**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 I am.

**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? Dos that include myhealthevet, probably once a week.
* If often, do you find that you browse information on va.gov, or do you go there looking for specific information? I use it for looking at prescriptions, renewing and secure message. I use it to confirm appointments to make sure nothing has changed.
* If not often, do you find or receive VA information in another way? Um, no. I get the newsletters but I don’t click on it so just va.gov and my HealtheVet.

**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? Right here at pharmacy. I guess I am ere. I wouldn’t know it is Tricare because I am in the VA so like I have both because I am retired and have a disability. I have Tricare and have VA. I would say that you need to say it well I guess here it says very small that it is for VA beneficiaries but then here is says review Tricare beneficiaries. I am on for va not Tricare so if I want to go to Tricare I am guessing this is all VA. I would click Tricare beneficiary. I would think there would be two buttons, VA pharmacy and then Tricare pharmacy. People wont read this small print. Oh its changing not going to another screen okay. okay so nothing really changed, oh well below it did. I am on Tricare now. I don’t know what FHCC is. It says they don’t process but I don’t know if that’s me or not. Then it tells me to go somewhere else but I hate that. I thought I was here for Tricare and now telling me to go to Tricare so its not much help. It is interesting.

**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 type it into the bar at the top, the search bar up here. If I were on the phone I would do the same thing.

*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? Uh from this website. Um, I would scroll through it and if I didn’t see it I would Control F for red and see what happens. Is that a place or a ship because USS means ship. I would go to locations and go down to look for it. These are all va not Tricare so I would go back and maybe make an appointment but it didn’t show up. Oh I would need to go to Tricare beneficiaries. That could be done better, like a button for Tricare then shifted to Tricare. Now I am there so I would go to locations and there we go.

**Post-Task Interview - 3 minutes**

* For dual-eligible Veterans: How often do you use 1 health care benefit over the other? I pretty much am100 percent va, I can do everything at the VA because I am 100 percent. Before that I wouldn’t use the va because we lived in DC and I couldn’t get appointments so I used Tricare. Now I live in Boston and the VA is amazing, there are 3 locations and I can always get an appointment. Right now I am waiting on one but since they cant get me one they send me out to town. Unless something is time sensitive, like my broken took I started to look because it takes a month to get into va dental.
* A little of both: no but my kids and wife use Tricare. I deal with Tricare just not for me.
* Any additional thoughts on the tasks that you completed? The biggest thing is if I were something here and I knew there are different eligibility stating the difference and compare/contrast the benefits. Some area in Tricare will pay for sports masseag3e, chiropractors and some places va doesn’t have people to do that. Looking at the capabilities would be interesting then the va would love it if you could put the Tricare infomraiton in the system. They ask each time because the va would want to charge other insurance to charge. Those are the big ones, once they merge health records it would be even better.
* 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? No its only getting better, types of login is better, ease of login is getting better.

**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!