3%	50.2%	62.0%	19.9%	17.4%	12.6%	24.7%	28.6%	60.2%
8	84,101	98,543	138,719	12,204	28,610	24,767	24,841	27,570	82,462
	46.8%	49.9%	73.1%	14.5%	29.0%	17.9%	29.5%	28.0%	59.4%
9	52,827	74,969	54,064	7,525	11,338	10,268	12,979	22,650	26,484
	43.5%	53.7%	67.1%	14.2%	15.1%	19.0%	24.6%	30.2%	49.0%
10	27,664	55,420	54,993	5,643	12,385	13,800	9,306	12,801	24,203
	38.9%	47.3%	68.5%	20.4%	22.3%	25.1%	33.6%	23.1%	44.0%
11	44,029	60,877	72,620	7,459	9,263	14,785	14,291	20,018	42,568
	43.0%	48.5%	73.8%	16.9%	15.2%	20.4%	32.5%	32.9%	58.6%

VISN	Medicare*			Medicare Advantage**			Medigap**		
	P1-3	P4-6	P7-8	P1-3	P4-6	P7-8	P1-3	P4-6	P7-8
12	31,384	56,532	89,485	4,955	9,218	15,022	12,290	20,270	55,246
	39.5%	50.7%	73.3%	15.8%	16.3%	16.8%	39.2%	35.9%	61.7%
15	39,708	69,964	66,215	5,030	10,707	10,840	14,714	25,006	41,000
	44.1%	55.8%	72.7%	12.7%	15.3%	16.4%	37.1%	35.7%	61.9%
16	96,126	124,828	92,659	10,664	21,288	13,888	23,438	40,517	48,915
	42.7%	49.7%	75.5%	11.1%	17.1%	15.0%	24.4%	32.5%	52.8%
17	58,379	57,691	43,977	6,006	10,526	7,572	18,217	17,301	21,992
	41.0%	47.1%	57.9%	10.3%	18.2%	17.2%	31.2%	30.0%	50.0%
18	52,890	55,915	48,774	7,143	7,203	11,208	13,854	16,908	23,239
	47.3%	43.6%	62.6%	13.5%	12.9%	23.0%	26.2%	30.2%	47.6%
19	32,296	31,540	41,867	3,501	6,737	8,481	10,548	9,588	22,436
	38.4%	40.5%	66.7%	10.8%	21.4%	20.3%	32.7%	30.4%	53.6%
20	59,939	44,277	43,269	7,123	8,313	10,775	19,828	10,823	20,318
	40.7%	41.5%	61.7%	11.9%	18.8%	24.9%	33.1%	24.4%	47.0%
21	51,743	49,621	54,705	9,677	8,363	11,169	13,630	10,409	26,488
	43.9%	45.5%	62.2%	18.7%	16.9%	20.4%	26.3%	21.0%	48.4%
22	45,179	70,542	65,460	8,508	16,962	21,450	11,185	17,119	23,975
	35.9%	41.9%	66.0%	18.8%	24.0%	32.8%	24.8%	24.3%	36.6%
23	66,306	54,765	96,316	11,477	12,266	19,704	29,363	20,579	61,627
	46.7%	45.8%	76.2%	17.3%	22.4%	20.5%	44.3%	37.6%	64.0%
National	**1,066,161**	**1,296,733**	**1,512,453**	155,187	247,432	294,069	333,255	399,801	819,342
	42.8%	**48.8%**	**69.0%**	14.6%	19.1%	19.4%	31.3%	30.8%	54.2%

Percentages do not total 100% because enrollees may have multiple coverage.
****Denominator is enrollees by Priority and VISN. **Denominator is enrollees with Medicare by Priority and VISN.***

Table 2.12

Health Insurance Coverage Reported by Enrollees by Priority

VISN	Medicare Part A			Medicare Part B			Medicare Part D		
	P1-3	P4-6	P7-8	P1-3	P4-6	P7-8	P1-3	P4-6	P7-8
1	34,190	38,535	69,133	31,169	32,589	63,210	12,617	20,753	31,658
	33.8%	39.7%	55.1%	30.8%	33.6%	50.4%	6.5%	10.7%	16.3%
2	16,027	22,430	29,389	13,955	20,899	28,760	7,236	12,032	12,300
	29.9%	29.1%	43.0%	26.0%	27.1%	42.1%	6.9%	11.5%	11.8%
3	24,616	36,471	79,472	24,167	33,098	80,281	10,449	19,655	40,797
	34.2%	39.0%	51.7%	33.6%	35.4%	52.3%	5.4%	10.2%	21.1%
4	38,060	46,360	93,957	33,615	38,989	89,126	15,422	29,769	54,282
	35.5%	34.8%	50.0%	31.3%	29.3%	47.5%	6.0%	11.5%	20.9%

VISN	Medicare Part A			Medicare Part B			Medicare Part D		
	P1-3	P4-6	P7-8	P1-3	P4-6	P7-8	P1-3	P4-6	P7-8
5	17,375	21,182	26,279	16,745	18,326	26,535	4,397	11,728	10,224
	24.5%	38.3%	48.9%	23.6%	33.1%	49.4%	5.1%	13.6%	11.9%
6	53,182	46,884	52,950	50,871	47,288	51,278	19,487	26,758	24,151
	34.1%	33.4%	50.0%	32.7%	33.7%	48.4%	9.8%	13.4%	12.1%
7	54,030	60,392	56,588	48,476	56,490	53,913	23,636	28,649	25,116
	28.8%	37.2%	51.2%	25.8%	34.8%	48.7%	10.4%	12.6%	11.0%
8	66,050	60,854	104,031	59,965	51,565	101,501	26,269	35,952	46,609
	36.8%	30.8%	54.8%	33.4%	26.1%	53.5%	8.2%	11.2%	14.5%
9	38,228	55,519	38,982	35,633	47,287	35,841	15,278	24,057	17,844
	31.5%	39.7%	48.4%	29.3%	33.8%	44.5%	8.4%	13.2%	9.8%
10	19,584	40,024	37,917	17,047	30,830	36,466	8,140	21,082	18,612
	27.5%	34.2%	47.3%	24.0%	26.3%	45.4%	5.9%	15.3%	13.5%
11	32,581	43,632	51,691	29,387	33,909	50,296	10,605	23,786	22,406
	31.8%	34.7%	52.5%	28.7%	27.0%	51.1%	6.0%	13.4%	12.6%
12	23,136	39,150	67,143	20,149	33,848	62,529	8,720	17,396	24,062
	29.1%	35.1%	55.0%	25.4%	30.3%	51.2%	4.9%	9.8%	13.6%
15	30,088	50,609	50,268	27,381	45,074	49,537	11,234	27,250	18,209
	33.4%	40.4%	55.2%	30.4%	36.0%	54.4%	6.4%	15.5%	10.4%
16	71,360	87,249	70,416	65,836	76,157	67,268	26,997	49,597	27,555
	31.7%	34.7%	57.4%	29.2%	30.3%	54.8%	8.6%	15.8%	8.8%
17	45,841	41,481	32,674	42,331	38,224	30,782	15,817	19,255	14,938
	32.2%	33.9%	43.0%	29.7%	31.2%	40.5%	9.9%	12.0%	9.3%
18	38,708	40,833	34,452	35,842	38,187	34,186	15,539	20,388	21,689
	34.6%	31.8%	44.2%	32.1%	29.8%	43.9%	9.9%	12.9%	13.8%
19	24,908	20,187	29,572	23,357	18,118	28,620	10,046	12,034	14,305
	29.6%	25.9%	47.1%	27.7%	23.3%	45.6%	9.5%	11.4%	13.5%
20	42,216	28,433	26,971	41,598	24,141	26,773	14,898	13,481	16,662
	28.6%	26.7%	38.5%	28.2%	22.6%	38.2%	10.1%	9.1%	11.3%
21	33,820	31,296	37,755	32,714	29,336	34,750	19,753	16,957	20,247
	28.7%	28.7%	43.0%	27.7%	26.9%	39.5%	12.7%	10.9%	13.0%
22	29,887	42,574	37,827	28,830	36,862	38,881	17,357	36,269	35,025
	23.8%	25.3%	38.1%	22.9%	21.9%	39.2%	9.6%	20.0%	19.3%
23	48,384	38,169	68,679	45,959	33,763	64,984	18,105	23,347	33,489
	34.1%	31.9%	54.3%	32.4%	28.2%	51.4%	8.3%	10.7%	15.4%
National	**782,271**	**892,264**	**1,096,144**	**725,027**	**784,979**	**1,055,516**	**312,002**	**490,194**	**530,180**
	73.4%	**68.8%**	**72.5%**	**68.0%**	**60.5%**	**69.8%**	**29.3%**	**37.8%**	**35.1%**

Denominator is enrollees with Medicare by Priority and VISN.

Table 2.13

Private Health Insurance Coverage Reported by Enrollees by Priority

VISN	Private HMO			Private Non-HMO			Private Total		
	P1-3	P4-6	P7-8	P1-3	P4-6	P7-8	P1-3	P4-6	P7-8
1	20,620	9,629	21,473	18,341	14,262	27,475	38,961	23,891	48,948
	20.4%	9.9%	17.1%	18.1%	14.7%	21.9%	38.5%	24.6%	39.0%
2	11,658	11,457	17,584	12,642	14,158	18,734	24,300	25,614	36,318
	21.7%	14.9%	25.7%	23.6%	18.4%	27.4%	45.3%	33.2%	53.2%
3	16,976	15,750	38,085	17,368	12,918	37,509	34,345	28,668	75,593
	23.6%	16.9%	24.8%	24.1%	13.8%	24.4%	47.8%	30.7%	49.2%
4	20,015	14,839	41,996	20,042	22,487	40,788	40,056	37,326	82,784
	18.7%	11.1%	22.4%	18.7%	16.9%	21.7%	37.3%	28.0%	44.1%
5	14,800	5,809	9,192	12,814	4,229	14,064	27,614	10,038	23,256
	20.9%	10.5%	17.1%	18.1%	7.6%	26.2%	38.9%	18.1%	43.3%
6	26,716	6,511	14,953	30,520	20,598	24,048	57,236	27,109	39,001
	17.2%	4.6%	14.1%	19.6%	14.7%	22.7%	36.7%	19.3%	36.8%
7	27,170	19,983	19,221	36,654	14,134	24,162	63,824	34,117	43,383
	14.5%	12.3%	17.4%	19.5%	8.7%	21.8%	34.0%	21.0%	39.2%
8	19,980	16,766	23,303	29,328	23,223	31,000	49,309	39,989	54,303
	11.1%	8.5%	12.3%	16.3%	11.8%	16.3%	27.4%	20.3%	28.6%
9	15,413	11,663	12,705	19,271	20,815	18,980	34,684	32,477	31,685
	12.7%	8.3%	15.8%	15.9%	14.9%	23.6%	28.6%	23.2%	39.3%
10	14,397	11,459	14,559	16,723	14,194	19,380	31,121	25,653	33,939
	20.3%	9.8%	18.1%	23.5%	12.1%	24.2%	43.8%	21.9%	42.3%
11	18,852	13,505	13,775	25,321	22,421	21,284	44,173	35,926	35,059
	18.4%	10.8%	14.0%	24.7%	17.8%	21.6%	43.2%	28.6%	35.6%
12	18,653	12,957	20,069	15,967	16,372	28,586	34,621	29,329	48,655
	23.5%	11.6%	16.4%	20.1%	14.7%	23.4%	43.6%	26.3%	39.9%
15	16,754	10,862	11,745	14,496	17,452	19,757	31,250	28,314	31,502
	18.6%	8.7%	12.9%	16.1%	13.9%	21.7%	34.7%	22.6%	34.6%
16	24,890	28,553	11,627	33,307	30,697	26,954	58,196	59,251	38,581
	11.0%	11.4%	9.5%	14.8%	12.2%	22.0%	25.8%	23.6%	31.5%
17	18,940	18,301	11,564	20,553	14,890	13,806	39,493	33,191	25,371
	13.3%	14.9%	15.2%	14.4%	12.2%	18.2%	27.7%	27.1%	33.4%
18	16,220	18,965	13,132	13,241	20,176	11,522	29,461	39,141	24,654
	14.5%	14.8%	16.9%	11.8%	15.7%	14.8%	26.4%	30.5%	31.7%
19	12,530	11,981	8,667	16,442	10,735	15,243	28,972	22,716	23,910
	14.9%	15.4%	13.8%	19.5%	13.8%	24.3%	34.4%	29.2%	38.1%
20	20,582	7,716	11,271	31,059	16,572	14,616	51,641	24,288	25,887
	14.0%	7.2%	16.1%	21.1%	15.5%	20.8%	35.0%	22.8%	36.9%

VISN	Private HMO			Private Non-HMO			Private Total		
	P1-3	P4-6	P7-8	P1-3	P4-6	P7-8	P1-3	P4-6	P7-8
21	26,932	12,880	22,535	14,392	11,249	16,290	41,324	24,129	38,824
	22.8%	11.8%	25.6%	12.2%	10.3%	18.5%	35.1%	22.1%	44.2%
22	26,154	22,902	25,908	15,125	8,139	10,785	41,279	31,041	36,693
	20.8%	13.6%	26.1%	12.0%	4.8%	10.9%	32.8%	18.4%	37.0%
23	24,155	9,017	12,738	30,544	22,280	29,505	54,700	31,297	42,244
	17.0%	7.5%	10.1%	21.5%	18.6%	23.3%	38.5%	26.2%	33.4%
National	**412,407**	**291,505**	**376,102**	**444,150**	**352,001**	**464,488**	**856,560**	**643,505**	**840,591**
	16.6%	**11.0%**	**17.2%**	**17.8%**	**13.2%**	**21.2%**	**34.4%**	**24.2%**	**38.4%**

Percentages do not totals 100% because enrollees may have multiple coverage.
Denominator is enrollees by Priority and VISN.

Table 2.14

Health Insurance Coverage Reported by Enrollees by Priority

VISN	Medicaid			TRICARE			No Coverage		
	P1-3	P4-6	P7-8	P1-3	P4-6	P7-8	P1-3	P4-6	P7-8
1	7,391	14,281	11,720	19,900	4,564	6,721	17,221	26,842	7,591
	7.3%	14.7%	9.3%	19.7%	4.7%	5.4%	17.0%	27.7%	6.1%
2	3,655	6,910	4,000	9,430	3,598	4,861	11,128	19,208	3,521
	6.8%	9.0%	5.9%	17.6%	4.7%	7.1%	20.8%	24.9%	5.2%
3	4,735	11,850	8,946	8,725	4,013	7,534	12,413	24,916	10,813
	6.6%	12.7%	5.8%	12.1%	4.3%	4.9%	17.3%	26.7%	7.0%
4	6,423	16,181	13,732	24,954	9,215	5,741	18,147	32,125	12,064
	6.0%	12.2%	7.3%	23.3%	6.9%	3.1%	16.9%	24.1%	6.4%
5	3,314	8,110	5,142	30,443	3,817	6,872	9,690	18,039	5,583
	4.7%	14.7%	9.6%	42.9%	6.9%	12.8%	13.7%	32.6%	10.4%
6	9,059	12,425	3,949	64,096	13,962	16,225	26,288	45,700	12,385
	5.8%	8.8%	3.7%	41.2%	9.9%	15.3%	16.9%	32.5%	11.7%
7	10,396	14,350	4,301	79,426	8,227	14,476	31,535	49,890	11,681
	5.5%	8.9%	3.9%	42.3%	5.1%	13.1%	16.8%	30.8%	10.6%
8	9,989	19,604	11,640	58,464	9,811	17,920	40,940	67,916	16,709
	5.6%	9.9%	6.1%	32.6%	5.0%	9.5%	22.8%	34.4%	8.8%
9	6,704	13,730	5,519	37,069	6,744	6,601	25,242	38,948	8,294
	5.5%	9.8%	6.9%	30.5%	4.8%	8.2%	20.8%	27.9%	10.3%
10	3,959	11,849	4,207	13,660	5,804	4,972	14,742	39,504	6,556
	5.6%	10.1%	5.2%	19.2%	5.0%	6.2%	20.7%	33.7%	8.2%
11	6,448	18,267	8,599	18,502	5,820	5,904	21,242	37,637	8,554
	6.3%	14.5%	8.7%	18.1%	4.6%	6.0%	20.8%	30.0%	8.7%
12	4,266	13,484	11,676	14,468	5,870	6,485	16,042	30,764	8,387

VISN	Medicaid			TRICARE			No Coverage		
	P1-3	P4-6	P7-8	P1-3	P4-6	P7-8	P1-3	P4-6	P7-8
	5.4%	12.1%	9.6%	18.2%	5.3%	5.3%	20.2%	27.6%	6.9%
15	6,136	20,279	6,736	26,477	6,143	6,451	14,720	33,946	6,602
	6.8%	16.2%	7.4%	29.4%	4.9%	7.1%	16.3%	27.1%	7.3%
16	10,232	16,342	8,498	79,655	19,577	15,616	46,998	74,136	11,646
	4.5%	6.5%	6.9%	35.4%	7.8%	12.7%	20.9%	29.5%	9.5%
17	7,194	7,412	3,801	65,539	15,175	13,372	26,657	35,616	11,827
	5.1%	6.1%	5.0%	46.0%	12.4%	17.6%	18.7%	29.1%	15.6%
18	4,475	7,532	3,746	41,391	9,315	10,595	24,561	34,928	12,137
	4.0%	5.9%	4.8%	37.0%	7.3%	13.6%	22.0%	27.2%	15.6%
19	3,384	6,717	4,848	32,365	7,189	6,032	16,082	26,023	7,529
	4.0%	8.6%	7.7%	38.4%	9.2%	9.6%	19.1%	33.4%	12.0%
20	5,223	7,700	5,241	53,462	7,080	7,192	27,207	37,038	9,683
	3.5%	7.2%	7.5%	36.3%	6.6%	10.3%	18.5%	34.7%	13.8%
21	7,530	11,562	3,108	37,446	7,270	8,090	23,219	37,715	11,098
	6.4%	10.6%	3.5%	31.8%	6.7%	9.2%	19.7%	34.6%	12.6%
22	5,323	20,583	8,459	40,236	7,512	10,548	27,871	65,284	13,480
	4.2%	12.2%	8.5%	32.0%	4.5%	10.6%	22.2%	38.7%	13.6%
23	10,210	18,314	16,208	26,315	8,638	8,791	24,731	36,241	10,291
	7.2%	15.3%	12.8%	18.5%	7.2%	7.0%	17.4%	30.3%	8.1%
National	**136,047**	**277,482**	**154,075**	**782,024**	**169,346**	**191,001**	**476,676**	**812,416**	**206,431**
	5.5%	**10.4%**	**7.0%**	**31.4%**	**6.4%**	**8.7%**	**19.2%**	**30.6%**	**9.4%**

Percentages do not total 100% because enrollees may have multiple coverage.

