All targets begin with 'VA benefits and health care'

For Veterans

1. **As a Veteran, you want to know if you can get VA health care. (G)**

   a. Baseline: Health care > Get benefits > Eligibility > Veteran eligibility
   Baseline: Health care > Get benefits > Apply now

   b. H0: My Health > VA health care benefits > Apply for VA health care > Eligibility > Veteran eligibility

   c. H1:   Health care > Get health care benefits > Eligibility

2. **You're a Veteran who wants to enroll in VA health care. (G)**

   a. Baseline: Health care > Get benefits > How to apply
   Baseline: Health care > Get benefits > Apply now

   b. H0: My Health > VA health care benefits > Apply for VA health care > How to apply

   H0: My Health > VA health care benefits > Apply for VA health care > Apply now

   c. H1:   Health care > Get health care benefits > Apply now
   H1:   Health care > Get health care benefits > How to apply

3. **As a Veteran, you want to know if you can get dental benefits through VA. (G/M)**

   a. Baseline: Health care > Get benefits > About VA health benefits > Dental care
   Baseline: Health care > More resources > Health needs and conditions > Health topics A-Z

   b. H0: VA benefits and health care> My Health > VA health care benefits > Coverage > Dental care

   c. H1:   Health care > Get health care benefits > More veteran VA health care services and programs > VA Dental Insurance Program (VADIP)
   H1:   Health care > Get health care benefits > About VA health benefits > What services are covered

4. **You want to know what types of services and support you can get for your mental health needs. (G/M)**

a. Baseline: Health care > More resources > Health needs and conditions > Mental health
Baseline: Health care > More resources > Wellness programs
Baseline: Health care > More resources > Health needs and conditions > Health topics A-Z
Baseline: Health care > Get benefits > About VA health benefits > Care and services covered
Baseline: Find a VA Location > Vet Centers

b. H0: My Health > Health resources > Getting connected to mental health care at VA
H0: Find a VA Location > Vet Centers

c. H1: Health care > Health resources > Getting connected to mental health care at VA
H1: Health care > Get health care benefits > About VA health benefits > What services are covered
H1: Health care > Health resources > Programs for health and wellness
H1: Find a VA Location > Vet Centers

5. **You want to find out the costs for VA health care services. (G/M)**

a. Baseline: Health care > Get benefits > About VA health benefits > Your health care costs
Baseline: Health care > More resources > VA health care copay rates

b. H0: My Health > Copay bills and travel pay > View VA copay rates

c. H1:   Health care > My Health > Copay bills and travel pay > View VA copay rates
H1:   Health care > Get health care benefits > VA health care copay rates

H1: Health care > Get health care benefits > About VA health benefits > Costs of care

6. **You just received your new disability rating. You want to find out how this could affect how much you would have to pay for VA health care. (G/M)**

a. Baseline: Health care > Get benefits > About VA health benefits > Your health care costs
Baseline: Health care > More resources > VA health care copay rates
Baseline: Health care > Get benefits > Eligibility > VA priority groups

b. H0: My Health > Copay bills and travel pay > View VA copay rates
H0: My Health > VA health care benefits > Learn how to upgrade your health care

H0: My Health > VA health care benefits > Coverage > Apply for VA health care > Eligibility > VA priority groups

   c. H1: Health care > My Health > Copay bills and travel pay > View VA copay rates
      H1: Health care > Get health care benefits > VA health care copay rates
      H1: Health care > Get health care benefits > About VA health benefits > Costs of care
      H1: Health care > Get health care benefits > Eligibility > VA priority groups

7. **As a Veteran with VA health care, you want to send your VA health records to a non-VA provider. (M)**

   a. Baseline: Health care > Manage benefits > Get medical records
      Baseline: Disability > Manage benefits > Share medical records
      Baseline: Records > Get records > Get medical records

   b. H0: My Health > Medical records > VA Blue Button report
      H0: My Health > Medical records > VA health summary
      H0: My Health > Medical records > Manage your electronic record sharing options
      H0: Disability > Manage benefits > Share medical records
      H0: Records > Get records > Get medical records

   c. H1: Health care > My Health > Medical records > VA Blue Button report
      H1: Health care > My Health > Medical records > VA health summary
      H1: Health care > My Health > Medical records > Manage your electronic record sharing options
      H1: Disability > Manage benefits > Share medical records
      H1: Records > Get records > Get medical records

