



DEPARTMENT OF VETERANS AFFAIRS  
Veterans Health Administration  
Washington DC 20420

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Dear Veteran,

The Veterans Health Administration (VHA) wants to give you the best health care possible, and we need your help. The VHA has partnered with Ipsos, a well-known survey firm, to conduct an important survey about VA Community Care. We recently sent you an email with instructions on how to take the survey online; however, you may also receive a copy of that survey in the mail within two weeks. You may answer either online or by mail, whichever is most convenient. The answers that you give will help us improve care at VA.

The check-box responses you provide to the survey questions will not be connected with you personally but combined with the opinions of other Veterans and shared with those responsible for managing VA Community Care. However, any additional information which you provide including comments written in the margins, letters, emails, and other enclosures may be shared with the appropriate staff at your facility if it is the best way to address your concerns, unless you instruct us not to. If you would like to see the results of the survey for all Veterans who received VA Community Care, please contact staff at your local VA facility.

**For your convenience, you can also complete the survey online by using the link below.**

**Please enter the following URL in the address bar of your Internet browser:**

**<http://vashepcc.ipsosinteractive.com/>**

**Your confidential identification number is <<miq(1)>>**

**Your personal password is <<password(1)>>**

VA values your frank and honest feedback to help us improve your care. Participation is voluntary and your answers to the survey will not affect the health care you receive or your eligibility for VA benefits. VA staff will not use comments made through this survey against you.

If you have specific concerns about the care provided at your facility, please contact the facility's Patient Advocate. If that does not resolve your issue, contact the Medical Center Director who has a process to help with your concerns.

*If you have questions about your healthcare benefits or claims, please call the appropriate number below.*

Questions about healthcare benefits or claims: 1-877-222-8387

Questions about other VA benefits: 1-800-827-1000

We look forward to hearing from you and thank you in advance for your time!

Sincerely,

Veterans Health Administration (10E2A)

**\*\*Please note that entering the URL into a website search engine (e.g., Yahoo, Google) may result in your being misdirected to an unauthorized site that does not contain this survey. In some cases, these outside sites display objectionable or offensive material. To reach the survey properly, you should enter the URL, exactly as it appears above, directly in the address bar of your browser application (e.g., Internet Explorer, Safari, Firefox).**