Table 2.15

Health Insurance Coverage Reported by Enrollees by Age

VISN	Medicare*			Medicare Advantage**			Medigap**		
	<45	45-64	65+	<45	45-64	65+	<45	45-64	65+
1	1,758	33,090	159,142	429	4,869	28,745	152	11,157	76,975
	4.4%	27.7%	96.7%	24.4%	14.7%	18.1%	8.6%	33.7%	48.4%
2	2,182	18,525	83,787	127	4,271	18,282	200	4,627	35,331
	7.2%	23.2%	94.3%	5.8%	23.1%	21.8%	9.2%	25.0%	42.2%
3	1,563	27,481	164,162	669	4,697	28,430	333	6,917	85,628
	5.7%	23.4%	94.2%	42.8%	17.1%	17.3%	21.3%	25.2%	52.2%
4	8,872	42,722	207,577	81	9,403	47,672	1,467	12,751	99,402
	16.9%	26.9%	95.8%	0.9%	22.0%	23.0%	16.5%	29.8%	47.9%
5	3,194	17,132	65,659	269	1,990	7,575	158	4,873	31,089
	10.9%	21.0%	95.0%	8.4%	11.6%	11.5%	4.9%	28.4%	47.3%

VISN	Medicare*			Medicare Advantage**			Medigap**		
	<45	45-64	65+	<45	45-64	65+	<45	45-64	65+
6	4,248	54,566	141,027	1,723	9,313	16,158	801	10,572	65,232
	7.4%	27.9%	94.3%	40.6%	17.1%	11.5%	18.9%	19.4%	46.3%
7	5,540	69,590	152,351	218	15,010	22,937	2,333	15,777	65,627
	7.6%	30.7%	94.7%	3.9%	21.6%	15.1%	42.1%	22.7%	43.1%
8	2,848	63,597	254,918	1,240	12,295	52,046	265	16,943	117,665
	5.2%	26.5%	93.9%	43.5%	19.3%	20.4%	9.3%	26.6%	46.2%
9	4,805	51,892	125,163	811	7,526	20,795	115	10,823	51,174
	9.2%	33.1%	94.5%	16.9%	14.5%	16.6%	2.4%	20.9%	40.9%
10	2,733	29,333	106,011	410	6,741	24,676	283	4,793	41,234
	9.1%	23.3%	94.3%	15.0%	23.0%	23.3%	10.4%	16.3%	38.9%
11	2,598	35,643	139,285	106	5,495	25,906	490	8,985	67,402
	6.6%	25.2%	95.7%	4.1%	15.4%	18.6%	18.9%	25.2%	48.4%
12	2,923	36,393	138,084	369	7,012	21,814	104	10,840	76,863
	6.8%	28.5%	97.1%	12.6%	19.3%	15.8%	3.6%	29.8%	55.7%
15	1,624	40,888	133,375	114	6,271	20,192	22	10,830	69,868
	4.2%	32.3%	94.8%	7.0%	15.3%	15.1%	1.4%	26.5%	52.4%
16	8,292	78,375	226,945	1,126	9,759	34,954	173	15,319	97,377
	10.7%	28.0%	93.8%	13.6%	12.5%	15.4%	2.1%	19.5%	42.9%
17	3,287	40,378	116,383	541	6,524	17,040	81	10,263	47,166
	5.3%	26.1%	94.0%	16.5%	16.2%	14.6%	2.5%	25.4%	40.5%
18	868	35,256	121,456	57	4,586	20,910	107	8,167	45,727
	1.9%	24.9%	93.8%	6.6%	13.0%	17.2%	12.3%	23.2%	37.6%
19	804	21,923	82,977	-	4,605	14,113	-	4,958	37,614
	2.0%	22.9%	93.0%	0.0%	21.0%	17.0%	0.0%	22.6%	45.3%
20	2,309	37,681	107,495	872	3,913	21,427	-	8,219	42,751
	4.2%	24.8%	92.2%	37.8%	10.4%	19.9%	0.0%	21.8%	39.8%
21	1,817	36,797	117,455	268	4,312	24,628	49	8,941	41,537
	3.9%	26.4%	90.8%	14.7%	11.7%	21.0%	2.7%	24.3%	35.4%
22	7,848	40,789	132,544	2,484	5,981	38,455	71	6,522	45,686
	11.2%	23.2%	89.4%	31.7%	14.7%	29.0%	0.9%	16.0%	34.5%
23	2,508	34,370	180,509	232	6,014	37,201	647	9,191	101,732
	4.6%	23.6%	95.8%	9.3%	17.5%	20.6%	25.8%	26.7%	56.4%
National	**72,621**	**846,422**	**2,956,304**	**12,146**	**140,588**	**543,955**	**7,850**	**201,469**	**1,343,079**
	7.1%	**26.6%**	**94.3%**	**16.7%**	**16.6%**	**18.4%**	**10.8%**	**23.8%**	**45.4%**

Percentages do not total 100% because enrollees may have multiple coverage.

****Denominator is enrollees by Age and VISN. **Denominator is enrollees with Medicare by Age and VISN.***

Table 2.16

Health Insurance Coverage Reported by Enrollees by Age

VISN	Medicare Part A*			Medicare Part B*			Medicare Part D*		
	<45	45-64	65+	<45	45-64	65+	<45	45-64	65+
1	1,145	23,555	117,157	994	19,492	106,482	1,171	9,283	54,574
	65.1%	71.2%	73.6%	56.5%	58.9%	66.9%	2.9%	7.8%	33.2%
2	668	11,308	55,870	908	9,096	53,610	338	5,295	25,934
	30.6%	61.0%	66.7%	41.6%	49.1%	64.0%	1.1%	6.6%	29.2%
3	793	16,761	123,006	749	17,051	119,747	438	6,615	63,849
	50.7%	61.0%	74.9%	47.9%	62.0%	72.9%	1.6%	5.6%	36.6%
4	7,854	26,409	144,115	7,112	21,108	133,509	5,982	13,542	79,949
	88.5%	61.8%	69.4%	80.2%	49.4%	64.3%	11.4%	8.5%	36.9%
5	1,835	12,171	50,829	1,920	11,026	48,660	848	5,558	19,943
	57.5%	71.0%	77.4%	60.1%	64.4%	74.1%	2.9%	6.8%	28.9%
6	2,525	38,410	112,081	2,525	36,151	110,760	1,940	20,256	48,200
	59.4%	70.4%	79.5%	59.4%	66.3%	78.5%	3.4%	10.4%	32.2%
7	5,018	46,067	119,924	4,490	39,040	115,350	833	23,020	53,549
	90.6%	66.2%	78.7%	81.0%	56.1%	75.7%	1.2%	10.1%	33.3%
8	1,163	40,530	189,242	577	33,542	178,912	-	16,541	92,289
	40.8%	63.7%	74.2%	20.3%	52.7%	70.2%	0.0%	6.9%	34.0%
9	3,184	37,524	92,021	3,890	31,241	83,630	471	18,273	38,435
	66.3%	72.3%	73.5%	81.0%	60.2%	66.8%	0.9%	11.6%	29.0%
10	1,831	18,865	76,829	1,259	15,352	67,731	922	9,222	37,690
	67.0%	64.3%	72.5%	46.1%	52.3%	63.9%	3.1%	7.3%	33.5%
11	1,658	25,951	100,294	1,798	22,018	89,777	537	11,120	45,140
	63.8%	72.8%	72.0%	69.2%	61.8%	64.5%	1.4%	7.9%	31.0%
12	2,198	24,208	103,022	2,098	20,809	93,619	1,302	10,193	38,682
	75.2%	66.5%	74.6%	71.8%	57.2%	67.8%	3.0%	8.0%	27.2%
15	1,110	27,342	102,513	521	24,216	97,256	215	10,573	45,905
	68.3%	66.9%	76.9%	32.1%	59.2%	72.9%	0.6%	8.3%	32.6%
16	4,832	58,833	165,360	4,621	45,584	159,056	2,522	26,429	75,198
	58.3%	75.1%	72.9%	55.7%	58.2%	70.1%	3.3%	9.4%	31.1%
17	1,857	29,128	89,010	1,592	23,808	85,937	1,725	11,224	37,061
	56.5%	72.1%	76.5%	48.4%	59.0%	73.8%	2.8%	7.3%	29.9%
18	485	25,797	87,710	485	21,110	86,619	435	9,835	47,345
	55.9%	73.2%	72.2%	55.9%	59.9%	71.3%	0.9%	6.9%	36.6%
19	698	13,550	60,420	593	12,043	57,460	107	7,118	29,160
	86.8%	61.8%	72.8%	73.8%	54.9%	69.2%	0.3%	7.4%	32.7%
20	970	25,233	71,418	889	20,965	70,658	1,174	7,770	36,097
	42.0%	67.0%	66.4%	38.5%	55.6%	65.7%	2.1%	5.1%	31.0%

VISN	Medicare Part A*			Medicare Part B*			Medicare Part D*		
	<45	45-64	65+	<45	45-64	65+	<45	45-64	65+
21	957	25,149	76,765	900	23,155	72,745	503	12,670	43,785
	52.7%	68.3%	65.4%	49.5%	62.9%	61.9%	1.1%	9.1%	33.9%
22	4,424	26,639	79,225	2,775	24,215	77,582	2,040	16,012	70,599
	56.4%	65.3%	59.8%	35.4%	59.4%	58.5%	2.9%	9.1%	47.6%
23	1,922	23,597	129,713	1,881	19,294	123,530	992	10,128	63,822
	76.6%	68.7%	71.9%	75.0%	56.1%	68.4%	1.8%	7.0%	33.9%
National	**47,127**	**577,027**	**2,146,526**	**42,577**	**490,316**	**2,032,629**	**24,496**	**260,676**	**1,047,206**
	64.9%	**68.2%**	**72.6%**	**58.6%**	**57.9%**	**68.8%**	**33.7%**	**30.8%**	**35.4%**

Percentages do not total 100% because enrollees may have multiple coverage.
****Denominator is enrollees with Medicare by Age and VISN.***

Table 2.17

Private Health Insurance Coverage Reported by Enrollees by Age

VISN	Private HMO*			Private Non HMO*			Private Total*		
	<45	45-64	65+	<45	45-64	65+	<45	45-64	65+
1	12,383	30,177	9,163	7,941	17,145	34,991	20,324	47,321	44,154
	31.1%	25.3%	5.6%	20.0%	14.4%	21.3%	51.1%	39.7%	26.8%
2	7,549	22,112	11,037	9,193	19,012	17,329	16,743	41,124	28,366
	24.9%	27.7%	12.4%	30.3%	23.8%	19.5%	55.2%	51.5%	31.9%
3	8,134	40,063	22,613	6,209	26,085	35,501	14,344	66,148	58,113
	29.7%	34.1%	13.0%	22.7%	22.2%	20.4%	52.4%	56.4%	33.4%
4	14,192	44,109	18,549	13,212	29,808	40,296	27,404	73,917	58,845
	27.0%	27.7%	8.6%	25.2%	18.7%	18.6%	52.2%	46.5%	27.2%
5	7,908	18,021	3,872	6,035	11,904	13,168	13,943	29,925	17,040
	27.1%	22.1%	5.6%	20.6%	14.6%	19.0%	47.7%	36.7%	24.6%
6	13,787	29,780	4,613	12,379	42,188	20,599	26,166	71,968	25,212
	24.1%	15.2%	3.1%	21.6%	21.6%	13.8%	45.7%	36.8%	16.9%
7	20,642	42,783	2,949	15,428	35,600	23,923	36,070	78,383	26,872
	28.4%	18.9%	1.8%	21.2%	15.7%	14.9%	49.6%	34.5%	16.7%
8	11,604	29,776	18,669	7,491	37,946	38,114	19,096	67,722	56,783
	21.2%	12.4%	6.9%	13.7%	15.8%	14.0%	34.8%	28.2%	20.9%
9	11,040	22,424	6,316	13,948	28,650	16,468	24,988	51,074	22,784
	21.0%	14.3%	4.8%	26.6%	18.3%	12.4%	47.6%	32.5%	17.2%
10	7,991	25,872	6,552	7,110	23,529	19,659	15,101	49,401	26,211
	26.7%	20.5%	5.8%	23.7%	18.7%	17.5%	50.4%	39.2%	23.3%
11	10,123	26,754	9,255	10,420	32,237	26,370	20,543	58,991	35,625
	25.7%	18.9%	6.4%	26.5%	22.8%	18.1%	52.3%	41.7%	24.5%

VISN	Private HMO*			Private Non HMO*			Private Total*		
	<45	45-64	65+	<45	45-64	65+	<45	45-64	65+
12	11,989	30,130	9,560	8,062	24,256	28,607	20,051	54,386	38,167
	27.9%	23.6%	6.7%	18.8%	19.0%	20.1%	46.7%	42.5%	26.8%
15	13,566	18,280	7,515	9,968	21,659	20,078	23,534	39,938	27,593
	34.7%	14.4%	5.3%	25.5%	17.1%	14.3%	60.3%	31.5%	19.6%
16	9,301	44,798	10,971	13,458	47,045	30,456	22,759	91,842	41,427
	12.0%	16.0%	4.5%	17.4%	16.8%	12.6%	29.4%	32.8%	17.1%
17	12,257	28,974	7,576	9,286	23,625	16,338	21,543	52,598	23,914
	19.6%	18.7%	6.1%	14.9%	15.3%	13.2%	34.5%	34.0%	19.3%
18	10,610	27,700	10,007	11,657	18,835	14,448	22,267	46,535	24,454
	22.7%	19.5%	7.7%	24.9%	13.3%	11.2%	47.6%	32.8%	18.9%
19	8,782	17,917	6,479	8,814	18,710	14,897	17,596	36,627	21,376
	21.9%	18.7%	7.3%	22.0%	19.6%	16.7%	43.9%	38.3%	24.0%
20	10,588	20,970	8,010	17,136	28,247	16,864	27,724	49,217	24,875
	19.1%	13.8%	6.9%	30.8%	18.6%	14.5%	49.9%	32.4%	21.3%
21	13,911	33,022	15,413	7,757	16,496	17,677	21,669	49,518	33,090
	30.0%	23.7%	11.9%	16.7%	11.9%	13.7%	46.7%	35.6%	25.6%
22	17,716	40,930	16,317	7,780	16,646	9,623	25,497	57,576	25,940
	25.3%	23.3%	11.0%	11.1%	9.5%	6.5%	36.5%	32.8%	17.5%
23	13,148	23,667	9,096	16,655	33,384	32,291	29,802	57,051	41,387
	24.3%	16.3%	4.8%	30.8%	23.0%	17.1%	55.1%	39.2%	22.0%
National	**247,223**	**618,261**	**214,532**	**219,940**	**553,003**	**487,696**	**467,163**	**1,171,264**	**702,228**
	24.2%	**19.4%**	**6.8%**	**21.6%**	**17.4%**	**15.6%**	**45.8%**	**36.8%**	**22.4%**

Percentages do not total 100% because enrollees may have multiple coverage.
****Denominator is enrollees by Age and VISN.***

Table 2.18

Health Insurance Coverage Reported by Enrollees by Age

VISN	Medicaid			TRICARE			No Coverage		
	<45	45-64	65+	<45	45-64	65+	<45	45-64	65+
1	1,185	9,655	22,553	6,854	12,341	11,990	12,566	36,182	2,907
	3.0%	8.1%	13.7%	17.2%	10.3%	7.3%	31.6%	30.3%	1.8%
2	263	4,918	9,383	3,740	7,225	6,925	9,819	21,764	2,273
	0.9%	6.2%	10.6%	12.3%	9.1%	7.8%	32.4%	27.3%	2.6%
3	1,051	7,348	17,132	2,378	8,305	9,589	9,926	31,252	6,964
	3.8%	6.3%	9.8%	8.7%	7.1%	5.5%	36.2%	26.6%	4.0%
4	1,057	10,996	24,282	5,721	19,059	15,131	12,671	45,236	4,428
	2.0%	6.9%	11.2%	10.9%	12.0%	7.0%	24.1%	28.4%	2.0%

VISN	Medicaid			TRICARE			No Coverage		
	<45	45-64	65+	<45	45-64	65+	<45	45-64	65+
5	1,049	4,628	10,889	6,167	22,636	12,329	7,870	23,508	1,934
	3.6%	5.7%	15.8%	21.1%	27.7%	17.8%	26.9%	28.8%	2.8%
6	2,497	9,253	13,683	14,000	46,177	34,106	16,584	61,425	6,364
	4.4%	4.7%	9.2%	24.5%	23.6%	22.8%	29.0%	31.4%	4.3%
7	1,230	8,243	19,575	13,866	52,984	35,280	21,993	64,368	6,744
	1.7%	3.6%	12.2%	19.1%	23.3%	21.9%	30.3%	28.4%	4.2%
8	1,790	14,338	25,104	10,761	35,029	40,406	25,545	90,315	9,705
	3.3%	6.0%	9.3%	19.6%	14.6%	14.9%	46.6%	37.6%	3.6%
9	786	12,476	12,690	6,585	24,107	19,723	18,667	48,779	5,038
	1.5%	8.0%	9.6%	12.6%	15.4%	14.9%	35.6%	31.1%	3.8%
10	1,214	7,575	11,226	4,473	12,952	7,011	9,576	46,426	4,800
	4.1%	6.0%	10.0%	14.9%	10.3%	6.2%	32.0%	36.8%	4.3%
11	2,281	9,387	21,646	4,458	13,167	12,601	11,351	52,285	3,798
	5.8%	6.6%	14.9%	11.3%	9.3%	8.7%	28.9%	36.9%	2.6%
12	2,253	7,147	20,026	7,851	10,491	8,482	13,472	38,847	2,874
	5.2%	5.6%	14.1%	18.3%	8.2%	6.0%	31.4%	30.4%	2.0%
15	2,821	7,693	22,637	4,936	20,959	13,176	10,359	39,005	5,904
	7.2%	6.1%	16.1%	12.6%	16.5%	9.4%	26.5%	30.8%	4.2%
16	2,273	9,487	23,312	20,680	48,362	45,806	30,073	94,231	8,476
	2.9%	3.4%	9.6%	26.7%	17.3%	18.9%	38.9%	33.6%	3.5%
17	1,488	6,052	10,868	17,240	43,889	32,958	23,075	45,985	5,039
	2.4%	3.9%	8.8%	27.6%	28.4%	26.6%	36.9%	29.7%	4.1%
18	700	5,583	9,469	8,012	28,036	25,254	16,667	48,825	6,135
	1.5%	3.9%	7.3%	17.1%	19.8%	19.5%	35.7%	34.5%	4.7%
19	-	3,393	11,557	8,204	20,474	16,908	15,016	30,802	3,815
	0.0%	3.6%	13.0%	20.5%	21.4%	19.0%	37.4%	32.2%	4.3%
20	308	5,722	12,134	12,254	31,234	24,247	16,747	51,938	5,243
	0.6%	3.8%	10.4%	22.1%	20.5%	20.8%	30.1%	34.2%	4.5%
21	871	7,752	13,577	8,269	20,141	24,397	17,801	48,064	6,167
	1.9%	5.6%	10.5%	17.8%	14.5%	18.9%	38.3%	34.5%	4.8%
22	4,297	13,635	16,434	11,038	23,022	24,235	29,031	65,159	12,445
	6.2%	7.8%	11.1%	15.8%	13.1%	16.4%	41.5%	37.1%	8.4%
23	507	7,600	36,625	7,348	19,956	16,440	17,014	49,893	4,356
	0.9%	5.2%	19.4%	13.6%	13.7%	8.7%	31.5%	34.3%	2.3%
National	**29,920**	**172,882**	**364,802**	**184,834**	**520,545**	**436,992**	**345,823**	**1,034,289**	**115,411**
	2.9%	**5.4%**	**11.6%**	**18.1%**	**16.4%**	**13.9%**	**33.9%**	**32.5%**	**3.7%**

Percentages do not total 100% because enrollees may have multiple coverage.

