**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? Absoutely.

**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 on a weekly basis.
* For: mostly for s3ecure messaging and appointment, thing on my HealtheVet I use it to get there or if I am getting resources for another veterans that’s typically the place I will send them.
* If often, do you find that you browse information on va.gov, or do you go there looking for specific information? Mostly going there for specific tasks.
* If not often, do you find or receive VA information in another way? Um, I get all of the emails they send out at the beginning of the month when they send 30 emails. I don’t use the apps
* Why not: because there are 30 of them and its one of those things you need mental health you need all these apps then the app manage . Having a manage app to manage other apps doesn’t make sense to me.

**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? Sure let me make this a little bigger. Were doing this on right the level federal health care center. I guess under Pharmacy. I would click on pharmacy to figure out where to go next because up there it talks about enrolling into healthcare benefits.

**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? I would pull it up directly on Google.

*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? Um under services and locations I would click on locations. Then click on review locations for Tricare. It looks like it is on the left hand side. Looks like I am where I am supposed to be.

**Post-Task Interview - 3 minutes**

* For dual-eligible Veterans: How often do you use 1 health care benefit over the other? I pretty much solely use my VA benefits mostly because the community care options from the VA, referrals I don’t need to worry about the copay. Most of the facilities are easier than the ones for Tricare when living in DC. With Tricare they want to send you on base because they are so close, then because you are not top tier due to not being active duty it can be a pain in the butt.
* Any additional thoughts on the tasks that you completed? I think it was simple and easy to navigate. I like that you can switch between VA and Tricare options because that’s not always clarified. Hypothetically those options would only show if you were logged in. I feel like if you are signed into the account it would show if that makes sense. The things we just went over were super simple but I know va can be a pain in the butt to navigate and I want it to be simpler.

**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!