**Before we start the activities I mentioned, I'd like to ask a few questions about how you use VA.gov and the pages where you can check the status of your claims and appeals.**

Do you remember the last time you visited VA.gov?

Within the past week.

Do you remember what you were doing on the site?

No, I don’t.

Have you filed for a claim on VA.gov?

No

**Collaborative design activity:**

**Task 1: Create and Review Items - 15 minutes**

What information (and features and functionalities) would you want to see when you first log in to your claim status tool?

There needs to be a way to define which claim they are seeking/getting information on – I would want to be able to sort my claims by their type or by the problem

Information needed to process the claim

Status update with detail of progress on the claim (physician name and specialty listed)

The time to reach a decision is incredibly long. It would be nice to have details of progress.

Updates via email

Decision latter with explanation and the implications of the decision

A referral option for specialty care with a link to make an appointment

Appeal from the tool

Okay, I'd like to show you some other stickies we made ahead of time. Are any of these interesting to you, and why?

Check status of your claim

Check status of you appeal

Upload new evidence / files

Check date of submission for a claim

Call VA about a claim

Submit a question about a claim

Upload claim or appeal supporting documents that were requested by the VA

View and download docs

Find the rep for a specific claim

What action is needed from the VA

Change frequency of updates

Email updates

Checklist (actions in different colors)

Steps/progress

Visual status dashboard

Time estimation

Delete uploaded docs

Filtering options

View and download decision letter

Personal rep – if it is a VA rep

Take a moment to review them, and think out loud as you do - how do these resonate with you?

I don’t use my phone a lot so I would not want to opt into that, but I do like emails.

I think it would be good to be able to change the frequency of updates, especially for those people who urgently need their claim to be processed. They take so long to process that it’s a good idea to get update son what’s going on…even if it’s nothing.