8. **You want to check how much you owe for your last medical visit and pay your bill. (M)**

   a. Baseline: Health care > Manage benefits > Pay your VA copay bill

   b. H0: My Health > Copay bills and travel pay > See copay bill activity
      H0: My Health > Copay bills and travel pay > How to pay your bill

   c. H1: Health care > My Health > Copay bills and travel pay > See copay bill activity
      H1: Health care > My Health > Copay bills and travel pay > How to pay your bill

9. **You need to request a refill for a prescription you get from VA by mail. (M)**

   a. Baseline: Health care > Manage benefits > Refill and track prescriptions

    b. H0: My Health > Pharmacy > Refill prescriptions

    c. H1: Health care > My Health > Pharmacy > Refill prescriptions

10. You have a question for your doctor and want to communicate with them online. (M)

    a. Baseline: Health care > Manage benefits > Use secure messaging

    b. H0: My Health > Messages > Compose

    c. H1: Health care > My Health > Messages > Compose

11. You want to know if VA will pay for you to get health care outside of VA. (G/M)

    a. Baseline: Health care > Get benefits > About VA health benefits > Where you'll go for care
      Baseline: Health care > More resources > Community care

    b. H0: My health > Health resources > Getting care outside of VA
      H0: My Health > VA health care benefits > Outside providers

    c. H1:   Health care > Health resources > Getting care outside of VA
      H1:   Health care > Get health care benefits > About VA health benefits > Where you get care

12. You drove to your VA primary care appointment and want to get paid back for the cost of gas. (M)

    a. Baseline: Health care > Manage benefits > Get travel pay

    b. H0: My Health > Copays and travel pay > Get travel pay

    c. H1: Health care > My Health > Copay bills and travel pay > Get travel pay

For Caregivers and family members:

1. As a family member or caregiver of a Veteran, you want to know if the Veteran can get VA health care. (G)

    a. Baseline: Health care > Get benefits > Eligibility > Veteran eligibility

    b. H0: My Health > VA health care benefits > Apply for VA health care > Eligibility > Veteran eligiblity

    c. H1: Health care > Get health care benefits > Eligibility > Veteran eligibility

2. **As a family member or caregiver, you want to know if you can get dental benefits through VA. (G)**

   a. Baseline: Health care > Get benefits > Family health benefits
   Baseline: Family member benefits

   b. H0: My Health > VA health care benefits > Coverage > Family and caregiver benefits

   c. H1: Health care > Get health care benefits > More veteran VA health care services and programs > VA Dental Insurance Program (VADIP)
   H1: Health care > Get health care benefits > Family and caregiver benefits
   H1: Family member benefits

3. **You want to know what types of services and support you can get for your mental health needs. (G/M)**

   <mark>Vet Centers offer mental health services for families and caregivers, which applies to both H0 and H1. It's Find a VA Location > VA Health, Community Providers (in VA's network), Vet Centers.</mark>

   a. Baseline: Health care > Get benefits > Family health benefits
   Baseline: Family member benefits

   b. H0: My Health > VA health care benefits > Coverage > Family and caregiver benefits
   H0: Find a VA Location > Vet Centers

   c. H1: Health care > Get health care benefits > Family and caregiver benefits
   H1: Health care > Health resources > Getting connected to mental health care at VA
   H1: Family member benefits
   H1: Find a VA Location > Vet Centers