Table 2.19

Health Insurance Coverage Reported by Enrollees by Income

VISN	Medicare*			Medicare Advantage**			Medigap**		
	<$36K	$36K+	DK/Ref	<$36K	$36K+	DK/Ref	<$36K	$36K+	DK/Ref
1	108,872	61,725	23,393	17,535	12,708	3,800	46,621	30,537	11,126
	65.3%	49.9%	70.6%	16.1%	20.6%	16.2%	42.8%	49.5%	47.6%
2	65,931	28,170	10,392	14,134	5,329	3,216	23,076	13,744	3,338
	63.2%	37.3%	54.2%	21.4%	18.9%	30.9%	35.0%	48.8%	32.1%
3	85,200	78,545	29,461	16,751	12,819	4,226	36,086	41,734	15,058
	65.2%	52.4%	76.4%	19.7%	16.3%	14.3%	42.4%	53.1%	51.1%
4	172,762	59,111	27,298	42,166	9,967	5,022	69,267	30,480	13,873
	70.0%	42.1%	66.3%	24.4%	16.9%	18.4%	40.1%	51.6%	50.8%
5	45,510	30,754	9,722	5,543	2,967	1,324	18,221	13,392	4,506
	58.9%	37.5%	47.1%	12.2%	9.6%	13.6%	40.0%	43.5%	46.3%
6	117,620	57,641	24,580	18,497	4,923	3,773	43,725	24,015	8,864
	56.5%	39.2%	52.5%	15.7%	8.5%	15.3%	37.2%	41.7%	36.1%
7	128,353	74,621	24,508	24,879	10,616	2,670	41,054	31,727	10,955
	55.0%	41.6%	51.6%	19.4%	14.2%	10.9%	32.0%	42.5%	44.7%
8	171,321	96,040	54,002	47,148	11,980	6,453	61,318	43,770	29,784
	57.2%	49.3%	74.3%	27.5%	12.5%	11.9%	35.8%	45.6%	55.2%
9	117,525	44,237	20,098	20,396	5,603	3,133	36,335	17,010	8,768
	58.9%	40.5%	60.8%	17.4%	12.7%	15.6%	30.9%	38.5%	43.6%
10	95,183	26,555	16,339	23,650	5,361	2,816	26,181	11,802	8,327
	56.0%	35.7%	67.8%	24.8%	20.2%	17.2%	27.5%	44.4%	51.0%
11	113,675	43,100	20,751	18,659	9,197	3,651	48,268	20,349	8,261
	60.8%	41.7%	57.6%	16.4%	21.3%	17.6%	42.5%	47.2%	39.8%
12	105,962	51,100	20,339	18,133	8,317	2,745	45,891	31,437	10,479
	62.4%	45.1%	67.6%	17.1%	16.3%	13.5%	43.3%	61.5%	51.5%
15	114,674	41,157	20,057	18,442	5,390	2,745	48,157	22,581	9,982
	62.9%	44.6%	62.7%	16.1%	13.1%	13.7%	42.0%	54.9%	49.8%
16	195,017	84,585	34,010	34,012	7,512	4,316	61,435	37,061	14,374
	57.1%	42.9%	56.3%	17.4%	8.9%	12.7%	31.5%	43.8%	42.3%
17	89,994	49,740	20,313	15,083	4,494	4,528	31,968	19,240	6,301
	52.4%	36.6%	60.6%	16.8%	9.0%	22.3%	35.5%	38.7%	31.0%
18	84,960	56,898	15,721	15,567	8,454	1,533	26,456	20,772	6,773
	52.3%	43.4%	64.2%	18.3%	14.9%	9.8%	31.1%	36.5%	43.1%
19	58,051	37,587	10,065	11,187	5,866	1,665	21,540	16,815	4,217
	51.4%	39.3%	61.5%	19.3%	15.6%	16.5%	37.1%	44.7%	41.9%
20	83,966	49,439	14,080	15,787	7,552	2,873	27,824	18,744	4,402
	51.3%	37.0%	52.9%	18.8%	15.3%	20.4%	33.1%	37.9%	31.3%

VISN	Medicare*			Medicare Advantage**			Medigap**		
	<$36K	$36K+	DK/Ref	<$36K	$36K+	DK/Ref	<$36K	$36K+	DK/Ref
21	84,671	53,377	18,021	14,999	11,280	2,929	24,866	19,869	5,792
	53.3%	42.2%	60.9%	17.7%	21.1%	16.3%	29.4%	37.2%	32.1%
22	95,814	66,930	18,437	27,476	14,616	4,828	24,446	22,976	4,858
	46.2%	45.4%	47.6%	28.7%	21.8%	26.2%	25.5%	34.3%	26.3%
23	132,742	61,439	23,206	28,475	9,229	5,744	66,058	34,629	10,882
	64.2%	41.0%	74.0%	21.5%	15.0%	24.8%	49.8%	56.4%	46.9%
National	**2,267,803**	**1,152,749**	**454,795**	**448,519**	**174,180**	**73,989**	**828,793**	**522,683**	**200,921**
	58.1%	**42.6%**	**61.8%**	**19.8%**	**15.1%**	**16.3%**	**36.5%**	**45.3%**	**44.2%**

Percentages do not total 100% because enrollees may have multiple coverage.
****Denominator is enrollees by VISN and Income. **Denominator is enrollees with Medicare by VISN and Income.***

Table 2.20

Health Insurance Coverage Reported by Enrollees by Income

VISN	Medicare Part A			Medicare Part B			Medicare Part D		
	<$36K	$36K+	DK/Ref	<$36K	$36K+	DK/Ref	<$36K	$36K+	DK/Ref
1	81,121	44,731	16,006	73,682	40,077	13,209	37,887	19,610	7,531
	74.5%	72.5%	68.4%	67.7%	64.9%	56.5%	34.8%	31.8%	32.2%
2	41,008	20,534	6,305	38,284	19,486	5,845	19,301	7,990	4,277
	62.2%	72.9%	60.7%	58.1%	69.2%	56.2%	29.3%	28.4%	41.2%
3	57,907	60,947	21,705	56,051	61,249	20,247	37,802	23,452	9,648
	68.0%	77.6%	73.7%	65.8%	78.0%	68.7%	44.4%	29.9%	32.8%
4	115,380	44,570	18,427	103,634	41,082	17,013	69,996	21,770	7,708
	66.8%	75.4%	67.5%	60.0%	69.5%	62.3%	40.5%	36.8%	28.2%
5	33,724	24,126	6,985	31,168	24,360	6,078	15,826	7,313	3,211
	74.1%	78.4%	71.8%	68.5%	79.2%	62.5%	34.8%	23.8%	33.0%
6	86,387	48,728	17,901	83,069	48,271	18,096	43,749	17,556	9,091
	73.4%	84.5%	72.8%	70.6%	83.7%	73.6%	37.2%	30.5%	37.0%
7	92,715	59,008	19,286	85,257	54,549	19,073	47,378	24,571	5,454
	72.2%	79.1%	78.7%	66.4%	73.1%	77.8%	36.9%	32.9%	22.3%
8	111,616	77,368	41,952	95,084	75,234	42,712	59,464	34,099	15,267
	65.2%	80.6%	77.7%	55.5%	78.3%	79.1%	34.7%	35.5%	28.3%
9	82,760	35,244	14,725	72,073	32,885	13,802	40,414	10,698	6,066
	70.4%	79.7%	73.3%	61.3%	74.3%	68.7%	34.4%	24.2%	30.2%
10	64,659	20,170	12,697	53,944	18,717	11,682	33,885	7,589	6,359
	67.9%	76.0%	77.7%	56.7%	70.5%	71.5%	35.6%	28.6%	38.9%
11	81,843	31,449	14,611	73,086	27,883	12,623	38,995	10,959	6,843
	72.0%	73.0%	70.4%	64.3%	64.7%	60.8%	34.3%	25.4%	33.0%

VISN	Medicare Part A			Medicare Part B			Medicare Part D		
	<$36K	$36K+	DK/Ref	<$36K	$36K+	DK/Ref	<$36K	$36K+	DK/Ref
12	75,729	39,330	14,369	66,866	35,210	14,450	30,517	14,716	4,944
	71.5%	77.0%	70.6%	63.1%	68.9%	71.0%	28.8%	28.8%	24.3%
15	83,709	32,803	14,453	76,974	31,075	13,943	39,258	11,521	5,914
	73.0%	79.7%	72.1%	67.1%	75.5%	69.5%	34.2%	28.0%	29.5%
16	135,587	68,383	25,054	119,615	65,773	23,873	68,433	25,790	9,926
	69.5%	80.8%	73.7%	61.3%	77.8%	70.2%	35.1%	30.5%	29.2%
17	64,842	40,433	14,720	57,510	40,435	13,392	31,584	12,784	5,641
	72.1%	81.3%	72.5%	63.9%	81.3%	65.9%	35.1%	25.7%	27.8%
18	57,740	43,281	12,972	54,293	41,564	12,357	31,188	20,817	5,610
	68.0%	76.1%	82.5%	63.9%	73.1%	78.6%	36.7%	36.6%	35.7%
19	39,816	27,817	7,035	35,310	27,938	6,847	20,782	12,096	3,507
	68.6%	74.0%	69.9%	60.8%	74.3%	68.0%	35.8%	32.2%	34.8%
20	53,276	35,286	9,059	49,167	33,712	9,632	25,036	15,028	4,977
	63.4%	71.4%	64.3%	58.6%	68.2%	68.4%	29.8%	30.4%	35.4%
21	53,156	36,664	13,051	50,781	33,495	12,524	29,617	19,805	7,535
	62.8%	68.7%	72.4%	60.0%	62.8%	69.5%	35.0%	37.1%	41.8%
22	54,059	45,551	10,679	49,551	44,419	10,603	50,026	30,377	8,248
	56.4%	68.1%	57.9%	51.7%	66.4%	57.5%	52.2%	45.4%	44.7%
23	92,307	48,143	14,781	85,631	44,642	14,432	47,127	19,686	8,128
	69.5%	78.4%	63.7%	64.5%	72.7%	62.2%	35.5%	32.0%	35.0%
National	**1,559,340**	**884,567**	**326,772**	**1,411,031**	**842,057**	**312,433**	**818,264**	**368,226**	**145,885**
	68.8%	**76.7%**	**71.9%**	**62.2%**	**73.0%**	**68.7%**	**36.1%**	**31.9%**	**32.1%**

Percentages do not total 100% because enrollees may have multiple coverage.
Denominator is enrollees with Medicare by Income and VISN.

Table 2.21

Private Health Insurance Coverage Reported by Enrollees by Income

VISN	Private HMO			Private Non HMO			Private Total		
	<$36K	$36K+	DK/Ref	<$36K	$36K+	DK/Ref	<$36K	$36K+	DK/Ref
1	12,857	33,507	5,358	24,985	27,350	7,742	37,842	60,858	13,100
	7.7%	27.1%	16.2%	15.0%	22.1%	23.4%	22.7%	49.2%	39.6%
2	10,539	24,502	5,657	19,723	23,131	2,680	30,262	47,633	8,337
	10.1%	32.4%	29.5%	18.9%	30.6%	14.0%	29.0%	63.1%	43.5%
3	14,204	47,093	9,513	15,355	42,646	9,794	29,559	89,739	19,307
	10.9%	31.4%	24.7%	11.8%	28.5%	25.4%	22.6%	59.9%	50.1%
4	28,746	40,240	7,864	36,752	37,347	9,217	65,498	77,588	17,081
	11.7%	28.7%	19.1%	14.9%	26.6%	22.4%	26.6%	55.3%	41.5%

VISN	Private HMO			Private Non HMO			Private Total		
	<$36K	$36K+	DK/Ref	<$36K	$36K+	DK/Ref	<$36K	$36K+	DK/Ref
5	5,504	21,477	2,820	9,201	18,301	3,605	14,704	39,779	6,425
	7.1%	26.2%	13.7%	11.9%	22.3%	17.5%	19.0%	48.5%	31.1%
6	13,970	29,887	4,323	29,371	38,386	7,409	43,341	68,273	11,732
	6.7%	20.3%	9.2%	14.1%	26.1%	15.8%	20.8%	46.4%	25.0%
7	18,873	42,191	5,310	23,028	42,581	9,341	41,901	84,772	14,651
	8.1%	23.5%	11.2%	9.9%	23.7%	19.7%	18.0%	47.2%	30.8%
8	21,281	35,519	3,250	34,887	36,865	11,800	56,167	72,384	15,049
	7.1%	18.3%	4.5%	11.7%	18.9%	16.2%	18.8%	37.2%	20.7%
9	9,866	24,020	5,895	28,788	26,022	4,256	38,654	50,042	10,151
	4.9%	22.0%	17.8%	14.4%	23.8%	12.9%	19.4%	45.9%	30.7%
10	13,034	23,789	3,592	23,150	22,076	5,072	36,184	45,865	8,664
	7.7%	32.0%	14.9%	13.6%	29.7%	21.1%	21.3%	61.6%	36.0%
11	16,278	27,995	1,859	27,983	31,774	9,269	44,261	59,769	11,128
	8.7%	27.1%	5.2%	15.0%	30.7%	25.7%	23.7%	57.8%	30.9%
12	17,114	29,189	5,377	21,612	32,128	7,185	38,726	61,317	12,561
	10.1%	25.8%	17.9%	12.7%	28.4%	23.9%	22.8%	54.1%	41.8%
15	13,501	21,480	4,381	25,830	22,308	3,567	39,331	43,787	7,947
	7.4%	23.3%	13.7%	14.2%	24.2%	11.2%	21.6%	47.4%	24.9%
16	27,967	27,371	9,733	34,512	46,741	9,706	62,478	74,112	19,438
	8.2%	13.9%	16.1%	10.1%	23.7%	16.1%	18.3%	37.6%	32.2%
17	16,339	28,997	3,471	15,947	26,593	6,709	32,285	55,590	10,179
	9.5%	21.4%	10.4%	9.3%	19.6%	20.0%	18.8%	40.9%	30.4%
18	11,065	35,520	1,732	21,988	20,401	2,551	33,053	55,922	4,282
	6.8%	27.1%	7.1%	13.6%	15.6%	10.4%	20.4%	42.6%	17.5%
19	9,979	21,908	1,290	15,701	23,221	3,498	25,681	45,129	4,788
	8.8%	22.9%	7.9%	13.9%	24.3%	21.4%	22.7%	47.2%	29.2%
20	11,644	26,546	1,379	21,474	33,634	7,138	33,118	60,180	8,517
	7.1%	19.8%	5.2%	13.1%	25.1%	26.8%	20.2%	45.0%	32.0%
21	19,160	39,546	3,640	15,189	23,101	3,641	34,349	62,647	7,281
	12.1%	31.3%	12.3%	9.6%	18.3%	12.3%	21.6%	49.5%	24.6%
22	21,978	44,345	8,641	10,329	18,924	4,795	32,307	63,269	13,436
	10.6%	30.1%	22.3%	5.0%	12.8%	12.4%	15.6%	42.9%	34.7%
23	12,167	30,075	3,669	32,172	44,832	5,325	44,340	74,908	8,994
	5.9%	20.0%	11.7%	15.6%	29.9%	17.0%	21.5%	49.9%	28.7%
National	**326,066**	**655,198**	**98,752**	**487,975**	**638,364**	**134,301**	**814,041**	**1,293,562**	**233,053**
	8.4%	**24.2%**	**13.4%**	**12.5%**	**23.6%**	**18.2%**	**20.9%**	**47.9%**	**31.7%**

Percentages do not total 100% because enrollees may have multiple coverage. Denominator is enrollee by Income and VISN.

Table 2.22

Health Insurance Coverage Reported by Enrollees by Income

VISN	Medicaid			TRICARE			No Coverage		
	<$36K	$36K+	DK/Ref	<$36K	$36K+	DK/Ref	<$36K	$36K+	DK/Ref
1	23,497	6,623	3,273	8,435	19,048	3,702	37,208	11,344	3,102
	14.1%	5.4%	9.9%	5.1%	15.4%	11.2%	22.3%	9.2%	9.4%
2	10,719	2,932	914	6,110	9,130	2,650	22,669	8,104	3,084
	10.3%	3.9%	4.8%	5.9%	12.1%	13.8%	21.7%	10.7%	16.1%
3	16,636	4,739	4,156	7,409	10,734	2,128	31,032	13,832	3,278
	12.7%	3.2%	10.8%	5.7%	7.2%	5.5%	23.8%	9.2%	8.5%
4	26,890	4,439	5,005	11,219	24,723	3,968	46,733	12,811	2,792
	10.9%	3.2%	12.2%	4.6%	17.6%	9.6%	18.9%	9.1%	6.8%
5	11,005	3,364	2,197	5,845	30,005	5,282	22,501	7,456	3,354
	14.3%	4.1%	10.6%	7.6%	36.6%	25.6%	29.1%	9.1%	16.3%
6	16,889	3,581	4,962	24,321	55,021	14,940	58,153	16,706	9,514
	8.1%	2.4%	10.6%	11.7%	37.4%	31.9%	27.9%	11.4%	20.3%
7	21,645	5,426	1,976	26,353	63,035	12,741	67,830	18,472	6,804
	9.3%	3.0%	4.2%	11.3%	35.1%	26.8%	29.1%	10.3%	14.3%
8	29,792	6,626	4,815	20,541	55,655	9,999	93,304	25,235	7,027
	10.0%	3.4%	6.6%	6.9%	28.6%	13.8%	31.2%	13.0%	9.7%
9	19,310	5,121	1,521	16,253	29,675	4,486	52,707	15,323	4,454
	9.7%	4.7%	4.6%	8.1%	27.2%	13.6%	26.4%	14.0%	13.5%
10	14,707	3,174	2,134	8,657	12,909	2,869	50,967	6,392	3,444
	8.7%	4.3%	8.9%	5.1%	17.3%	11.9%	30.0%	8.6%	14.3%
11	21,653	6,598	5,063	9,699	18,088	2,441	50,290	8,377	8,766
	11.6%	6.4%	14.0%	5.2%	17.5%	6.8%	26.9%	8.1%	24.3%
12	20,779	5,046	3,601	10,060	15,100	1,663	40,925	9,658	4,610
	12.2%	4.5%	12.0%	5.9%	13.3%	5.5%	24.1%	8.5%	15.3%
15	25,607	4,307	3,237	12,156	22,099	4,816	41,697	8,301	5,270
	14.1%	4.7%	10.1%	6.7%	23.9%	15.1%	22.9%	9.0%	16.5%
16	23,342	5,761	5,969	33,112	69,306	12,430	97,476	25,928	9,377
	6.8%	2.9%	9.9%	9.7%	35.1%	20.6%	28.5%	13.2%	15.5%
17	12,234	4,124	2,050	24,545	57,863	11,679	54,032	15,619	4,449
	7.1%	3.0%	6.1%	14.3%	42.6%	34.9%	31.5%	11.5%	13.3%
18	9,908	4,924	920	16,055	40,223	5,024	50,948	15,858	4,821
	6.1%	3.8%	3.8%	9.9%	30.7%	20.5%	31.4%	12.1%	19.7%
19	9,486	3,378	2,086	11,518	30,539	3,530	35,110	11,293	3,230
	8.4%	3.5%	12.7%	10.2%	31.9%	21.6%	31.1%	11.8%	19.7%
20	11,966	4,262	1,936	16,229	43,357	8,148	51,556	18,340	4,033
	7.3%	3.2%	7.3%	9.9%	32.4%	30.6%	31.5%	13.7%	15.1%

VISN	Medicaid			TRICARE			No Coverage		
	<$36K	$36K+	DK/Ref	<$36K	$36K+	DK/Ref	<$36K	$36K+	DK/Ref
21	15,178	4,134	2,888	13,091	33,620	6,096	48,851	17,872	5,309
	9.6%	3.3%	9.8%	8.2%	26.6%	20.6%	30.8%	14.1%	17.9%
22	23,269	8,400	2,696	12,515	35,462	10,318	80,163	19,087	7,385
	11.2%	5.7%	7.0%	6.0%	24.1%	26.6%	38.7%	12.9%	19.1%
23	29,811	9,143	5,778	14,600	25,896	3,247	47,103	20,596	3,563
	14.4%	6.1%	18.4%	7.1%	17.3%	10.4%	22.8%	13.7%	11.4%
National	**394,323**	**106,102**	**67,178**	**308,725**	**701,488**	**132,159**	**1,081,253**	**306,604**	**107,666**
	10.1%	**3.9%**	**9.1%**	**7.9%**	**26.0%**	**18.0%**	**27.7%**	**11.3%**	**14.6%**

Percentages do not total 100% because enrollees may have multiple coverage.

