**Conversation Guide**

*Start recording.*

* **I have started recording**. I'd like to confirm: Are you comfortable if I record my screen and the audio as we talk today? Yes.

**Warm-up Questions (Optional) - 3 minutes**

Before we look at the website, let’s start with a few warm-up questions.

* How often would you say you use va.gov? Um, not a whole lot because I use Tricare before I use Va. Maybe once a month.
* If often, do you find that you browse information on va.gov, or do you go there looking for specific information? Both, sometimes I look for something specific and sometimes just browsing.
* If not often, do you find or receive VA information in another way? I get daily emails from the VA.

**First Task v.1: Switching Experiences - 5 minutes**

Participant: Dual-eligible Veterans  
Start screen: [VA beneficiary Lovell Federal Health Care Center](https://preview.uxpin.com/85c0c5e5501b4c222f4d37bfdd4d6eb59dd93386#/pages/150395164/simulate/no-panels)

* If you preferred TRICARE pharmacy and wanted to learn more about TRICARE pharmacy benefits, where would you go? I would go to search then type in Tricare.

**Second Task v.1: Location Experience - 5 minutes**

Participant: Dual-eligible Veterans  
Start screen: [VA beneficiary system page](https://preview.uxpin.com/85c0c5e5501b4c222f4d37bfdd4d6eb59dd93386#/pages/150395163/simulate/no-panels)

*Stop sharing screen.* Pre-question: Imagine you want to learn about a facility called the USS Red Rover. How would you use your phone or computer to get information about that location? Red rover like cinder Rover. So if I am using my phone or computer the first thing I would go is google. Search directly for the location.

*Start sharing screen.*

* As someone who prefers to receive care at a TRICARE location, how would you find information on the USS Red Rover location? Okay give me one second. I would go to see all locations because this is Lovell federal health center but looking for Red rover. It doesn’t open though.

**Post-Task Interview - 3 minutes**

* For dual-eligible Veterans: How often do you use 1 health care benefit over the other? I probably use Tricare 98 percent of the time. I am retired from the Air Force after 28 years and now I am a GS employee so I have the same doctors as I had when active duty so it doesn’t make sense to change doctors.
* If time permits and they are a va.gov user: Is there anything else about your experience on va.gov that you'd like to share? Um no I don’t think so, it is intuitive.

**Thank-You and Closing - 2 minutes**

Well we really appreciate you taking the time to share your thoughts with us today. Your feedback is so helpful to us as we continue to work on the site and make sure it really works for Veterans.

Thanks! Lastly, do you know any other Veterans, caregivers, or service members who might be willing to participate in a future user research session? If Yes: Thank you! I'll have our team send you an email with a little blurb that you can pass along.

Great, well thank you so much again, and enjoy the rest of your day!