4. **As a family member or caregiver of a Veteran, you want to find out the Veteran's cost for health care services. (G/M)**

   a. Baseline: Health care > Get benefits > About VA health benefits > Your health care costs
   Baseline: Health care > More resources > VA health care copay rates

   b. H0: My Health > Copay bills and travel pay > View VA copay rates
   H0: My Health > Copay bills and travel pay > Copay FAQs

   c. H1:   Health care > My Health > Copay bills and travel pay > View VA copay rates
   H1:   Health care > Get health care benefits > VA health care copay rates
   H1:   Health care > Get health care benefits > About VA health benefits > Costs

of care

H1:　Health care > My Health > Copay bills and travel pay > Copay FAQs

5. **The Veteran in your family just received their new disability rating. You want to find out how much they would have to pay for VA health care.**

   a. Baseline: Health care > Get benefits > About VA health benefits > Your health care costs
   Baseline: Health care > More resources > VA health care copay rates
   Baseline: Health care > Get benefits > Eligibility > VA priority groups

   b. H0:　My Health > Copay bills and travel pay > View VA copay rates
   <mark>H0:　My Health > VA health care benefits > Learn how to upgrade your health care</mark>
   H0: MH1:　Family member benefits

   c. **As a family member or caregiver of a Veteran, you want to send their VA health records to a non-VA provider.**y Health > VA health care benefits > Eligibility > VA priority groups

   d. H1: Health care > Get health care benefits > VA health care copay rates
   H1: Health care > Get health care benefits > About VA health benefits > Costs of care
   H1: Health care > My Health > Copay bills and travel pay > View VA copay rates
   H1: Health care > Get health care benefits > Eligibility > VA priority groups

6. **You're the spouse or caregiver of a Veteran and you want to know if you can get health care through VA. (G)**

   a. Baseline: Healthcare > Get benefits > Family health benefits
   Baseline: Family member benefits

   b. H0:　My Health > VA health care benefits > Coverage > Family and caregiver benefits

   c. H1:　Health care > Get health care benefits > Family and caregiver benefits

7. **As a family member or caregiver of a Veteran, you want to send their VA health records to a non-VA provider. (M)**
   a. Baseline:　Health care > Manage benefits > Get medical records
   Baseline:　Disability > Manage benefits > Share medical records
   Baseline:　Records > Get records > Get medical records

   b. H0:　My Health > Medical records > VA Blue Button report
   H0:　My Health > Medical records > VA health summary
   H0:　My Health > Medical records > Manage your electronic record sharing

options
H0: Disability > Manage benefits > Share medical records
H0: Records > Get records > Get medical records

c. H1: Health care > My Health > Medical records > VA Blue Button report
H1: Health care > My Health > Medical records > VA health summary
H1: Health care > My Health > Medical records > Manage your electronic record sharing option
H1: Disability > Manage benefits > Share medical records
H1: Records > Get records > Get medical records

8. **As a family member or caregiver of a Veteran, you want to check how much the Veteran owes for their last medical visit and pay the bill. (M)**

   a. Baseline: Health care > Manage benefits > Pay your VA copay bill

   b. H0: My Health > Copay bills and travel pay > See copay bill activity
   H0: My Health > Copay bills and travel pay > How to pay your bill

   d. H1: Health care > My Health > Copay bills and travel pay > See copay bill activity
   H1: Health care > My Health > Copay bills and travel pay > How to pay your bill

9. **The Veteran in your family needs to request a refill for a prescription they get from VA by mail. (M)**

   a. Baseline: Health care > Manage benefits > Refill and track prescriptions

   b. H0: My Health > Pharmacy > Refill prescriptions

   c. H1:   Health care > My Health > Pharmacy > Refill prescriptions

10. **As a Veteran's family member or caregiver, you have a question for the Veteran's doctor and want to communicate with them online.**

    a. Baseline: Health care > Manage benefits > Use secure messaging

    b. H0: My Health > Messages > Compose

    c. H1:   Health care > My Health > Messages > Compose

11. **You drove the Veteran in your family to a VA primary care appointment at VA and want to get paid back for the cost of gas. (M)**

    a. Baseline: Health care > Manage benefits > Get travel pay

    b. H0: My Health > Copays and travel pay > Get travel pay

    c. H1:   Health care > My Health > Copays and travel pay > Get travel pay