Table 2.23

2008 Various Medicare Coverage Reported by Enrollees

VISN	Medicare	No Medicare*	Medicare Part A and B	Medicare Part A without B	Medicare Part B without A
1	193,990	129,611	120,710	21,148	6,258
	60.0%	40.1%	62.2%	10.9%	3.2%
2	104,494	94,562	57,920	9,927	5,694
	52.5%	47.5%	55.4%	9.5%	5.5%
3	193,205	125,781	129,574	10,985	7,972
	60.6%	39.4%	67.1%	5.7%	4.1%
4	259,171	169,085	149,903	28,474	11,826
	60.5%	39.5%	57.8%	11.0%	4.6%
5	85,986	94,009	57,179	7,656	4,427
	47.8%	52.2%	66.5%	8.9%	5.2%
6	199,841	202,405	138,399	14,617	11,037
	49.7%	50.3%	69.3%	7.3%	5.5%
7	227,481	233,071	151,762	19,247	7,117
	49.4%	50.6%	66.7%	8.5%	3.1%
8	321,363	245,286	202,458	28,477	10,572
	56.7%	43.3%	63.0%	8.9%	3.3%
9	181,860	159,937	110,048	22,680	8,713
	53.2%	46.8%	60.5%	12.5%	4.8%
10	138,078	130,339	80,394	17,131	3,949
	51.4%	48.6%	58.2%	12.4%	2.9%
11	177,526	148,793	107,961	19,942	5,631
	54.4%	45.6%	60.8%	11.2%	3.2%
12	177,401	135,725	109,753	19,675	6,773
	56.7%	43.4%	61.9%	11.1%	3.8%

VISN	Medicare	No Medicare*	Medicare Part A and B	Medicare Part A without B	Medicare Part B without A
15	175,887	130,646	111,080	19,885	10,912
	57.4%	42.6%	63.2%	11.3%	6.2%
16	313,613	285,639	195,243	33,782	14,019
	52.3%	47.7%	62.3%	10.8%	4.5%
17	160,048	181,023	104,210	15,786	7,127
	46.9%	53.1%	65.1%	9.9%	4.5%
18	157,579	160,419	99,866	14,127	8,348
	49.6%	50.5%	63.4%	9.0%	5.3%
19	105,703	119,232	64,746	9,921	5,349
	47.0%	53.0%	61.3%	9.4%	5.1%
20	147,485	176,731	82,882	14,739	9,630
	45.5%	54.5%	56.2%	10.0%	6.5%
21	156,069	158,863	89,251	13,620	7,550
	49.6%	50.4%	57.2%	8.7%	4.8%
22	181,181	212,440	93,113	17,175	11,459
	46.0%	54.0%	51.4%	9.5%	6.3%
23	217,387	170,589	136,787	18,445	7,918
	56.0%	44.0%	62.9%	8.5%	3.6%
National	**3,875,347**	**3,464,184**	**2,393,240**	**377,439**	**172,282**
	52.8%	**47.2%**	**61.8%**	**9.7%**	**4.5%**

Denominator is the enrollee population by VISN.
****Response of "No", Don't know/Refused" to Medicare Question.***

CHAPTER 3

Table 3.9

2008 VA Drug Coverage Awareness of VA Drug Coverage

VISN	Priority			Age			Income		
	P1-3	P4-6	P7-8	<45	45-64	65+	<$36K	$36K+	DK/Ref
1	68,290	70,676	76,893	17,826	83,259	114,773	125,503	69,669	20,686
	67.5%	72.9%	61.3%	44.8%	69.8%	69.8%	75.3%	56.3%	62.5%
2	38,246	49,415	32,691	15,576	47,470	57,305	72,334	37,382	10,635
	71.3%	64.1%	47.9%	51.3%	59.4%	64.5%	69.3%	49.5%	55.5%
3	45,336	55,125	60,630	17,256	55,482	88,353	80,805	63,463	16,823
	63.0%	59.0%	39.5%	63.0%	47.3%	50.7%	61.9%	42.4%	43.6%
4	80,696	80,040	110,060	20,327	100,455	150,014	170,234	73,884	26,678
	75.2%	60.1%	58.6%	38.7%	63.2%	69.2%	69.0%	52.6%	64.8%

VISN	Priority			Age			Income		
	P1-3	P4-6	P7-8	<45	45-64	65+	<$36K	$36K+	DK/Ref
5	36,714	36,125	29,847	12,022	46,509	44,155	55,315	35,016	12,355
	51.8%	65.3%	55.5%	41.1%	57.0%	63.9%	71.6%	42.7%	59.8%
6	102,931	90,724	60,838	27,128	132,311	95,055	151,681	76,897	25,916
	66.1%	64.6%	57.4%	47.4%	67.7%	63.6%	72.8%	52.3%	55.3%
7	119,468	109,789	56,771	40,637	145,007	100,384	158,124	95,751	32,153
	63.6%	67.7%	51.3%	55.9%	63.9%	62.4%	67.7%	53.3%	67.7%
8	133,553	145,026	129,002	31,033	174,106	202,442	231,126	123,763	52,693
	74.4%	73.5%	68.0%	56.6%	72.4%	74.6%	77.2%	63.6%	72.5%
9	89,617	97,673	46,835	26,692	116,751	90,682	148,754	65,622	19,748
	73.8%	69.9%	58.1%	50.9%	74.4%	68.5%	74.5%	60.1%	59.8%
10	45,153	89,503	45,569	15,148	88,142	76,935	130,410	34,620	15,195
	63.5%	76.4%	56.8%	50.6%	69.9%	68.4%	76.8%	46.5%	63.1%
11	70,899	90,562	61,794	21,569	98,904	102,782	138,632	61,741	22,882
	69.3%	72.1%	62.8%	54.9%	69.9%	70.7%	74.2%	59.7%	63.5%
12	57,658	76,008	80,613	22,844	87,636	103,800	127,451	67,337	19,491
	72.5%	68.1%	66.1%	53.2%	68.5%	73.0%	75.1%	59.5%	64.8%
15	59,282	91,300	58,472	17,159	89,009	102,886	138,028	50,397	20,629
	65.8%	72.8%	64.2%	43.9%	70.2%	73.1%	75.7%	54.6%	64.5%
16	155,729	175,783	83,738	45,210	194,707	175,333	256,043	116,567	42,640
	69.1%	70.0%	68.3%	58.5%	69.5%	72.5%	75.0%	59.1%	70.6%
17	98,440	80,063	44,233	34,932	105,224	82,581	123,200	80,091	19,445
	69.1%	65.4%	58.2%	55.9%	68.0%	66.7%	71.7%	59.0%	58.1%
18	84,806	87,380	46,152	28,191	99,792	90,356	129,997	69,096	19,245
	75.9%	68.1%	59.3%	60.3%	70.4%	69.8%	80.1%	52.7%	78.6%
19	55,080	47,985	36,589	19,481	62,143	58,030	79,355	49,749	10,550
	65.4%	61.6%	58.3%	48.6%	65.0%	65.1%	70.3%	52.0%	64.4%
20	95,126	74,134	45,117	25,009	106,316	83,051	120,276	75,650	18,451
	64.5%	69.5%	64.3%	45.0%	69.9%	71.2%	73.4%	56.6%	69.3%
21	77,411	75,380	46,783	21,183	95,116	83,275	115,816	66,790	16,969
	65.7%	69.1%	53.2%	45.6%	68.4%	64.4%	72.9%	52.8%	57.3%
22	82,245	106,191	49,199	39,976	106,668	90,990	140,798	78,065	18,772
	65.4%	63.0%	49.6%	57.2%	60.8%	61.4%	67.9%	52.9%	48.4%
23	102,865	75,778	87,605	28,699	98,927	138,622	153,429	91,051	21,768
	72.5%	63.4%	69.3%	53.1%	68.0%	73.5%	74.3%	60.7%	69.4%
National	**1,699,545**	**1,804,662**	**1,289,429**	**527,899**	**2,133,934**	**2,131,803**	**2,847,311**	**1,482,601**	**463,724**
	68.3%	**67.9%**	**58.9%**	**51.7%**	**67.0%**	**68.0%**	**73.0%**	**54.9%**	**63.0%**

Denominator is the enrollee population by VISN.

Table 3.10

VISN	Awareness of VA Prescription Coverage (all enrollees)			Private Insurance Drug Benefit (for enrollees covered by private insurance=2,340,656)			Medicare Part D Drug Benefit (for Medicare beneficiaries)		
	Yes	No	DK/Ref	Yes	No	DK/Ref	Yes	No	DK/Ref
1	215,859	94,629	13,113	86,155	22,455	3,189	65,027	112,327	16,635
	66.7%	29.2%	4.1%	77.1%	20.1%	2.9%	33.5%	57.9%	8.6%
2	120,351	69,070	9,634	70,588	13,942	1,703	31,567	64,655	8,271
	60.5%	34.7%	4.8%	81.9%	16.2%	2.0%	30.2%	61.9%	7.9%
3	161,091	147,675	10,220	121,143	16,582	880	70,902	106,097	16,207
	50.5%	46.3%	3.2%	87.4%	12.0%	0.6%	36.7%	54.9%	8.4%
4	270,797	142,107	15,353	136,972	21,051	2,143	99,473	145,384	14,314
	63.2%	33.2%	3.6%	85.5%	13.1%	1.30%	38.4%	56.1%	5.5%
5	102,686	65,618	11,690	47,110	11,590	2,208	26,349	54,364	5,272
	57.1%	36.5%	6.5%	77.3%	19.0%	3.6%	30.6%	63.2%	6.1%
6	254,493	131,445	16,308	99,204	21,171	2,972	70,396	118,875	10,570
	63.3%	32.7%	4.1%	80.4%	17.2%	2.4%	35.2%	59.5%	5.3%
7	286,027	158,041	16,483	114,443	20,437	6,445	77,402	137,459	12,620
	62.1%	34.3%	3.6%	81.0%	14.5%	4.6%	34.0%	60.4%	5.6%
8	407,581	147,515	11,553	111,124	29,193	3,284	108,830	192,197	20,337
	71.9%	26.0%	2.0%	77.4%	20.3%	2.3%	33.9%	59.8%	6.3%
9	234,125	92,549	15,124	83,348	14,534	965	57,179	113,670	11,011
	68.5%	27.1%	4.4%	84.3%	14.7%	1.0%	31.4%	62.5%	6.1%
10	180,225	79,916	8,276	74,765	13,549	2,398	47,833	83,903	6,342
	67.1%	29.8%	3.1%	82.4%	14.9%	2.6%	34.6%	60.8%	4.6%
11	223,255	91,008	12,055	91,490	21,647	2,022	56,797	107,759	12,969
	68.4%	27.9%	3.7%	79.4%	18.8%	1.8%	32.0%	60.7%	7.3%
12	214,279	87,274	11,573	88,036	20,436	4,132	50,177	117,930	9,294
	68.4%	27.9%	3.7%	78.2%	18.1%	3.7%	28.3%	66.5%	5.2%
15	209,054	84,248	13,232	70,544	17,431	3,091	56,693	110,599	8,596
	68.2%	27.5%	4.3%	77.5%	19.1%	3.4%	32.2%	62.9%	4.9%
16	415,250	156,829	27,172	115,267	31,756	9,006	104,149	189,464	19,999
	69.3%	26.2%	4.5%	73.9%	20.4%	5.8%	33.2%	60.4%	6.4%
17	222,736	100,407	17,928	81,990	12,864	3,201	50,009	97,268	12,770
	65.3%	29.4%	5.3%	83.6%	13.1%	3.3%	31.3%	60.8%	8.0%
18	218,339	84,376	15,283	72,000	19,115	2,142	57,615	89,685	10,280
	68.7%	26.5%	4.8%	77.2%	20.5%	2.3%	36.6%	56.9%	6.5%
19	139,654	72,926	12,355	60,716	12,565	2,318	36,385	62,701	6,616
	62.1%	32.4%	5.5%	80.3%	16.6%	3.1%	34.4%	59.3%	6.3%

VISN	Awareness of VA Prescription Coverage (all enrollees)			Private Insurance Drug Benefit (for enrollees covered by private insurance=2,340,656)			Medicare Part D Drug Benefit (for Medicare beneficiaries)		
	Yes	No	DK/Ref	Yes	No	DK/Ref	Yes	No	DK/Ref
20	214,377	93,206	16,633	80,980	18,043	2,793	45,041	91,939	10,505
	66.1%	28.8%	5.1%	79.5%	17.7%	2.7%	30.5%	62.3%	7.1%
21	199,575	90,303	25,054	86,460	16,563	1,254	56,957	84,258	14,854
	63.4%	28.7%	8.0%	82.9%	15.9%	1.2%	36.5%	54.0%	9.5%
22	237,635	124,068	31,918	94,471	12,442	2,099	88,651	78,909	13,621
	60.4%	31.5%	8.1%	86.7%	11.4%	1.9%	48.9%	43.6%	7.5%
23	266,248	104,733	16,994	99,884	25,542	2,814	74,941	129,510	12,936
	68.6%	27.0%	4.4%	77.9%	19.9%	2.2%	34.5%	59.6%	6.0%
National	**4,793,635**	**2,217,943**	**327,953**	**1,886,689**	**392,908**	**61,058**	**1,332,375**	**2,288,953**	**254,018**
	65.3%	**30.2%**	**4.5%**	**80.6%**	**16.8%**	**2.6%**	**34.4%**	**59.1%**	**6.6%**

Table 3.11

Medicare Part D Drug Coverage Reported by Enrollees Survey by Priority, Age and Income

VISN	Priority			Age			Income		
	P1-3	P4-6	P7-8	<45	45-64	65+	<$36K	$36K+	DK/Ref
1	12,617	20,753	31,658	1,171	9,283	54,574	37,887	19,610	7,531
	26.9%	39.1%	33.7%	66.6%	28.1%	34.3%	34.8%	31.8%	32.2%
2	7,236	12,032	12,300	338	5,295	25,934	19,301	7,990	4,277
	32.2%	30.9%	28.5%	15.5%	28.6%	31.0%	29.3%	28.4%	41.2%
3	10,449	19,655	40,797	438	6,615	63,849	37,802	23,452	9,648
	31.2%	38.3%	37.6%	28.0%	24.1%	38.9%	44.4%	29.9%	32.8%
4	15,422	29,769	54,282	5,982	13,542	79,949	69,996	21,770	7,708
	30.1%	40.7%	40.3%	67.4%	31.7%	38.5%	40.5%	36.8%	28.2%
5	4,397	11,728	10,224	848	5,558	19,943	15,826	7,313	3,211
	18.6%	41.4%	30.0%	26.6%	32.4%	30.4%	34.8%	23.8%	33.0%
6	19,487	26,758	24,151	1,940	20,256	48,200	43,749	17,556	9,091
	28.5%	41.0%	36.5%	45.7%	37.1%	34.2%	37.2%	30.5%	37.0%
7	23,636	28,649	25,116	833	23,020	53,549	47,378	24,571	5,454
	30.5%	35.2%	36.6%	15.0%	33.1%	35.2%	36.9%	32.9%	22.3%
8	26,269	35,952	46,609	-	16,541	92,289	59,464	34,099	15,267
	31.2%	36.5%	33.6%	0.0%	26.0%	36.2%	34.7%	35.5%	28.3%
9	15,278	24,057	17,844	471	18,273	38,435	40,414	10,698	6,066
	28.9%	32.1%	33.0%	9.8%	35.2%	30.7%	34.4%	24.2%	30.2%
10	8,140	21,082	18,612	922	9,222	37,690	33,885	7,589	6,359
	29.4%	38.0%	33.8%	33.7%	31.4%	35.6%	35.6%	28.6%	38.9%
11	10,605	23,786	22,406	537	11,120	45,140	38,995	10,959	6,843
	24.1%	39.1%	30.9%	20.7%	31.2%	32.4%	34.3%	25.4%	33.0%

VISN	Priority			Age			Income		
	P1-3	P4-6	P7-8	<45	45-64	65+	<$36K	$36K+	DK/Ref
12	8,720	17,396	24,062	1,302	10,193	38,682	30,517	14,716	4,944
	27.8%	30.8%	26.9%	44.5%	28.0%	28.0%	28.8%	28.8%	24.3%
15	11,234	27,250	18,209	215	10,573	45,905	39,258	11,521	5,914
	28.3%	39.0%	27.5%	13.3%	25.9%	34.4%	34.2%	28.0%	29.5%
16	26,997	49,597	27,555	2,522	26,429	75,198	68,433	25,790	9,926
	28.1%	39.7%	29.7%	30.4%	33.7%	33.1%	35.1%	30.5%	29.2%
17	15,817	19,255	14,938	1,725	11,224	37,061	31,584	12,784	5,641
	27.1%	33.4%	34.0%	52.5%	27.8%	31.8%	35.1%	25.7%	27.8%
18	15,539	20,388	21,689	435	9,835	47,345	31,188	20,817	5,610
	29.4%	36.5%	44.5%	50.2%	27.9%	39.0%	36.7%	36.6%	35.7%
19	10,046	12,034	14,305	107	7,118	29,160	20,782	12,096	3,507
	31.1%	38.2%	34.2%	13.3%	32.5%	35.1%	35.8%	32.2%	34.8%
20	14,898	13,481	16,662	1,174	7,770	36,097	25,036	15,028	4,977
	24.9%	30.5%	38.5%	50.9%	20.6%	33.6%	29.8%	30.4%	35.4%
21	19,753	16,957	20,247	503	12,670	43,785	29,617	19,805	7,535
	38.2%	34.2%	37.0%	27.7%	34.4%	37.3%	35.0%	37.1%	41.8%
22	17,357	36,269	35,025	2,040	16,012	70,599	50,026	30,377	8,248
	38.4%	51.4%	53.5%	26.0%	39.3%	53.3%	52.2%	45.4%	44.7%
23	18,105	23,347	33,489	992	10,128	63,822	47,127	19,686	8,128
	27.3%	42.6%	34.8%	39.6%	29.5%	35.4%	35.5%	32.0%	35.0%
National	**312,002**	**490,194**	**530,180**	**24,496**	**260,676**	**1,047,204**	**818,264**	**368,226**	**145,885**
	29.3%	**37.8%**	**35.1%**	**33.7%**	**30.8%**	**35.4%**	**36.1%**	**31.9%**	**32.1%**

Denominator is the enrollee population by VISN.

Table 3.12

2007 Over-the-Counter Medications Reported by Enrollees Surveyed

VISN	Number of over-the-counter medications				From VA		
	0	1	2	3+	0	1	2+
1	101,192	81,955	64,876	71,562	186,341	9,584	21,387
	31.7%	25.6%	20.3%	22.4%	85.8%	4.4%	9.8%
2	73,125	49,033	27,793	47,333	103,496	7,179	13,158
	37.1%	24.9%	14.1%	24.0%	83.6%	5.8%	10.6%
3	119,004	69,898	47,526	75,602	168,545	8,677	15,425
	38.1%	22.4%	15.2%	24.2%	87.5%	4.5%	8.0%
4	145,850	100,308	73,799	104,858	239,751	15,561	22,645
	34.3%	23.6%	17.4%	24.7%	86.3%	5.6%	8.2%
5	60,074	43,443	30,861	42,443	97,371	7,133	11,581
	34.0%	24.6%	17.5%	24.0%	83.9%	6.1%	10.0%

VISN	Number of over-the-counter medications				From VA		
	0	1	2	3+	0	1	2+
6	150,749	85,084	63,662	98,987	204,876	18,611	23,909
	37.8%	21.4%	16.0%	24.8%	82.8%	7.5%	9.7%
7	167,153	107,505	72,285	106,690	243,329	12,508	29,850
	36.9%	23.7%	15.9%	23.5%	85.2%	4.4%	10.5%
8	184,795	134,580	88,951	149,611	316,133	26,360	28,656
	33.1%	24.1%	15.9%	26.8%	85.2%	7.1%	7.7%
9	129,207	80,770	54,415	73,095	168,083	17,165	21,543
	38.3%	23.9%	16.1%	21.7%	81.3%	8.3%	10.4%
10	100,418	58,489	45,145	62,199	131,858	15,369	17,471
	37.7%	22.0%	17.0%	23.4%	80.1%	9.3%	10.6%
11	119,575	82,393	52,840	66,505	171,558	12,258	17,043
	37.2%	25.6%	16.5%	20.7%	85.4%	6.1%	8.5%
12	105,506	78,766	48,449	76,808	164,180	14,821	24,685
	34.1%	25.5%	15.7%	24.8%	80.6%	7.3%	12.1%
15	103,686	72,657	52,864	72,912	177,144	6,803	14,014
	34.3%	24.1%	17.5%	24.1%	89.5%	3.4%	7.1%
16	202,432	143,347	96,350	146,586	324,642	22,245	37,139
	34.4%	24.4%	16.4%	24.9%	84.5%	5.8%	9.7%
17	115,648	77,960	50,927	91,032	190,098	9,522	17,047
	34.5%	23.2%	15.2%	27.1%	87.7%	4.4%	7.9%
18	109,753	76,233	50,886	77,730	178,157	10,858	15,354
	34.9%	24.2%	16.2%	24.7%	87.2%	5.3%	7.5%
19	81,121	51,330	39,144	50,710	123,898	6,839	10,000
	36.5%	23.1%	17.6%	22.8%	88.0%	4.9%	7.1%
20	110,082	76,447	55,250	77,783	178,724	13,815	16,424
	34.5%	23.9%	17.3%	24.3%	85.5%	6.6%	7.9%
21	121,265	76,555	43,285	68,373	155,659	11,521	20,493
	39.2%	24.7%	14.0%	22.1%	82.9%	6.1%	10.9%
22	153,204	94,054	58,379	79,554	189,863	16,905	24,953
	39.8%	24.4%	15.2%	20.7%	81.9%	7.3%	10.8%
23	129,529	95,078	70,787	88,283	209,800	16,859	25,720
	33.8%	24.8%	18.5%	23.0%	83.1%	6.7%	10.2%
National	**2,583,368**	**1,735,886**	**1,188,474**	**1,728,656**	**3,923,504**	**280,592**	**428,497**
	35.7%	**24.0%**	**16.4%**	**23.9%**	**84.7%**	**6.1%**	**9.3%**

Denominator is the enrollee population by VISN.

