**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 probably once every couple months or so.
* If often, do you find that you browse information on va.gov, or do you go there looking for specific information? Just to check education benefits and double check to make sure it is my understanding of what the VA program is.
* Specific tasks instead of browsing: correct.
* If not often, do you find or receive VA information in another way? Emails, they send various emails. The VA is really good at emailing.

**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 Tricare and VA dual eligibility. I would click on it but it’s not clickable, that’s where I would go though.

**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? If it were not a website and not sure where it would be I go to hand dandy 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? Click on view this as a Tricare beneficiary. I would assume see all locations would tell me. or locations probably. Right here.

**Post-Task Interview - 3 minutes**

* For dual-eligible Veterans: How often do you use 1 health care benefit over the other? You know prior to moving, we were located between wo military bases so I used Tricare because I retired and new the system so it made sense. We relocated 3 months ago so now I use VA because there are 0 military locations near me and finding individuals that accept Tricare is hard so I use va.
* Just one or the other: yes. I have been retired for 3 years so I have split anything and I have healthcare through work. If I haven’t went right to military to just va, I haven’t done any civilian healthcare so to speak.
* Any additional thoughts on the tasks that you completed? Nope
* Any questions for me? Nope
* 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 I find that va.gov is helpful until it tells you to call then on hold for 40+ minutes. I would say if there was more of a chat support instead of being on hold, if you could do that via a chat instead of hold that would be good
* VA apps: not really to be honest with you. I have the VA health app but I don’t really use the apps.

**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!