VA 1010EZ Staff Research Questions

## Registration-only related questions

### Registration meaning/awareness

1. What does "Registration" mean to you when signing up Veterans for health care benefits?
2. Is there anything that displays to the staff indicating that the Veteran is Registered or Enrolled, when they call/visit the facility?

### Overall process

1. Describe your "registration" process.
2. After you register a Veteran, what do you and/or what does the Veteran need to do next?( what are the next steps? Welcome packet example)
3. What tasks are completed, data gathered during a "registration only" pathway?
4. How has the directive/regulations impacted your workflow when processing health care applications?

### Eligibility / guiding Veteran

1. How do you provide guidance to Veterans when they are not sure if they should register or enroll?
2. How do you help Veterans navigate to the most health care benefits applicable to them when they call in to enroll/register?
3. ~~Does staff ask any eligibility screener type of questions when they are registering/enrolling a Veteran for health care?~~
4. ~~If screener questions are asked - how do they communicate potential results? (Priority Group, Enrollment, Registration Only, etc)~~
5. ~~“how do you help Veterans who simply want to register for a specific level of care — up to and including the full medical benefits package — do that?”~~

### Terminology

1. ~~What terminology do you use when talking to Veterans about their health care benefits?~~ Could you explain to me the health care application process and benefit options as if I were a Veteran?
2. Has a Veteran ever called and directly asked to be "registered" only? Do they mean changing VA Facilities?
3. Do you use the term "register" with the Veteran or is it "decline enrollment"?

### Perfect state

1. ~~Could you describe the ideal process for getting Veterans through all phases of the health care benefits application - "magic wand scenario"?~~ What’s one thing you’d change in the overall registration/application process if you had a magic wand?
2. What are the largest pain points for Veterans that you see from your perspective in this process?
3. If you have to tag as Registered and/or Enrolled, what is the current process and the ideal state?

### Use Cases

1. How often do you have to help Veterans who are / were "registered" to then "enroll"?
2. How do you communicate how community care benefits differ between Register and Enrolled?
3. How often is the reason for registration only to be seen only for service connected disability care?
4. How often is the reason for registration only to be seen for a C&P exam?

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## EZR-related questions

### Overall

1. What type of information do Veterans consider most important to update and why? Do they ask?
2. What are some major pain points for Veterans as they go through the process?
3. What does the staff see, what kind of change can help Veterans?
4. Are Priority Groups based on income/net worth?
5. What are the existing directives relating to this process?

### Use cases

1. What are some uncommon/ challenging cases of Veterans wanting to update their info? What is the most challenging for the staff to update?
2. When Veterans calls to update dependent only, is there a script that points the Veterans elsewhere?

### Processes

1. Flags: Staff receives trigger notifications to ask Veterans. Do Veterans receive certain notifications to update their information? (Insurance/ financial disclosure)
2. Flags: When staff receive the tiggers, do they do anything beyond the typical flow such as phone call? How do the Veterans know to update?
3. What happens after the Veterans update? Is there a phone call/email/letters?
4. If the Veterans only want to update one section (Address), how do the staff proceed?
5. What happens when the Veterans submit an incomplete EZR?
6. When updating, why does the staff only use one system vs another (VistA/ES)? Is this part of the training?
7. Who has access to change certain sections? MSA? Financial vs next of kin?

### Updates/frequency

1. Are there certain demographic/ Priority Groups that update their information more than others?
2. Do certain Priority Groups have to complete an EZR every year?
3. What methods or channels do veterans prefer for updating their information?
4. How do veterans perceive the security and privacy aspect of updating their information?
5. What types of assistance or support do Veterans require when updating their information?