Table 3.13

2007 Prescription Medications Reported by Enrollees Surveyed

VISN	Number of Prescriptions in the Last 30 days				Number of Prescriptions in the last 30 days from VA			
	0	1-2	3-4	5+	0	1-2	3-4	5+
1	50,940	63,251	73,099	132,969	88,406	46,696	52,458	81,445
	15.9%	19.8%	22.8%	41.5%	32.9%	17.4%	19.5%	30.3%
2	28,843	43,437	42,217	82,728	65,686	27,500	26,920	48,125
	14.6%	22.0%	21.4%	42.0%	39.1%	16.4%	16.0%	28.6%
3	45,778	65,065	73,958	130,778	150,161	33,235	38,026	48,156
	14.5%	20.6%	23.4%	41.4%	55.7%	12.3%	14.1%	17.9%
4	56,087	82,484	97,115	187,843	136,091	59,275	63,417	108,305
	13.2%	19.5%	22.9%	44.4%	37.1%	16.2%	17.3%	29.5%
5	26,285	42,009	38,822	70,941	67,142	22,768	21,630	39,853
	14.8%	23.6%	21.8%	39.8%	44.4%	15.0%	14.3%	26.3%
6	52,658	74,878	94,733	175,284	129,565	53,364	54,685	105,912
	13.3%	18.8%	23.8%	44.1%	37.7%	15.5%	15.9%	30.8%
7	64,932	70,827	114,019	207,489	147,866	49,589	80,330	113,366
	14.2%	15.5%	24.9%	45.4%	37.8%	12.7%	20.5%	29.0%
8	75,393	106,153	138,482	239,395	138,228	97,746	99,614	147,733
	13.5%	19.0%	24.8%	42.8%	28.6%	20.2%	20.6%	30.6%
9	45,097	60,918	75,529	155,842	90,519	47,327	55,578	98,368
	13.4%	18.1%	22.4%	46.2%	31.0%	16.2%	19.1%	33.7%
10	45,092	47,400	54,748	119,489	70,240	41,560	41,573	67,455
	16.9%	17.8%	20.5%	44.8%	31.8%	18.8%	18.8%	30.6%
11	42,114	57,661	80,904	143,315	92,345	46,385	50,930	91,756
	13.0%	17.8%	25.0%	44.2%	32.8%	16.5%	18.1%	32.6%
12	46,027	62,191	73,734	127,764	79,479	50,321	54,086	78,354
	14.9%	20.1%	23.8%	41.3%	30.3%	19.2%	20.6%	29.9%
15	44,268	61,109	60,534	133,480	80,790	39,165	45,723	89,046
	14.8%	20.4%	20.2%	44.6%	31.7%	15.4%	18.0%	35.0%
16	66,910	113,667	128,556	283,174	163,426	88,222	79,299	193,737
	11.3%	19.2%	21.7%	47.8%	31.2%	16.8%	15.1%	36.9%
17	51,995	58,715	67,858	159,279	99,740	39,071	45,056	101,503
	15.4%	17.4%	20.1%	47.2%	35.0%	13.7%	15.8%	35.6%
18	43,426	73,396	72,148	127,647	85,073	55,160	46,150	86,078
	13.7%	23.2%	22.8%	40.3%	31.2%	20.3%	16.9%	31.6%
19	38,425	48,964	47,343	88,868	65,107	29,467	33,106	57,061
	17.2%	21.9%	21.2%	39.7%	35.2%	16.0%	17.9%	30.9%
20	54,685	69,752	70,078	126,626	87,328	47,236	48,910	80,947
	17.0%	21.7%	21.8%	39.4%	33.0%	17.9%	18.5%	30.6%

VISN	Number of Prescriptions in the Last 30 days				Number of Prescriptions in the last 30 days from VA			
	0	1-2	3-4	5+	0	1-2	3-4	5+
21	56,771	62,756	67,826	124,951	89,759	36,822	45,957	82,320
	18.2%	20.1%	21.7%	40.0%	35.2%	14.5%	18.0%	32.3%
22	72,771	86,311	75,389	155,059	131,158	56,648	42,951	84,653
	18.7%	22.2%	19.4%	39.8%	41.6%	18.0%	13.6%	26.8%
23	68,846	70,838	90,139	155,340	84,144	56,332	67,971	106,965
	17.9%	18.4%	23.4%	40.3%	26.7%	17.9%	21.6%	33.9%
National	**1,077,344**	**1,421,783**	**1,637,231**	**3,128,260**	**2,142,252**	**1,023,889**	**1,094,368**	**1,911,137**
	14.8%	**19.6%**	**22.5%**	**43.1%**	**34.7%**	**16.6%**	**17.7%**	**31.0%**

Denominator is the enrollee population by VISN.

Table 3.14

VISN	Number of different OTC meds used in last 30 days				Number of OTC Meds obtained from VA			
	N	Median	Mean	Weighted Total	N	Median	Mean	Weighted Total
1	1,851	1	1.7	319,585.8	1,248	0	0.4	217,312.3
2	1,905	1	1.7	197,284.8	1,199	0	0.5	123,832.7
3	1,664	1	1.8	312,030.2	1,012	0	0.4	192,646.7
4	1,980	1	1.8	424,814.7	1,273	0	0.4	277,956.3
5	1,709	1	1.8	176,820.3	1,052	0	0.5	116,083.8
6	1,864	1	1.8	398,481.9	1,192	0	0.5	247,397.0
7	1,739	1	1.7	453,634.2	1,083	0	0.5	285,687.1
8	1,837	1	1.9	557,936.6	1,199	0	0.4	371,149.3
9	1,967	1	1.6	337,486.7	1,201	0	0.5	206,790.7
10	1,935	1	1.7	266,251.5	1,219	0	0.6	164,698.2
11	1,984	1	1.6	321,312.8	1,282	0	0.4	200,859.6
12	2,107	1	1.8	309,529.0	1,367	0	0.5	203,685.4
15	2,195	1	1.8	302,119.1	1,433	0	0.4	197,960.2
16	2,133	1	1.9	588,715.2	1,397	0	0.4	384,025.5
17	1,997	1	1.8	335,566.3	1,275	0	0.4	216,666.2
18	2,082	1	1.8	314,601.5	1,348	0	0.4	204,368.5
19	2,195	1	1.8	222,305.8	1,381	0	0.3	140,737.3
20	2,147	1	1.9	319,561.3	1,423	0	0.4	208,963.1
21	2,133	1	1.6	309,477.4	1,280	0	0.5	187,672.8
22	1,911	1	1.6	385,191.4	1,157	0	0.5	231,721.1
23	2,348	1	1.7	383,677.4	1,537	0	0.5	252,379.3
National	**41,683**	**1**	**1.8**	**7,236,383.9**	**26,558**	**0**	**0.5**	**4,632,593.0**

Table 3.15

VISN	Number of different Prescriptions used in last 30 days				Number of Prescriptions obtained from VA			
	N	Median	Mean	Weighted Total	N	Median	Mean	Weighted Total
1	1,860	4.0	4.5	320,259	1,644	2.0	3.4	269,005
2	1,907	4.0	4.6	197,224	1,692	2.0	3.2	168,231
3	1,684	4.0	4.3	315,579	1,480	0	2.1	269,579
4	1,980	4.0	4.9	423,530	1,780	2.0	3.4	367,088
5	1,728	3.0	4.3	178,057	1,506	1.0	2.7	151,392
6	1,862	4.0	5.0	397,553	1,638	2.0	3.5	343,526
7	1,743	4.0	4.9	457,266	1,552	2.0	3.3	391,150
8	1,842	4.0	5.0	559,422	1,646	3.0	3.6	483,321
9	1,964	4.0	4.9	337,386	1,765	3.0	3.8	291,791
10	1,937	4.0	4.6	266,729	1,686	2.0	3.5	220,827
11	1,993	4.0	4.8	323,993	1,795	3.0	3.5	281,415
12	2,111	4.0	4.6	309,716	1,815	3.0	3.5	262,241
15	2,191	4.0	4.7	299,392	1,919	3.0	3.7	254,724
16	2,139	4.0	5.1	592,308	1,912	3.0	3.9	524,684
17	2,021	4.0	5.0	337,848	1,765	3.0	3.8	285,370
18	2,093	4.0	4.5	316,617	1,844	2.0	3.5	272,460
19	2,211	3.0	4.3	223,601	1,903	2.0	3.3	184,740
20	2,155	3.0	4.5	321,141	1,853	2.0	3.6	264,420
21	2,147	3.0	4.4	312,304	1,825	3.0	3.5	254,857
22	1,918	3.0	4.2	389,529	1,651	1.0	2.8	315,410
23	2,358	4.0	4.4	385,163	2,029	3.0	3.8	315,412
National	**41,844**	**4.0**	**4.7**	**7,264,618**	**36,700**	**2.0**	**3.4**	**6,171,646**

Table 3.16

Out-of-Pocket Expense for All Medication

VISN	Median	25th Percentile	75th Percentile	Weighted Total
1	$21	$5	$50	291,096
2	$24	$5	$50	182,462
3	$30	$10	$70	289,528
4	$28	$7	$60	392,530
5	$20	$4	$50	165,142
6	$25	$5	$60	374,395
7	$25	$5	$60	431,877
8	$25	$5	$60	519,629
9	$24	$5	$50	316,570
10	$20	$3	$56	247,388
11	$24	$5	$60	294,532
12	$25	$5	$56	286,890
15	$25	$5	$50	281,319
16	$20	$5	$50	554,808
17	$20	$5	$50	315,334
18	$20	$5	$50	297,647
19	$20	$5	$50	210,069
20	$20	$5	$50	302,692
21	$20	$3	$49	292,342
22	$20	$0	$48	371,938
23	$20	$5	$50	355,136
National	**$20**	**$5**	**$50**	**6,773,325**

Table 4.6

2008 Perceived Health Status Reported By Enrollees Surveyed Displayed By Priority

VISN	Excellent/Very Good/Good			Fair/Poor		
	P1-3	P4-6	P7-8	P1-3	P4-6	P7-8
1	60,687	59,511	101,238	36,617	34,031	22,045
	62.4%	63.6%	82.1%	37.6%	36.4%	17.9%
2	30,885	48,381	50,829	19,910	24,029	14,976
	60.8%	66.8%	77.2%	39.2%	33.2%	22.8%
3	40,240	62,372	113,275	26,752	26,706	37,964
	60.1%	70.0%	74.9%	39.9%	30.0%	25.1%
4	63,065	82,360	130,844	40,349	46,104	53,978
	61.0%	64.1%	70.8%	39.0%	35.9%	29.2%
5	44,797	34,229	41,809	23,594	18,806	10,654
	65.5%	64.5%	79.7%	34.5%	35.5%	20.3%
6	85,379	89,136	78,225	63,319	48,759	25,067
	57.4%	64.6%	75.7%	42.6%	35.4%	24.3%
7	93,390	79,528	80,066	76,712	64,274	23,499
	54.9%	55.3%	77.3%	45.1%	44.7%	22.7%
8	103,716	118,252	152,071	66,982	73,750	35,956
	60.8%	61.6%	80.9%	39.2%	38.4%	19.1%
9	56,770	82,986	57,385	59,233	54,122	22,036
	48.9%	60.5%	72.3%	51.1%	39.5%	27.8%
10	42,034	75,375	54,806	24,750	38,701	22,492
	62.9%	66.1%	70.9%	37.1%	33.9%	29.1%
11	57,156	76,525	73,352	41,639	44,200	23,348
	57.9%	63.4%	75.9%	42.2%	36.6%	24.1%
12	47,558	67,570	87,549	27,502	36,554	29,580
	63.4%	64.9%	74.8%	36.6%	35.1%	25.3%
15	47,434	69,885	71,689	38,999	49,132	18,009
	54.9%	58.7%	79.9%	45.1%	41.3%	20.1%
16	114,281	137,557	82,969	105,689	99,004	36,018
	52.0%	58.2%	69.7%	48.1%	41.9%	30.3%
17	77,890	64,236	55,169	60,742	54,044	20,498
	56.2%	54.3%	72.9%	43.8%	45.7%	27.1%
18	64,156	72,222	57,608	37,338	38,630	13,931
	63.2%	65.2%	80.5%	36.8%	34.9%	19.5%
19	49,220	49,951	46,653	31,234	22,906	14,609
	61.2%	68.6%	76.2%	38.8%	31.4%	23.9%

VISN	Excellent/Very Good/Good			Fair/Poor		
	P1-3	P4-6	P7-8	P1-3	P4-6	P7-8
20	84,919	63,074	52,252	54,514	36,880	13,981
	60.9%	63.1%	78.9%	39.1%	36.9%	21.1%
21	67,636	67,378	64,190	42,870	34,442	19,546
	61.2%	66.2%	76.7%	38.8%	33.8%	23.3%
22	71,158	100,522	72,173	47,303	48,269	20,053
	60.1%	67.6%	78.3%	39.9%	32.4%	21.7%
23	91,827	79,195	94,387	45,482	36,162	31,189
	66.9%	68.7%	75.2%	33.1%	31.4%	24.8%
National	**1,394,200**	**1,580,244**	**1,618,540**	**971,531**	**929,506**	**509,431**
	58.9%	**63.0%**	**76.1%**	**41.1%**	**37.0%**	**23.9%**

Denominator is the enrollee population by VISN.

Table 4.7

2008 Perceived Health Status Reported By Enrollees Surveyed Displayed By Age

VISN	Excellent/Very Good/Good			Fair/Poor		
	<45	45-64	65+	<45	45-64	65+
1	32,688	76,190	118,240	7,100	42,711	45,770
	82.2%	64.1%	72.1%	17.8%	35.9%	27.9%
2	22,787	51,234	62,228	7,556	28,423	25,911
	75.1%	64.3%	70.6%	24.9%	35.7%	29.4%
3	20,266	77,491	125,096	7,017	39,683	48,078
	74.3%	66.1%	72.2%	25.7%	33.9%	27.8%
4	35,190	92,667	154,803	17,168	66,134	60,814
	67.2%	58.4%	71.8%	32.8%	41.7%	28.2%
5	20,682	55,956	47,890	8,400	25,320	20,981
	71.1%	68.9%	69.5%	28.9%	31.2%	30.5%
6	42,484	123,635	92,457	14,715	70,015	56,604
	74.3%	63.8%	62.0%	25.7%	36.2%	38.0%
7	43,857	127,493	104,847	28,417	99,236	56,040
	60.7%	56.2%	65.2%	39.3%	43.8%	34.8%
8	40,930	153,240	188,708	12,892	87,133	81,381
	76.1%	63.8%	69.9%	24.0%	36.3%	30.1%
9	32,763	85,989	83,308	19,628	70,630	48,530
	62.5%	54.9%	63.2%	37.5%	45.1%	36.8%
10	21,725	77,117	79,185	8,073	48,813	33,012
	72.9%	61.2%	70.6%	27.1%	38.8%	29.4%
11	28,980	80,812	103,510	10,029	60,442	41,412
	74.3%	57.2%	71.4%	25.7%	42.8%	28.6%

VISN	Excellent/Very Good/Good			Fair/Poor		
	<45	45-64	65+	<45	45-64	65+
12	29,363	89,588	94,652	13,607	38,250	47,185
	68.3%	70.1%	66.7%	31.7%	29.9%	33.3%
15	25,422	73,596	96,219	13,415	52,914	43,831
	65.5%	58.2%	68.7%	34.5%	41.8%	31.3%
16	47,457	149,210	151,623	29,881	130,804	89,088
	61.4%	53.3%	63.0%	38.6%	46.7%	37.0%
17	39,760	82,939	78,861	22,691	71,802	44,302
	63.7%	53.6%	64.0%	36.3%	46.4%	36.0%
18	30,119	96,081	89,438	16,193	45,346	39,386
	65.0%	67.9%	69.4%	35.0%	32.1%	30.6%
19	30,302	60,089	62,138	9,823	35,266	26,903
	75.5%	63.0%	69.8%	24.5%	37.0%	30.2%
20	37,432	94,525	79,903	18,125	56,757	36,498
	67.4%	62.5%	68.6%	32.6%	37.5%	31.4%
21	34,371	86,907	88,649	12,061	51,656	39,073
	74.0%	62.7%	69.4%	26.0%	37.3%	30.6%
22	50,453	108,554	105,951	19,442	66,605	41,790
	72.2%	62.0%	71.7%	27.8%	38.0%	28.3%
23	41,189	98,995	131,248	12,874	45,675	56,910
	76.2%	68.4%	69.8%	23.8%	31.6%	30.3%
National	708,219	1,942,309	2,138,953	309,107	1,233,616	983,500
	69.6%	61.2%	68.5%	30.4%	38.8%	31.5%

Denominator is the health status by Age. Don't Know/Refused not included.

Table 4.8

2008 Perceived Health Status Reported By Enrollees Surveyed Displayed By Income

VISN	Excellent/Very Good/Good			Fair/Poor		
	<$36K	$36K+	DK/Ref	<$36K	$36K+	DK/Ref
1	103,417	95,752	22,267	58,271	24,886	9,535
	64.0%	79.4%	70.0%	36.0%	20.6%	30.0%
2	59,667	57,406	13,022	39,093	14,831	4,991
	60.4%	79.5%	72.3%	39.6%	20.5%	27.7%
3	80,188	110,077	25,623	44,982	35,330	11,109
	64.1%	75.7%	69.8%	35.9%	24.3%	30.2%
4	148,842	101,404	26,024	90,936	35,525	13,970
	62.1%	74.1%	65.1%	37.9%	25.9%	34.9%
5	47,258	61,127	12,451	27,444	18,270	7,339
	63.3%	77.0%	62.9%	36.7%	23.0%	37.1%

VISN	Excellent/Very Good/Good			Fair/Poor		
	<$36K	$36K+	DK/Ref	<$36K	$36K+	DK/Ref
6	119,936	107,097	25,706	82,114	34,859	20,172
	59.4%	75.4%	56.0%	40.6%	24.6%	44.0%
7	107,074	120,092	25,817	102,154	45,245	17,086
	51.2%	72.6%	60.2%	48.8%	27.4%	39.8%
8	183,763	143,936	46,340	107,257	46,336	23,096
	63.1%	75.7%	66.7%	36.9%	24.4%	33.3%
9	109,022	68,835	19,284	86,040	37,246	12,106
	55.9%	64.9%	61.4%	44.1%	35.1%	38.6%
10	102,520	53,132	16,563	61,395	18,041	6,507
	62.5%	74.7%	71.8%	37.5%	25.4%	28.2%
11	109,004	72,773	25,256	72,193	27,753	9,241
	60.2%	72.4%	73.2%	39.8%	27.6%	26.8%
12	102,004	81,170	19,504	58,001	26,625	9,010
	63.8%	75.3%	68.4%	36.3%	24.7%	31.6%
15	102,073	67,650	19,284	73,364	21,978	10,798
	58.2%	75.5%	64.1%	41.8%	24.5%	35.9%
16	176,885	121,372	36,551	149,737	69,485	21,489
	54.2%	63.6%	63.0%	45.8%	36.4%	37.0%
17	84,123	92,923	20,250	82,937	40,427	11,921
	50.4%	69.7%	63.0%	49.7%	30.3%	37.1%
18	87,564	92,453	13,969	57,163	25,384	7,353
	60.5%	78.5%	65.5%	39.5%	21.5%	34.5%
19	66,055	69,381	10,388	40,925	22,688	5,137
	61.8%	75.4%	66.9%	38.3%	24.6%	33.1%
20	92,232	92,461	15,552	62,432	33,746	9,197
	59.6%	73.3%	62.8%	40.4%	26.7%	37.2%
21	93,379	88,584	17,240	54,915	31,366	10,576
	63.0%	73.9%	62.0%	37.0%	26.2%	38.0%
22	117,234	101,632	24,986	69,489	35,411	10,725
	62.8%	74.2%	70.0%	37.2%	25.8%	30.0%
23	129,560	114,653	21,196	70,906	32,301	9,626
	64.6%	78.0%	68.8%	35.4%	22.0%	31.2%
National	**2,221,800**	**1,913,911**	**457,272**	**1,491,746**	**677,736**	**240,986**
	57.0%	**70.8%**	**62.1%**	**40.2%**	**26.2%**	**34.5%**

Denominator is the health status by Income. Don't Know/Refused not included.

Table 4.9

2008 Reasons for Planned Future Use Reported by Enrollees Surveyed Displayed by VISN

VISN	Primary	Backup	Safety Net	Prescriptions	Specialized Care	Other	No Plans To Use VA	DK/Ref
1	114,234	48,623	40,080	48,072	8,008	7,718	40,365	7,915
	36.3%	15.4%	12.7%	15.3%	2.5%	2.5%	12.8%	2.5%
2	75,063	29,000	29,703	21,895	3,402	3,331	22,972	4,514
	39.5%	15.3%	15.6%	11.5%	1.8%	1.8%	12.1%	2.4%
3	86,933	48,259	48,530	37,077	10,273	7,137	62,995	7,386
	28.2%	15.6%	15.7%	12.0%	3.3%	2.3%	20.4%	2.4%
4	143,605	68,263	63,996	62,286	11,479	8,525	48,064	11,937
	34.3%	16.3%	15.3%	14.9%	2.8%	2.0%	11.5%	2.9%
5	68,814	24,172	26,077	18,283	7,057	2,283	24,484	3,465
	39.4%	13.8%	14.9%	10.5%	4.0%	1.3%	14.0%	2.0%
6	182,230	49,189	57,652	29,523	14,894	3,891	45,045	9,612
	46.5%	12.6%	14.7%	7.5%	3.8%	1.0%	11.5%	2.5%
7	167,716	60,771	57,362	41,213	15,414	5,359	60,415	9,850
	40.1%	14.5%	13.7%	9.9%	3.7%	1.3%	14.5%	2.4%
8	260,721	86,608	43,394	61,650	11,100	9,117	69,339	11,298
	47.1%	15.7%	7.8%	11.1%	2.0%	1.7%	12.5%	2.0%
9	167,613	41,375	36,985	28,528	9,609	4,903	39,038	5,404
	50.3%	12.4%	11.1%	8.6%	2.9%	1.5%	11.7%	1.6%
10	115,696	39,322	30,034	27,260	9,492	4,791	25,536	6,485
	44.7%	15.2%	11.6%	10.5%	3.7%	1.9%	9.9%	2.5%
11	127,984	34,569	37,258	53,561	10,469	5,864	40,328	7,267
	40.3%	10.9%	11.7%	16.9%	3.3%	1.9%	12.7%	2.3%
12	122,518	29,909	39,116	49,090	7,951	5,500	32,408	10,273
	41.3%	10.1%	13.2%	16.5%	2.7%	1.9%	10.9%	3.5%
15	124,215	34,445	37,686	43,459	8,656	3,312	36,293	8,177
	41.9%	11.6%	12.7%	14.7%	2.9%	1.1%	12.3%	2.8%
16	290,333	70,338	59,669	47,271	14,972	12,028	67,343	14,712
	50.4%	12.2%	10.4%	8.2%	2.6%	2.1%	11.7%	2.6%
17	152,697	39,993	39,818	28,867	13,332	4,535	48,902	5,136
	45.8%	12.0%	12.0%	8.7%	4.0%	1.4%	14.7%	1.5%
18	138,577	29,767	41,127	21,096	9,245	3,499	36,741	5,121
	48.6%	10.4%	14.4%	7.4%	3.2%	1.2%	12.9%	1.8%
19	93,394	26,352	28,517	18,299	9,283	2,956	30,363	5,803
	43.5%	12.3%	13.3%	8.5%	4.3%	1.4%	14.1%	2.7%

VISN	Primary	Backup	Safety Net	Prescriptions	Specialized Care	Other	No Plans To Use VA	DK/Ref
20	140,149	38,776	40,138	27,217	10,824	5,331	38,217	5,890
	45.7%	12.7%	13.1%	8.9%	3.5%	1.7%	12.5%	1.9%
21	135,036	39,893	42,069	23,854	7,822	3,225	38,868	7,405
	45.3%	13.4%	14.1%	8.0%	2.6%	1.1%	13.0%	2.5%
22	147,669	57,644	59,749	26,802	14,318	2,853	40,625	10,575
	41.0%	16.0%	16.6%	7.4%	4.0%	0.8%	11.3%	2.9%
23	158,151	48,064	42,833	60,968	12,814	7,005	41,906	7,553
	41.7%	12.7%	11.3%	16.1%	3.4%	1.9%	11.1%	2.0%
National	**3,013,348**	**945,332**	**901,791**	**776,271**	**220,414**	**113,161**	**890,249**	**165,778**
	42.9%	**13.5%**	**12.8%**	**11.1%**	**3.1%**	**1.6%**	**12.7%**	**2.4%**

Denominator is the health status by Priority.

CHAPTER 5

Table 5.2

2008 Current Smokers Displayed by Priority, Age, and Income

VISN	Priority			Age			Income		
	1 - 3	4 - 6	7 - 8	<45	45-64	65+	<$36K	$36K+	DK/Ref
1	20,025	22,546	11,327	10,223	34,942	8,733	31,881	17,531	4,485
	27.3%	32.1%	12.7%	48.9%	37.5%	7.4%	26.3%	20.6%	17.2%
2	11,049	21,298	8,168	10,453	25,443	4,620	24,721	13,226	2,569
	30.4%	36.6%	16.8%	52.6%	41.9%	7.4%	31.6%	25.4%	20.3%
3	9,860	17,969	13,066	5,344	27,862	7,689	21,250	16,797	2,848
	21.0%	28.8%	12.8%	46.4%	31.7%	6.9%	23.5%	17.6%	11.2%
4	20,865	30,893	19,172	9,260	49,000	12,669	42,149	23,333	5,447
	29.4%	31.3%	14.4%	31.7%	40.1%	8.4%	24.1%	23.4%	19.3%
5	11,920	14,767	6,347	6,180	21,453	5,402	17,466	12,966	2,602
	29.6%	39.3%	17.2%	45.5%	40.7%	11.2%	33.2%	25.9%	21.8%
6	32,613	38,077	18,094	21,599	55,112	12,072	55,471	24,970	8,343
	32.6%	37.1%	23.0%	67.8%	39.0%	11.2%	35.8%	26.7%	25.3%
7	39,108	35,915	15,854	21,196	57,465	12,216	52,582	26,866	11,429
	31.8%	33.1%	21.0%	61.0%	35.8%	10.9%	31.6%	25.2%	33.3%
8	32,002	52,734	22,436	10,992	79,545	16,635	71,550	29,331	6,292
	25.5%	35.5%	17.1%	43.8%	43.2%	8.5%	32.6%	21.7%	12.3%
9	31,772	39,359	11,978	15,531	53,922	13,656	56,264	21,942	4,903
	37.1%	35.7%	19.1%	50.7%	42.8%	13.4%	35.6%	28.9%	20.0%

VISN	Priority			Age			Income		
	1 - 3	4 - 6	7 - 8	<45	45-64	65+	<$36K	$36K+	DK/Ref
10	17,190	39,149	10,209	10,986	44,118	11,444	49,374	13,127	4,047
	35.1%	42.6%	19.3%	62.1%	46.6%	14.1%	37.8%	28.1%	24.6%
11	23,308	31,963	11,927	8,955	46,643	11,599	39,179	20,839	7,179
	30.8%	33.6%	16.5%	38.3%	41.7%	10.8%	27.8%	27.4%	28.0%
12	19,074	32,321	9,086	11,119	39,001	10,362	40,521	16,556	3,404
	35.8%	39.0%	10.5%	48.6%	40.6%	10.0%	31.5%	22.2%	17.8%
15	18,466	33,329	10,803	10,165	43,734	8,698	44,575	13,694	4,328
	31.7%	35.4%	17.3%	61.3%	46.8%	8.3%	33.1%	23.7%	19.2%
16	45,472	62,855	15,879	21,219	84,455	18,532	83,608	28,524	12,074
	28.3%	32.7%	17.9%	49.3%	39.5%	10.0%	31.6%	20.8%	30.1%
17	28,774	35,726	11,238	20,969	42,535	12,233	49,424	21,603	4,710
	31.2%	37.5%	21.8%	63.5%	36.8%	13.6%	37.9%	25.0%	21.2%
18	21,302	38,189	10,301	15,195	43,986	10,611	46,197	20,602	2,993
	27.3%	38.4%	18.6%	60.3%	40.2%	10.8%	35.9%	23.2%	19.0%
19	14,764	19,509	7,405	10,829	25,479	5,369	25,569	13,916	2,192
	28.5%	37.0%	17.4%	55.3%	37.9%	8.9%	31.5%	24.5%	24.7%
20	27,670	28,564	8,837	16,680	37,762	10,630	41,180	19,490	4,402
	28.5%	36.8%	18.1%	56.9%	34.3%	12.6%	33.7%	23.5%	23.8%
21	18,158	28,564	9,690	11,438	33,612	11,362	37,964	14,957	3,491
	24.6%	37.1%	17.2%	52.7%	34.6%	12.9%	34.3%	19.2%	19.0%
22	22,135	36,617	13,805	18,660	43,584	10,314	38,779	24,003	9,775
	30.1%	33.3%	21.0%	57.4%	38.1%	10.1%	29.7%	25.5%	39.9%
23	24,951	33,340	15,685	17,332	38,656	17,988	42,978	26,872	4,125
	24.5%	39.9%	16.6%	54.9%	35.4%	12.9%	28.3%	25.5%	18.6%
National	**490,478**	**693,683**	**261,308**	**284,324**	**928,309**	**232,834**	**912,684**	**421,146**	**111,638**
	29.4%	**35.6%**	**17.0%**	**53.3%**	**39.3%**	**10.3%**	**31.8%**	**23.7%**	**22.3%**

Denominator is the enrollee population by VISN.

Table 5.3

2008 Former Smokers Displayed by Priority, Age, and Income

VISN	Priority			Age			Income		
	1 - 3	4 - 6	7 - 8	<45	45-64	65+	<$36K	$36K+	DK/Ref
1	53,267	47,773	77,693	10,666	58,131	109,937	89,408	67,730	21,595
	72.7%	67.9%	87.3%	51.1%	62.5%	92.6%	73.7%	79.4%	82.8%
2	25,305	36,823	40,340	9,411	35,286	57,770	53,587	38,774	10,106
	69.6%	63.4%	83.2%	47.4%	58.1%	92.6%	68.4%	74.6%	79.7%
3	37,134	44,451	88,770	6,179	60,027	104,148	69,162	78,599	22,594
	79.0%	71.2%	87.2%	53.6%	68.3%	93.1%	76.5%	82.4%	88.8%
4	50,148	67,954	113,635	19,977	73,093	138,666	132,778	76,201	22,757
	70.6%	68.8%	85.6%	68.3%	59.9%	91.6%	75.9%	76.6%	80.7%
5	28,353	22,772	30,473	7,414	31,238	42,947	35,097	37,159	9,342
	70.4%	60.7%	82.8%	54.5%	59.3%	88.8%	66.8%	74.1%	78.2%
6	67,447	64,460	60,550	10,262	86,211	95,985	99,380	68,415	24,662
	67.4%	62.9%	77.0%	32.2%	61.0%	88.8%	64.2%	73.3%	74.7%
7	83,956	72,644	59,822	13,536	103,107	99,779	113,687	79,807	22,929
	68.2%	66.9%	79.1%	39.0%	64.2%	89.1%	68.4%	74.8%	66.7%
8	93,573	95,849	109,145	14,133	104,737	179,696	147,917	105,864	44,785
	74.5%	64.5%	83.0%	56.3%	56.8%	91.5%	67.4%	78.3%	87.7%
9	53,931	70,886	50,821	15,109	72,079	88,449	102,021	53,983	19,634
	62.9%	64.3%	80.9%	49.3%	57.2%	86.6%	64.5%	71.1%	80.0%
10	31,756	52,782	42,743	6,707	50,580	69,994	81,276	33,606	12,398
	64.9%	57.4%	80.7%	37.9%	53.4%	86.0%	62.2%	71.9%	75.4%
11	52,315	63,102	60,341	14,456	65,267	96,035	101,940	55,313	18,505
	69.2%	66.4%	83.5%	61.8%	58.3%	89.2%	72.2%	72.6%	72.1%
12	34,153	50,588	77,391	11,767	57,020	93,344	88,251	58,185	15,696
	64.2%	61.0%	89.5%	51.4%	59.4%	90.0%	68.5%	77.9%	82.2%
15	39,864	60,963	51,550	6,408	49,714	96,255	90,006	44,189	18,182
	68.3%	64.7%	82.7%	38.7%	53.2%	91.7%	66.9%	76.3%	80.8%
16	115,050	129,513	72,984	21,868	129,511	166,168	180,637	108,835	28,075
	71.7%	67.3%	82.1%	50.8%	60.5%	90.0%	68.4%	79.2%	69.9%
17	63,512	59,523	40,207	12,069	73,125	78,049	81,064	64,687	17,491
	68.8%	62.5%	78.2%	36.5%	63.2%	86.5%	62.1%	75.0%	78.8%
18	56,726	61,316	45,240	10,000	65,355	87,928	82,390	68,112	12,781
	72.7%	61.6%	81.5%	39.7%	59.8%	89.2%	64.1%	76.8%	81.0%
19	36,958	33,168	35,274	8,761	41,692	54,946	55,735	42,975	6,690
	71.5%	63.0%	82.7%	44.7%	62.1%	91.1%	68.6%	75.5%	75.3%

VISN	Priority			Age			Income		
	1 - 3	4 - 6	7 - 8	<45	45-64	65+	<$36K	$36K+	DK/Ref
20	69,492	49,108	39,913	12,615	72,267	73,631	80,930	63,494	14,089
	71.5%	63.2%	81.9%	43.1%	65.7%	87.4%	66.3%	76.5%	76.2%
21	55,597	48,494	46,674	10,260	63,599	76,907	72,821	63,029	14,916
	75.4%	62.9%	82.8%	47.3%	65.4%	87.1%	65.7%	80.8%	81.0%
22	51,515	73,376	52,078	13,838	70,942	92,189	91,989	70,252	14,728
	70.0%	66.7%	79.1%	42.6%	61.9%	89.9%	70.3%	74.5%	60.1%
23	76,928	50,328	78,593	14,222	70,524	121,103	109,028	78,715	18,106
	75.5%	60.2%	83.4%	45.1%	64.6%	87.1%	71.7%	74.6%	81.4%
National	**1,176,980**	**1,255,874**	**1,274,236**	**249,658**	**1,433,505**	**2,023,926**	**1,959,104**	**1,357,926**	**390,059**
	70.6%	**64.4%**	**83.0%**	**46.8%**	**60.7%**	**89.7%**	**68.2%**	**76.3%**	**77.8%**

Denominator is the enrollee population by VISN.

Table 5.4

2008 Recent Quitters Displayed by Priority, Age, and Income

VISN	Priority			Age			Income		
	1 - 3	4 - 6	7 - 8	<45	45-64	65+	<$36K	$36K+	DK/Ref
1	18,949	13,755	15,309	7,658	28,194	12,161	23,602	18,914	5,498
	25.9%	19.6%	17.2%	36.7%	30.3%	10.3%	19.5%	22.2%	21.1%
2	11,142	20,469	10,708	10,234	21,031	11,054	23,723	16,066	2,529
	30.7%	35.2%	22.1%	51.5%	34.6%	17.7%	30.3%	30.9%	20.0%
3	12,100	20,591	15,569	5,665	28,263	14,331	22,808	20,123	5,328
	25.8%	33.0%	15.3%	49.2%	32.2%	12.8%	25.2%	21.1%	20.9%
4	18,813	30,982	24,765	10,452	41,188	22,920	41,031	26,650	6,878
	26.5%	31.3%	18.7%	35.8%	33.7%	15.2%	23.5%	26.8%	24.4%
5	11,261	14,383	6,767	5,607	19,926	6,879	18,899	10,903	2,610
	28.0%	38.3%	18.4%	41.2%	37.8%	14.2%	36.0%	21.8%	21.9%
6	35,540	34,994	13,211	16,880	51,280	15,586	52,177	22,896	8,673
	35.5%	34.1%	16.8%	53.0%	36.3%	14.4%	33.7%	24.5%	26.3%
7	38,698	32,360	18,170	19,373	50,341	19,514	54,856	27,008	7,363
	31.5%	29.8%	24.0%	55.8%	31.4%	17.4%	33.0%	25.3%	21.4%
8	34,517	40,947	20,070	11,912	62,208	21,414	58,969	31,960	4,606
	27.5%	27.6%	15.3%	47.4%	33.8%	10.9%	26.9%	23.6%	9.0%
9	25,227	29,277	11,698	12,655	40,969	12,578	42,511	18,841	4,849
	29.4%	26.6%	18.6%	41.3%	32.5%	12.3%	26.9%	24.8%	19.8%

VISN	Priority			Age			Income		
	1 - 3	4 - 6	7 - 8	<45	45-64	65+	<$36K	$36K+	DK/Ref
10	15,430	25,586	9,669	8,632	27,636	14,417	34,760	11,528	4,397
	31.5%	27.8%	18.3%	48.8%	29.2%	17.7%	26.6%	24.7%	26.7%
11	21,757	30,614	15,856	7,948	43,568	16,710	40,953	19,905	7,369
	28.8%	32.2%	21.9%	34.0%	38.9%	15.5%	29.0%	26.1%	28.7%
12	14,959	23,667	15,449	10,805	26,152	17,117	33,128	17,354	3,593
	28.1%	28.6%	17.9%	47.2%	27.2%	16.5%	25.7%	23.2%	18.8%
15	16,090	26,381	10,843	8,325	30,877	14,112	37,138	11,709	4,467
	27.6%	28.0%	17.4%	50.2%	33.0%	13.5%	27.6%	20.2%	19.8%
16	41,820	50,406	13,421	22,030	64,184	19,432	63,366	31,464	10,818
	26.1%	26.2%	15.1%	51.1%	30.0%	10.5%	24.0%	22.9%	26.9%
17	25,566	34,225	9,454	14,781	40,790	13,674	45,714	20,041	3,491
	27.7%	35.9%	18.4%	44.7%	35.3%	15.2%	35.0%	23.2%	15.7%
18	20,840	27,163	10,981	8,370	33,634	16,980	35,878	20,757	2,348
	26.7%	27.3%	19.8%	33.2%	30.8%	17.2%	27.9%	23.4%	14.9%
19	13,426	14,539	7,719	8,348	20,291	7,045	22,176	12,055	1,453
	26.0%	27.6%	18.1%	42.6%	30.2%	11.7%	27.3%	21.2%	16.4%
20	24,679	20,567	7,025	12,659	29,864	9,747	31,966	17,196	3,108
	25.4%	26.5%	14.4%	43.2%	27.1%	11.6%	26.2%	20.7%	16.8%
21	15,235	23,410	8,656	8,758	24,459	14,083	31,060	13,265	2,975
	20.7%	30.4%	15.4%	40.4%	25.2%	16.0%	28.0%	17.0%	16.2%
22	17,821	30,766	14,025	14,476	33,869	14,267	35,038	23,501	4,074
	24.2%	28.0%	21.3%	44.5%	29.6%	13.9%	26.8%	24.9%	16.6%
23	24,329	29,655	21,520	14,425	36,632	24,447	44,581	26,196	4,727
	23.9%	35.4%	22.8%	45.7%	33.6%	17.6%	29.3%	24.8%	21.3%
National	**458,200**	**574,737**	**280,884**	**239,995**	**755,358**	**318,468**	**794,334**	**418,332**	**101,154**
	27.5%	**29.5%**	**18.3%**	**44.9%**	**32.0%**	**14.1%**	**27.7%**	**23.5%**	**20.2%**

Denominator is the enrollee population by VISN.

Table 5.5

2008 Enrollees Who Never Smoked Displayed by Priority, Age, and Income

VISN	Priority			Age			Income		
	1 - 3	4 - 6	7 - 8	<45	45-64	65+	<$36K	$36K+	DK/Ref
1	27,865	26,662	36,443	18,899	26,247	45,824	45,438	38,493	7,040
	27.6%	27.5%	29.1%	47.5%	22.0%	27.9%	27.3%	31.1%	21.3%
2	17,274	18,981	19,817	10,479	19,132	26,461	26,028	23,538	6,506
	32.2%	24.6%	29.0%	34.5%	24.0%	29.8%	25.0%	31.2%	33.9%
3	24,931	31,046	51,759	15,863	29,461	62,412	40,229	54,375	13,132
	34.7%	33.2%	33.7%	57.9%	25.1%	35.8%	30.8%	36.3%	34.0%
4	36,233	34,343	55,015	23,273	36,976	65,341	71,770	40,868	12,952
	33.8%	25.8%	29.3%	44.3%	23.3%	30.2%	29.1%	29.1%	31.5%
5	30,638	17,799	16,925	15,636	28,937	20,789	24,686	31,972	8,704
	43.2%	32.2%	31.5%	53.5%	35.5%	30.1%	32.0%	38.9%	42.2%
6	55,717	37,975	27,313	25,339	54,186	41,480	53,478	53,673	13,854
	35.8%	27.0%	25.8%	44.3%	27.7%	27.7%	25.7%	36.5%	29.6%
7	64,705	53,608	34,939	37,968	66,392	48,892	67,184	72,911	13,157
	34.5%	33.1%	31.6%	52.2%	29.3%	30.4%	28.8%	40.6%	27.7%
8	54,058	48,765	58,086	29,703	56,091	75,115	79,887	59,420	21,602
	30.1%	24.7%	30.6%	54.2%	23.3%	27.7%	26.7%	30.5%	29.7%
9	35,776	29,483	17,791	21,831	30,945	30,274	41,343	33,215	8,493
	29.5%	21.1%	22.1%	41.6%	19.7%	22.9%	20.7%	30.4%	25.7%
10	22,147	25,154	27,287	12,246	31,353	30,988	39,224	27,713	7,650
	31.2%	21.5%	34.0%	40.9%	24.9%	27.6%	23.1%	37.2%	31.8%
11	26,686	30,554	26,124	15,903	29,616	37,844	45,778	27,224	10,362
	26.1%	24.3%	26.6%	40.5%	20.9%	26.0%	24.5%	26.3%	28.8%
12	26,254	28,688	35,571	20,083	31,885	38,545	41,005	38,519	10,990
	33.0%	25.7%	29.2%	46.7%	24.9%	27.1%	24.2%	34.0%	36.5%
15	31,745	31,082	28,733	22,484	33,305	35,771	47,649	34,450	9,460
	35.2%	24.8%	31.6%	57.6%	26.3%	25.4%	26.2%	37.3%	29.6%
16	64,820	58,878	33,800	34,251	66,126	57,121	77,366	59,877	20,255
	28.8%	23.4%	27.6%	44.3%	23.6%	23.6%	22.7%	30.4%	33.5%
17	50,272	27,262	24,558	29,473	39,129	33,490	41,271	49,523	11,298
	35.3%	22.3%	32.3%	47.2%	25.3%	27.1%	24.0%	36.5%	33.7%
18	33,758	28,847	22,319	21,558	32,390	30,976	33,708	42,493	8,723
	30.2%	22.5%	28.7%	46.1%	22.9%	23.9%	20.8%	32.4%	35.6%
19	32,498	25,239	20,122	20,535	28,442	28,882	31,603	38,758	7,497
	38.6%	32.4%	32.0%	51.2%	29.8%	32.4%	28.0%	40.5%	45.8%

VISN	Priority			Age			Income		
	1 - 3	4 - 6	7 - 8	<45	45-64	65+	<$36K	$36K+	DK/Ref
20	50,256	28,999	21,376	26,262	42,025	32,343	41,708	50,778	8,144
	34.1%	27.2%	30.5%	47.3%	27.6%	27.7%	25.5%	38.0%	30.6%
21	44,144	32,086	31,524	24,735	41,936	41,084	48,041	48,505	11,209
	37.4%	29.4%	35.9%	53.3%	30.1%	31.8%	30.3%	38.4%	37.9%
22	52,178	58,562	33,355	37,397	61,022	45,676	76,612	53,224	14,259
	41.5%	34.7%	33.6%	53.5%	34.8%	30.8%	36.9%	36.1%	36.8%
23	40,096	35,905	32,149	22,509	36,222	49,420	54,609	44,419	9,122
	28.2%	30.0%	25.4%	41.6%	24.9%	26.2%	26.4%	29.6%	29.1%
National	**822,050**	**709,917**	**655,006**	**486,426**	**821,818**	**878,730**	**1,028,617**	**923,948**	**234,409**
	33.0%	**26.7%**	**29.9%**	**47.7%**	**25.8%**	**28.0%**	**26.4%**	**34.2%**	**31.8%**

Denominator is the enrollee population by VISN.

Table 5.6

2008 Enrollees Who Ever Smoked Displayed by Priority, Age, and Income

VISN	Priority			Age			Income		
	1 - 3	4 - 6	7 - 8	<45	45-64	65+	<$36K	$36K+	DK/Ref
1	73,292	70,319	89,020	20,888	93,073	118,669	121,289	85,262	26,080
	72.5%	72.5%	71.0%	52.5%	78.0%	72.1%	72.7%	68.9%	78.7%
2	36,355	58,121	48,507	19,864	60,729	62,390	78,308	52,001	12,675
	67.8%	75.4%	71.0%	65.5%	76.0%	70.2%	75.1%	68.8%	66.1%
3	46,994	62,420	101,837	11,524	87,890	111,837	90,411	95,397	25,442
	65.3%	66.8%	66.3%	42.1%	74.9%	64.2%	69.2%	63.7%	66.0%
4	71,012	98,847	132,806	29,237	122,093	151,335	174,927	99,535	28,204
	66.2%	74.2%	70.7%	55.7%	76.8%	69.8%	70.9%	70.9%	68.5%
5	40,273	37,540	36,821	13,594	52,691	48,349	52,564	50,126	11,944
	56.8%	67.8%	68.5%	46.5%	64.6%	69.9%	68.0%	61.1%	57.8%
6	100,060	102,537	78,644	31,861	141,323	108,058	154,851	93,385	33,005
	64.2%	73.0%	74.2%	55.7%	72.3%	72.3%	74.3%	63.5%	70.4%
7	123,064	108,559	75,676	34,732	160,573	111,995	166,269	106,673	34,358
	65.5%	66.9%	68.4%	47.8%	70.7%	69.6%	71.2%	59.4%	72.3%
8	125,575	148,583	131,581	25,126	184,282	196,332	219,467	135,196	51,077
	69.9%	75.3%	69.4%	45.8%	76.7%	72.3%	73.3%	69.5%	70.3%
9	85,704	110,245	62,799	30,640	126,001	102,105	158,285	75,925	24,537
	70.5%	78.9%	77.9%	58.4%	80.3%	77.1%	79.3%	69.6%	74.3%
10	48,946	91,931	52,952	17,692	94,698	81,438	130,650	46,734	16,445
	68.8%	78.5%	66.0%	59.1%	75.1%	72.4%	76.9%	62.8%	68.2%
11	75,623	95,065	72,268	23,411	111,910	107,634	141,120	76,152	25,684
	73.9%	75.7%	73.4%	59.5%	79.1%	74.0%	75.5%	73.7%	71.3%

VISN	Priority			Age			Income		
	1 - 3	4 - 6	7 - 8	<45	45-64	65+	<$36K	$36K+	DK/Ref
12	53,227	82,909	86,477	22,886	96,021	103,706	128,772	74,740	19,100
	67.0%	74.3%	70.9%	53.3%	75.1%	72.9%	75.8%	66.0%	63.5%
15	58,330	94,292	62,352	16,574	93,448	104,952	134,581	57,883	22,510
	64.8%	75.2%	68.5%	42.4%	73.7%	74.6%	73.9%	62.7%	70.4%
16	160,521	192,369	88,863	43,087	213,966	184,700	264,245	137,359	40,149
	71.2%	76.6%	72.4%	55.7%	76.4%	76.4%	77.4%	69.6%	66.5%
17	92,286	95,248	51,444	33,037	115,660	90,282	130,488	86,290	22,201
	64.7%	77.7%	67.7%	52.9%	74.7%	72.9%	76.0%	63.5%	66.3%
18	78,029	99,504	55,541	25,194	109,341	98,538	128,587	88,713	15,774
	69.8%	77.5%	71.3%	53.9%	77.1%	76.1%	79.2%	67.6%	64.4%
19	51,721	52,676	42,679	19,591	67,171	60,315	81,304	56,890	8,882
	61.4%	67.6%	68.0%	48.8%	70.3%	67.6%	72.0%	59.5%	54.2%
20	97,162	77,673	48,750	29,295	110,029	84,262	122,110	82,984	18,491
	65.9%	72.8%	69.5%	52.7%	72.4%	72.3%	74.5%	62.0%	69.4%
21	73,755	77,058	56,364	21,697	97,212	88,269	110,785	77,986	18,407
	62.6%	70.6%	64.1%	46.7%	69.9%	68.2%	69.8%	61.7%	62.2%
22	73,650	109,993	65,883	32,498	114,526	102,503	130,768	94,255	24,503
	58.5%	65.3%	66.4%	46.5%	65.2%	69.2%	63.1%	63.9%	63.2%
23	101,879	83,668	94,279	31,554	109,179	139,092	152,007	105,587	22,231
	71.8%	70.0%	74.6%	58.4%	75.1%	73.8%	73.6%	70.4%	70.9%
National	**1,667,457**	**1,949,556**	**1,535,543**	**533,982**	**2,361,814**	**2,256,760**	**2,871,788**	**1,779,072**	**501,697**
	67.0%	**73.3%**	**70.1%**	**52.3%**	**74.2%**	**72.0%**	**73.6%**	**65.8%**	**68.2%**

Denominator is the enrollee population by VISN.

Table 5.7 **2008 Enrollees Who Reported Recently Trying to Quit, Displayed by 'Current' and 'Former Smokers'**

VISN	Enrollee Population	Total Recent Quitters		Total Current Smokers	Percent Enrollee Population	Number	Percent 'Current Smoker' Population	Total Former Smokers	Percent Enrollee Population	Number	Percent 'Former Smoker' Population
		Number	Percent								
						'Current Smokers' who have recently tried to quit				'Former Smokers' who have recently tried to quit	
1	323,601	48,013	14.8%	53,898	16.7%	27,653	51.3%	178,733	55.2%	20,360	11.4%
2	199,055	42,319	21.3%	40,515	20.4%	25,711	63.5%	102,468	51.5%	16,607	16.2%
3	318,986	48,260	15.1%	40,895	12.8%	25,188	61.6%	170,355	53.4%	23,072	13.5%
4	428,257	74,560	17.4%	70,930	16.6%	40,611	57.3%	231,737	54.1%	33,949	14.7%
5	179,995	32,411	18.0%	33,034	18.4%	19,136	57.9%	81,598	45.3%	13,276	16.3%
6	402,246	83,745	20.8%	88,784	22.1%	52,586	59.2%	192,457	47.8%	31,159	16.2%

VISN	Enrollee Population	Total Recent Quitters		Total Current Smokers	Percent Enrollee Population	Number	Percent 'Current Smoker' Population	Total Former Smokers	Percent Enrollee Population	Number	Percent 'Former Smoker' Population
		Number	Percent			'Current Smokers' who have recently tried to quit				'Former Smokers' who have recently tried to quit	
7	460,552	89,228	19.4%	90,877	19.7%	54,118	59.6%	216,422	47.0%	35,109	16.2%
8	566,649	95,534	16.9%	107,172	18.9%	61,251	57.2%	298,567	52.7%	34,283	11.5%
9	341,797	66,202	19.4%	83,109	24.3%	46,409	55.8%	175,638	51.4%	19,793	11.3%
10	268,416	50,685	18.9%	66,548	24.8%	34,245	51.5%	127,281	47.4%	16,440	12.9%
11	326,318	68,227	20.9%	67,198	20.6%	40,080	59.7%	175,758	53.9%	28,147	16.0%
12	313,126	54,075	17.3%	60,481	19.3%	34,175	56.5%	162,132	51.8%	19,899	12.3%
15	306,533	53,314	17.4%	62,598	20.4%	32,726	52.3%	152,377	49.7%	20,589	13.5%
16	599,251	105,647	17.6%	124,206	20.7%	71,818	57.8%	317,547	53.0%	33,829	10.7%
17	341,071	69,245	20.3%	75,738	22.2%	45,369	59.9%	163,242	47.9%	23,876	14.6%
18	317,998	58,984	18.5%	69,792	21.9%	32,938	47.2%	163,282	51.3%	26,046	16.0%
19	224,935	35,684	15.9%	41,678	18.5%	22,472	53.9%	105,400	46.9%	13,212	12.5%
20	324,216	52,271	16.1%	65,071	20.1%	34,086	52.4%	158,513	48.9%	18,184	11.5%
21	314,932	47,301	15.0%	56,412	17.9%	30,327	53.8%	150,765	47.9%	16,973	11.3%
22	393,621	62,612	15.9%	72,557	18.4%	37,289	51.4%	176,969	45.0%	25,324	14.3%
23	387,976	75,504	19.5%	73,976	19.1%	40,753	55.1%	205,849	53.1%	34,751	16.9%
National	**7,339,532**	**1,313,821**	**17.9%**	**1,445,469**	**19.7%**	**808,940**	**56.0%**	**3,707,090**	**50.5%**	**504,880**	**13.6%**

2008 SURVEY OF VETERAN ENROLLEES' HEALTH AND RELIANCE UPON VA

Survey Instrument

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

TIME BEGUN_____

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

01 (SKIP TO INTRO) RESPONDENT AVAILABLE
02 (SKIP TO CALLBACK) RESPONDENT NOT AVAILABLE
03 (SKIP TO **PROXY**) RESPONDENT UNABLE TO DO INTERVIEW
PHYSICAL/MENTAL HEALTH REASON
04 DO NOT KNOW RESPONDENT/DO NOT RECOGNIZE NAME – MAKE A WRONG NUMBER
05 (SKIP TO BADNUM) RESPONDENT NOT AT NUMBER
06 TERMINATION SCREEN

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

01 YES – MAKE NEW NUMBER DISPOSITION, COLLECT TELEPHONE NUMBER
02 NO – MAKE NO NUMBER AVAILABLE
03 NO – WILL NOT RELEASE TELEPHONE NUMBER

INTRODUCTION2A.: We are conducting a survey on behalf of VA about Veterans' use of health care services and needs. You may have recently received a letter from Dr. Kussman, the Under Secretary for Health for the Department of Veteran Affairs, inviting you to participate in this survey. Your name was randomly selected from a list of Veterans who enrolled to use VA health care services. This survey will take 10-15 minutes.

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

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

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

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

01 YES, CONTINUE
02 REQUESTED CALLBACK
03 REFUSEDINTRO2AA. Everything we talk about will be confidential, although this call may be monitored for quality assurance. Your participation is voluntary – you can choose not to answer any question or end the survey at anytime without an explanation. Your benefits will not change as a result of your answering any questions. If you choose not to participate, or answer a question, your benefits will **also** not be affected. However, your participation is important for this survey's success – we need to talk to Veterans like you. Would now be a good time?

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

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

IF NECESSARY MORE INFORMATION: This survey is about how many Veterans use VA services and what types of services they do or do not use.
IF NECESSARY CONFIDENTIALITY: Your name and answers will be linked. However, VA will protect your identity and answers to the extent allowed under the law. Your answers will in no way affect your benefits. No information that you provide will be released to the general public in a way that can be traced back to you.

01 YES, CONTINUE //GO TO PROXY2//
02 NO
03 RESPONDENT WILL NOT CONTINUE WITHOUT LETTER //REFUSED///
98 DON'T KNOW
99 REFUSED

01 YES – CREATE VARIABLE "**PROXY**= 01 IF **PROXY** INTERVIEW AND 00 IF NOT **PROXY**"
02 NO – TERMINATE CREATE DISPOSITIN NO ELIGIBLE **PROXY**, RESPONDENT UNABLE
98 DON'T KNOW – TERMINATE CREATE DISPOSITION NO ELIGIBLE **PROXY**, RESPONDENT UNABLE
99 REFUSED – TERMINATE **PROXY** REFUSAL

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PROXY_2 This survey will take 10-15 minutes. Everything we talk about will be confidential, although this call may be monitored for quality assurance. Your participation on behalf of <INSERT NAME> is voluntary – you can choose not to answer any question or end the survey at anytime without an explanation. <INSERT NAME> benefits will not change as a result of your answering any questions. If you choose not to participate, or answer a question, <INSERT NAME> benefits will **also** not be affected. However, your participation on behalf of <INSERT NAME> is important for this survey's success – we need to talk to Veterans like <INSERT NAME>. Would now be a good time?

IF NECESSARY MORE INFORMATION: This survey is about how many Veterans use VA services and what types of services they do or do not use.
IF NECESSARY CONFIDENTIALITY: Your name and answers will be linked. However, VA will protect your identity and answers to the extent allowed under the law. Your answers will in no way affect your benefits. No information that you provide will be released to the general public in a way that can be traced back to you.

01 (SKIP TO RESIDE) YES
02 (SKIP TO CALLBACK) NO

RESIDE Does <INSERT NAME> still live at this telephone number or somewhere else?
01 (SKIP TO RELATION) STILL AT LOCATION
02 DIFFERENT LOCATION
98 DON'T KNOW
99 REFUSED

RESIDE_1 In what state does <INSERT NAME> live?
/PROVIDE LIST OF STATE NAMES/
98 DON'T KNOW
99 REFUSED

RELATION Before we begin, could you tell me how you would describe your relationship to <INSERT NAME>? I am going to read you a list. Are you <INSERT NAME>'s…
01 Spouse
02 Significant other
03 Parent
04 Sibling
05 Child
06 Some other relative
07 Friend
08 Caregiver
09 Guardian or Attorney
10 Social Worker or Case Worker
97 Some other relation
98 DON'T KNOW
99 REFUSED

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CALLBACK When would be a convenient time to call back and speak with <INSERT NAME>?

/IF **PROXY**=01/ When would be a convenient time to call back <INSERT NAME>?
01 MAKE APPOINTMENT 104
02 CALL BACK ANYTIME 105

A: Health Insurance Module

PREA Many of the following questions may be simply answered as either yes or no. However, if you are unsure about it, just let me know and I will note that.
/IF PROXY=01 ALSO ASK/ Please remember when answering that we are talking about <INSERT NAME>

I would like to first ask about healthcare benefits …….

PREA: Are you enrolled in VA health care?
/IF PROXY=01/ Is <INSERT NAME> enrolled in VA Health care?
01 YES
02 NO
03 I DON'T REMEMBER ENROLLING
98 DON'T KNOW
99 REFUSED

A1. Are you covered by Medicare?
/IF PROXY=01ASK/ Is <INSERT NAME> covered by Medicare?
01 YES
02 //SKIP TO A7// NO
98 //SKIP TO A7// DON'T KNOW
99 //SKIP TO A7// REFUSED

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

//IF PROXY=01ASK// Did <INSERT NAME> choose to receive Medicare coverage through a Medicare Advantage Plan and not through the Original Medicare Plan? Medicare Advantage Plans include Medicare HMOs (Health Maintenance Organizations), Medicare PPOs (Preferred Provider Organizations), Medicare Special Needs Plans, and Medicare Private Fee-for-Service Plans.
01 //SKIP TO A6// YES
02 NO
98 DON'T KNOW

99 REFUSED

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

[INTERVIEWER NOTE: This type of Medicare is also sometimes called "Part A"; if they have it, there is generally no premium because they or a spouse paid for it through payroll taxes while they were working.]
01 YES
02 NO
98 DON'T KNOW
99 REFUSED

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

[INTERVIEWER NOTE: This type of Medicare is also sometimes called "Part B"; if they have it, they generally pay a monthly fee or premium which may be directly deducted from their Social Security check.]
01 YES
02 NO
98 DON'T KNOW
99 REFUSED

A5. Do you purchase any private health care coverage to supplement Medicare; that is to pay for services Medicare does not pay for?
//IF PROXY=01ASK// Does <INSERT NAME> purchase any private health care coverage to supplement Medicare; that is to pay for services Medicare does not pay for?
[IINTERVIEWER NOTE DO NOT READ: "YES" - TYPES OF PRIVATE INSURANCE A PERSON CAN PURCHASE TO SUPPLEMENT MEDICARE INCLUDE MEDIGAP OR MEDICARE SUPPLEMENT. DOES NOT INCLUDE MEDICARE ADVANTAGE OR MEDICARE + CHOICE.]
[INTERVIEWER NOTE DO NOT READ: "NO" - A TYPE OF INSURANCE THAT DOES NOT COUNT IS THE DEPARTMENT OF DEFENSE'S TRICARE FOR LIFE PLAN FOR MEDICARE ELIGIBLE MILITARY RETIREES.]
01 YES
02 NO
98 DON'T KNOW
99 REFUSED

A6. Do you have Medicare prescription drug coverage, "Part D"?
//IF PROXY=01ASK// Does <INSERT NAME> have Medicare prescription drug coverage, "Part D?"
01 YES
02 NO

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98 DON'T KNOW
99 REFUSED

A7. Are you currently covered by Medicaid for any of your health care?
//IF PROXY=01ASK// Is <INSERT NAME> currently covered by Medicaid for any of his or her health care?

[IF NECESSARY: Medicaid is a program that pays for Medical Assistance for certain individuals with low incomes and resources and is provided by your State governments' social services department.]
[INTERVIEWER NOTE: "Medical Assistance" = "Medicaid" in some States.]
//RECALL LIST FROM 2005 FOR STATE MEDICAID PLAN NAME//
01 YES
02 NO
98 DON'T KNOW
99 REFUSED

A8. Are you currently covered by the Department of Defense's TRICARE or TRICARE for Life health care programs?
//IF PROXY=01ASK// Is <INSERT NAME> covered by the Department of Defense's TRICARE or TRICARE for Life health care programs?
01 YES
02 NO
98 DON'T KNOW
99 REFUSED

A9. Are you currently covered by any other individual or group health plan that either you, or an employer, or someone else, such as a family member obtains for you?
//IF PROXY=01ASK// Is <INSERT NAME> currently covered by any other individual or group health plan that either <INSERT NAME>, or an employer, or someone else, such as a family member obtains for <INSERT NAME>?
[INTERVIEWER NOTE DO NOT READ: "YES" - DO COUNT ANY PRIVATE RETIREE HEALTH INSURANCE PLAN.]
[INTERVIEWER NOTE DO NOT READ: "NO" - DO NOT COUNT PRIVATE MEDIGAP, MEDICARE SUPPLEMENT, MEDICARE ADVANTAGE, OR MEDICARE + CHOICE PLANS.]
01 YES
02 //SKIP TO A13// NO
98 //SKIP TO A13// DON'T KNOW
99 //SKIP TO A13// REFUSED

A10. Who provides this coverage? If more than one source applies, please indicate the primary source.

[INTERVIEWER: READ LIST CAN ONLY SELECT ONE]
01 Current employer, including COBRA coverage
02 Former employer
03 Individually purchased coverage

04 Federal, State, County, or local community health services program
05 Family member, such as a spouse, parent, etc.
97 Or from somewhere else? (SPECIFY)
98 DON'T KNOW
99 REFUSED

A10_O //IF A10=97 ASK// Who provides this coverage?
01 //TEXT RESPONSE//
98 DON'T KNOW
99 REFUSED

A10_OV [INTERVIEWER: CAN YOUR SPECIFY RESPONSE BE CODED USING THE LIST BELOW
IF YES, SELECT NOW.
01 Current employer, including COBRA coverage
02 Former employer
03 Individually purchased coverage
04 Federal, State, County, or local community health services program
05 Family member, such as a spouse, parent, etc.
96 NO, UNIQUE RESPONSE

A11. Does this coverage include prescription drug coverage?
01 YES
02 NO
98 DON'T KNOW
99 REFUSED

A12. Is this coverage provided through an HMO or other managed care organization?
[INTERVIEWER NOTE: An HMO or Health Maintenance Organization or other managed care coverage requires you to use certain doctors, hospitals, and other providers. If you use health care services or providers who are not in the plan, you pay more, or all of the cost for that health care.]
01 YES
02 NO
98 DON'T KNOW
99 REFUSED

A13. Do you currently have prescription drug coverage from VA?
//IF PROXY=01ASK// Does <INSERT NAME> currently have prescription drug coverage from VA?
01 YES
02 NO

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98 DON'T KNOW
99 REFUSED

A14A. How many different over the counter medications did you use in the last 30 days?
//IF PROXY=01ASK// How many different over the counter medications did <INSERT NAME> use in the last 30 days?
[IF NECESSARY: Your best guess is fine.]
_____ [0 – 50]
98 DON'T KNOW
99 REFUSED

///IF A14A IN 0, 98, 99 SKIP TO A15A, ALL ELSE CONTINUE///
A14B. Of these over the counter medications, how many did you obtain from VA?
//IF PROXY=01ASK// Of these over the counter medications, how many did <INSERT NAME> obtain from VA?

[INTERVIEWER NOTE: THESE MEDICATIONS COME FROM SOME VA FACILITY OR THROUGH THE MAIL FROM VA. DOES NOT REFER TO MEDICATIONS WHERE A RESPONDENT IS REIMBURSED FOR THE OUT OF POCKET COSTS.]
[IF NECESSARY: Your best guess is fine.]
_____ [0 – 50]
98 DON'T KNOW
99 REFUSED

A15A. How many different prescription medications did you use in the last 30 days?
//IF PROXY=01ASK// How many different prescription medications did <INSERT NAME> use in the last 30 days?
[IF NECESSARY: Your best guess is fine.]
_____ [0 – 50]
98 DON'T KNOW
99 REFUSED

///IF A15A IN 0, 98, 99 SKIP TO A16, ALL ELSE CONTINUE///
A15B. Of these prescription medications, how many did you obtain from VA?
//IF PROXY=01ASK// Of these prescription medications, how many did <INSERT NAME> obtain from VA?
[INTERVIEWER NOTE: THESE MEDICATIONS COME FROM SOME VA FACILITY OR THROUGH THE MAIL FROM VA. DOES NOT REFER TO MEDICATIONS WHERE A RESPONDENT IS REIMBURSED FOR THE OUT OF POCKET COSTS.]
[IF NECESSARY: Your best guess is fine.]

_____ [0 – 50]
98 DON'T KNOW
99 REFUSED

PA16. On average, how much do you spend out-of-pocket for all your over the counter and prescription medications on a monthly basis, not including any health insurance premiums you may pay?
//IF PROXY=01ASK// On average, how much does <INSERT NAME> spend out-of-pocket for all <INSERT NAME>'s over the counter and prescription medications on a monthly basis, not including any health insurance premiums <INSERT NAME> may pay?
01 GAVE RESPONSE
98 DON'T KNOW
99 REFUSED

A16. On average, how much do you spend out-of-pocket for all your over the counter and prescription medications on a monthly basis, not including any health insurance premiums you may pay?
//IF PROXY=01ASK// On average, how much does <INSERT NAME> spend out-of-pocket for all <INSERT NAME>'s over the counter and prescription medications on a monthly basis, not including any health insurance premiums <INSERT NAME> may pay?
[IF NECESSARY: Your best guess is fine.]
_____ ENTER NUMBER [0 – 9999]

Section B: Reliance on VA

PREB1
Next , I will be asking you about use of medical health services in 2007 from both Non-VA sources, as well as from VA. First, my questions are about Non-VA provided Health Care Services.

/IF **PROXY**=01/ ***Next, I will be asking you about <INSERT NAME>'s use of medical or mental health services in from both Non-VA sources, as well as from VA. First, my questions are about Non-VA provided Health Care Services***.
///ASK IF SPLIT=1, ELSE SKIP TO B11B///

B11A. In **2007**, how many outpatient visits or trips, did you make to any Non-VA doctor's office, hospital, or outpatient clinic? Please do not count dental, mental health, substance abuse visits or any visits paid for by VA?

/IF **PROXY**=01/ In **2007**, how many outpatient visits or trips, did <INSERT NAME> make to any Non-VA doctor's office, hospital, or outpatient clinic? Please do not count dental, mental health, substance abuse visits or any visits paid for by VA?
[**INTERVIEWER NOTE**: PAID FOR INCLUDES ANY PART/PORTION OF.]
[IF NECESSARY: Your best guess is fine.]

01 ENTER NUMBER _____ [RANGE=0- 366]
998 DON'T KNOW
999 REFUSED

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///ASK IF SPLIT=2, ELSE SKIP TO B22///

B11B. **From October through December 2007**, how many outpatient visits or trips, did you make to any Non-VA doctor's office, hospital, or outpatient clinic? Please do not count dental, mental health, substance abuse visits or any visits paid for by VA?

/IF **PROXY**=01/ **From October through December 2007**, how many outpatient visits or trips, did <INSERT NAME> make to any Non-VA doctor's office, hospital, or outpatient clinic? Please do not count dental, mental health, substance abuse visits or any visits paid for by VA?
[**INTERVIEWER NOTE**: PAID FOR INCLUDES ANY PART/PORTION OF.]

01 ENTER NUMBER _____ [RANGE=0- 366]
998 DON'T KNOW
999 REFUSED

PREQ14 Now, the next few questions are in regards to any <u>VA provided Healthcare</u>.

///ASK IF SPLIT=1, ELSE SKIP TO B22B///

B22A. In **2007**, how many outpatient visits or trips did you make that were paid for by VA? That would include the number of times you went to a VA doctor, hospital or clinic for **medical** care or received **medical** care somewhere else that was paid for by VA. Do not count dental or mental health visits or trips to a pharmacy.

/IF **PROXY**=01/ In **2007**, how many outpatient visits or trips did <INSERT NAME> make that were paid for by VA? That would include the number of times <INSERT NAME> went to a VA doctor, hospital or clinic for **medical** care or received **medical** care somewhere else that was paid for by VA. Do not count dental or mental health visits or trips to a pharmacy.
[**INTERVIEWER NOTE**: PAID FOR INCLUDES ANY PART/PORTION OF.]

01 ENTER NUMBER _____ [RANGE=1-366]

998 DON'T KNOW
999 REFUSED

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

B22B. **From October through December 2007**, how many outpatient visits or trips did you make that were paid for by VA? That would include the number of times you went to a VA doctor, hospital or clinic for **medical** care or received **medical** care somewhere else that was paid for by VA. Do not count dental or mental health visits or trips to a pharmacy.

/IF **PROXY**=01/ **From October through December 2007**, how many outpatient visits or trips did <INSERT NAME> make that were paid for by VA? That would include the number of times <INSERT NAME> went to a VA doctor, hospital or clinic for **medical** care or received **medical** care somewhere else that was paid for by VA. Do not count dental or mental health visits or trips to a pharmacy.
[**INTERVIEWER NOTE**: PAID FOR INCLUDES ANY PART/PORTION OF.]

01 ENTER NUMBER _____ [RANGE=1-366]

998 DON'T KNOW
999 REFUSED

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

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

01 Your primary source of healthcare;
/IF **PROXY**=01/ a primary source of healthcare
02 Backup to non-VA care for some minor services
/IF **PROXY**=01/ As backup to non-VA care for some minor services
03 A "safety net" to use only if needed
04 For prescriptions;
05 For specialized care
06 Some other way;
07 Or do you have No plans to use VA for healthcare
/IF **PROXY**=01/ Or does <INSERT NAME> have no plans to use VA for healthcare?
98 DON'T KNOW
99 REFUSED

B25_O /IF Q25=06 ASK, ELSE CONTINUE/ Could you please tell me how you primarily plan to use VA for health care in the future?
/IF **PROXY**=01/ Could you please tell me how <INSERT NAME> primarily plans to use VA for health care in the future?

01 ENTER RESPONSE: _____
98 DON'T KNOW
99 REFUSED

B25_OV [**INTERVIEWER**: CAN YOUR SPECIFY RESPONSE BE CODED USING THE LIST BELOW
IF YES, SELECT NOW.
01 Your primary source of healthcare;
/IF **PROXY**=01/ a primary source of healthcare
02 Backup to non-VA care for some minor services
/IF **PROXY**=01/ As backup to non-VA care for some minor services
03 A "safety net" to use only if needed
04 For prescriptions;
05 For specialized care

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96 NO, UNIQUE RESPONSE

Section C: Key Drivers ///ASK ALL RESPONDENTS///

PREC5 I am now going to read you a list of statements and I would like you to tell me for each statement if you completely agree, agree, neither agree nor disagree, disagree, or completely disagree.

Quality //ROTATE//

C12b Veterans like me who use VA are satisfied with the health care they receive.
C12f VA health care providers explain treatment/diagnoses in a way that patients can understand.
C12g VA health care providers treat their patients with respect.
C12h VA health care providers listen to their patients' concerns.

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

//END ROTATE//

Cost //ROTATE//

C11a VA is the most cost-effective healthcare provider for Veterans like me.
C11c VA offers Veterans like me the best value for our health care dollar.

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

//END ROTATE//

Availability and Accessibility of Services //ROTATE//

C13b Veterans like me can get in and out of an appointment at VA in a reasonable time.
C13c When Veterans like me go to VA for an appointment; they do not wait a long time to see the doctor.

C14b Veterans like me can see many different doctors, specialists, etc., in one visit to VA.
C15d VA patients can see the doctor/health care provider that they want.

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

//END ROTATE//

Convenience of Location //ROTATE//

C13d Transportation to and from the VA facility is manageable for Veterans like me.
C13e There is a VA provider in my area that offers all of the health care services that Veterans like me need.
C14a It is easy for Veterans like me to get around in the VA health care facility.
C15f It is easy to get to my local VA facility.

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

//END ROTATE//

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

C10c Veterans like me like going to VA because you can talk to other Veterans.
C16a My best friends include Veterans met through military service or Veterans groups.

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

//END ROTATE//

Knowledge of VA Health Insurance //ROTATE//

C14c I feel I know what is available to me through my VA coverage.
C14d I understand how my VA health insurance coverage works.

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

Availability of NON-VA Health Care Alternatives //ROTATE//

C16d I have a doctor outside VA who I really like and trust.
C16e My family has a health insurance plan that covers me and the rest of the family.

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

//END ROTATE//

Other Issues //ROTATE//

C16c I would only use VA if I did not have access to any other source of health care.
C16f Veterans who can afford to use other sources of health care should leave the VA to those who really need it.
C15b It takes more than 30 days to get an appointment at VA.
C16b If the cost of health care to me increases, I will use VA more.

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

98 DON'T KNOW
99 REFUSED
//END ROTATE//

Section D: Health and Demographics

PRED1 Now, I'd like to ask you about your current health.

/IF **PROXY**=01/ Now, I'd like to ask you about <INSERT NAME>'s current health.

D1. Compared to other people your age, would you say your health is:
/IF **PROXY**=01/ Compared to other people <INSERT NAME>'s age, would you say <INSERT NAME>'s health is:
[INTERVIEWER PLEASE READ LIST]
01 Excellent
02 Very good
03 Good
04 Fair, or
05 Poor
98 DON'T KNOW
99 REFUSED

PRED2. The next few questions are about cigarette smoking.

D2. Have you smoked at least 100 cigarettes in your entire life?
/IF **PROXY**=01/ Has <INSERT NAME> smoked at least 100 cigarettes in <INSERT NAME>'s entire life?
01 YES
02 (SKIP TO PRED5) NO
98 DON'T KNOW
99 REFUSED

D3. Do you now smoke cigarettes every day, some days, or not at all?
/IF **PROXY**=01/ Does <INSERT NAME> now smoke cigarettes every day, some days, or not at all?
01 Every day
02 Some days
03 Not at all
98 DON'T KNOW
99 REFUSED

D4. During the past 12 months, have you stopped smoking for more than one day because you were trying to quit smoking?
/IF **PROXY**=01/ During the past 12 months, has <INSERT NAME> stopped smoking for more than one day because <INSERT NAME> was trying to quit smoking?
01 YES
02 NO
98 DON'T KNOW
99 REFUSED

PRED5 We are almost finished. The last questions are for demographic purposes only.

D5. Which of the following best describes your current marital status?
/IF **PROXY**=01/ Which of the following best describes <INSERT NAME>'s current marital status?

[INTERVIEWER READ LIST.]
01 Married
02 Widowed
03 Divorced
04 Separated
05 Single – Never Married
98 DON'T KNOW
99 REFUSED

D6. /IF D5=01 OR 04 ASK/ Not including yourself, how many dependents, such as your spouse or dependent children do you currently have?
/IF D5 NE 01 OR 04 ASK/ Not including yourself, how many dependents, do you currently have?
/IF **PROXY**=01AND D5=01 OR 04 ASK/ Not including <INSERT NAME>, how many dependents, such as a spouse or dependent children does <INSERT NAME> currently have?
/IF **PROXY**=01 AND D5 NE 01 OR 04 ASK/ Not including <INSERT NAME>, how many dependents, does <INSERT NAME> currently have?
[**INTERVIEWER NOTE**: "DEPENDENT" IS ANYONE WHO RELIES ON THE RESPONDENT FOR AT LEAST HALF OF THAT PERSON'S FINANCIAL SUPPORT.]
01 ENTER NUMBER _____ [RANGE=0-97]
98 DON'T KNOW
99 REFUSED

PERIOD OF SERVICE

PRED6A. In the following, we would like to obtain some information on your active duty military history. Most Veterans have served only one continuous tour of duty, with no breaks in service. A one time discharge from the military after continuous service is one term of service. However, some Veterans have experienced breaks in service and thus have served multiple terms of service. How many terms of active duty military service have you served? Please do not include Reserve or National Guard training or drill periods unless "activated" at the time.

/IF **PROXY**=01/ In the following, we would like to obtain some information on <INSERT NAME>'s active duty military history. Most Veterans have served only one continuous tour of duty, with no breaks in service. A one time discharge from the military after continuous service is one term of service. However, some Veterans have experienced breaks in service and thus have served multiple terms of service. How many terms of active duty military service has <INSERT NAME> served? Please do not include Reserve or National Guard training or drill periods unless "activated" at the time.

D6A. How many terms of active duty military service have you served? Please do not include Reserve or National Guard training or drill periods unless "activated" at the time.

/**IF PROXY**=01/ How many terms of active duty military service has <INSERT NAME> served? Please do not include Reserve or National Guard training or drill periods unless "activated" at the time.
[INTERVIEWER NOTE: WE ARE ONLY RECORDING THE FIRST SIX PERIODS.]

ENTER NUMBER [1-6]
98 (SKIP TO D8) DON'T KNOW
99 (SKIP TO D8) REFUSED

D6AT. /IFD6A >1/I would like to ask you the year you started and ended each of these terms of active duty military service. Starting with your first…
/IF D6A=1/ I would like to ask you the year you started and ended this term of active duty military service.
/IF PROXY=01/I would like to ask you the year <INSERT NAME> started and ended each of these terms of active duty military service. Starting with <INSERT NAME's> first…
/IF PROXY=01 and D6=1/I would like to ask you the year <INSERT NAME> started and ended this term of active duty military service.

/START LOOP EQUAL TO D6A/

D6B_1. What year did your <first> term of active duty military service start?
/IF D6A=1/ What year did your term of active duty military service start?
/IF **PROXY**=01/ What year did <INSERT NAME>'s <first> term of active duty military service start?
/IF **PROXY**=01 and D6A=1/ What year did <INSERT NAME>'s term of active duty military service start?

01 ENTER YEAR _____ [RANGE: >=1918]
9998 DON'T KNOW
9999 REFUSED

D6C_1. What year did your <first> term of active duty military service end?
/IF D6A=1/ What year did your term of active duty military service end?
/IF **PROXY**=01/ What year did <INSERT NAME>'s <first> term of active duty military service end?
/IF **PROXY**=01 and D6A=1/ What year did <INSERT NAME>'s term of active duty military service end?

01 ENTER YEAR _____ [RANGE: >=1918]

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9998 DON'T KNOW
9999 REFUSED

COMBAT STATUS

D7_1. During this term of military service were you ever in or exposed to combat?
/IF **PROXY**=01/ During this term of military service was <INSERT NAME> ever in or exposed to combat?
01 YES
02 NO
98 DON'T KNOW
99 REFUSED

/END LOOP/

EMPLOYMENT STATUS

D8. How would you best characterize your employment status? I am going to read you a list. Please listen to all of the choices and then tell me which best describes you. Are you
01 Employed Fulltime
02 Self-employed fulltime
03 Employed part-time
04 Self employed part-time
05 Unemployed, looking for work, or laid off
06 Currently not employed – either retired, a homemaker, student, etc.
98 DON'T KNOW
99 REFUSED

ETHNICITY AND RACE

D9. Would you describe yourself as Spanish, Hispanic, or Latino?
/IF **PROXY**=01/ Would you describe <INSERT NAME> as Spanish, Hispanic, or Latino?
01 YES
02 NO
98 DON'T KNOW
99 REFUSED

D10. I am going to read you a list, please tell me which of the following describes your race? You can choose more than one. Are you …

/IF **PROXY**=01/ I am going to read you a list, please tell me which of the following describes <INSERT NAME>'s race? You can choose more than one….
[**INTERVIEWER NOTE**: PLEASE READ LIST.] /MUL=5/

01 American Indian or Alaska Native
02 Asian
03 Black or African-American
04 Native Hawaiian or Other Pacific Islander
05 White
98 DON'T KNOW
99 REFUSED

HOUSEHOLD INCOME

PD11. Could you please tell me what your total annual household income was from all sources in 2007.

/IF PROXY=01/ Could you please tell me what was <INSERT NAME>'s total annual household income was from all sources in 2007.
[IF NECESSARY: I would like to remind you that everything we discuss is confidential, and that your answer to this question will not affect your benefits.]
[IF NECESSARY: Your best guess or estimate is fine.]

01 GAVE RESPONSE (ANNUALLY) ///GO TO D11Y///
02 GAVE RESPONSE (MONTHLY) ///GO TO D11M///
98 DON'T KNOW
99 REFUSED

D11Y. Could you please tell me what your total annual household income was from all sources in 2007.
/IF PROXY=01/ Could you please tell me what was <INSERT NAME>'s total annual household income was from all sources in 2007.
[IF NECESSARY: I would like to remind you that everything we discuss is confidential, and that your answer to this question will not affect your benefits.]
[IF NECESSARY: Your best guess or estimate is fine.]

_____ [RANGE=1-999,999] ///SKIP TO D11c.///

D11M. Could you please tell me what your total annual household income was from all sources in 2007.
/IF PROXY=01/ Could you please tell me what was <INSERT NAME>'s total annual household income was from all sources in 2007.
[IF NECESSARY: I would like to remind you that everything we discuss is confidential, and that your answer to this question will not affect your benefits.]
[IF NECESSARY: Your best guess or estimate is fine.]

_____ [RANGE=1-83,333] ///SKIP TO D11c.///

D11a. This information is critical for VA for planning purposes. Could you please tell me which of the following best describes your **2007** total annual household income from all sources. Would you say it is…..

/IF **PROXY**=01/ This information is critical for VA for planning purposes. Could you please tell me which of the following best describes <INSERT NAME>'s **2007** total annual household income from all sources. Would you say it is…..

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

	a.		**b**. Is it….	
	Less than $16,000	1→	Under $11,000, or	1
			$11,000 - $15,999?	2
	$16,000 - $25,999,	2→	$16,000 – $20,999	3
			$21,000 - $25,999?	4
	$26,000 - $35,999,	3→	$26,000 – $30,999	5
			$31,000 - $35,999?	6
	$36,000 - $45,999,	4→	$36,000 – $40,999	7
			$41,000 - $45,999?	8
	$46,000 - $55,999, OR	5→	$46,000 – $50,999	9
			$51,000 - $55,999?	10
	$56,000 or over?	6	AUTO CODE $56,000+	11
OR	DON'T KNOW	7	DON'T KNOW	12
(Do Not Read)	REFUSED TO ANSWER	8	REFUSED TO ANSWER	13

D11c. Can you please tell me which state you are in?
//National list of two letter abbreviations and PR for Puerto Rico//
98 DON'T KNOW
99 REFUSED

///END TIMER///
///START TIMER///

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

TIME ENDED_____

DATE OF INTERVIEW: ____ (MM/DD/YY)