



OFFICIAL GOVERNMENT BUSINESS

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1 #

DQA *001-000001*

Complete the Survey Online!

<https://www.health.mil/Patient-Surveys>

Password: <PASSWORD>



Dear <RANK NAME> <FNAME> <LNAME> <PNCDNCY>:

The December 2023 Health Care Survey of Department of Defense Beneficiaries asks about your experiences getting health care services through TRICARE. We are committed to providing you with the best quality health care and services available. This is different than other surveys you may have received.

Why is this survey important? Why should you participate?

We do not survey many people. No other data source can tell us what you experienced with TRICARE –good or bad.

➔ Yes, we need YOUR response!

We'd like to know what could be better and what is already working that we should keep going forward.

➔ Yes, we really READ your responses!

Results from this survey are used in reports to Congress and by working groups within the Defense Health Agency who are committed to bring you better, faster services to improve your health.

→ Yes, the information you provide really IS important and will drive change!

Help us serve you better. This brief survey should take about 15 minutes or less of your time.

Web site: <https://www.health.mil/Patient-Surveys>

Select Survey #1: Health Care Survey of DoD Beneficiaries (HCSDB)

Your password: **<PASSWORD>**

Thank you for your valuable time. It is greatly appreciated.

Sincerely,

Melissa S. Gliner

Melissa Gliner, Ph.D.

Analytics and Evaluation Division/Defense Health Agency
Office of the Assistant Secretary of Defense (Health Affairs)

To verify the legitimacy of this survey, please go to <https://www.health.mil/Patient-Surveys>, and click on “Current Active Surveys”. You can locate the survey by name or by its DoD RCS License Number - RCS# DD-HA(A) 1942.

IDA-000788-01



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Access the survey in 4 easy steps

1

Please **open a web browser**. Here are some common browser icons:

MICROSOFT
INTERNET EXPLORER



APPLE SAFARI



GOOGLE CHROME



MOZILLA FIREFOX



2

Locate the browser's address box, which is at the top of the window, and **type the web address as follows**. <https://www.health.mil/Patient-Surveys>



3

Press the Enter key on your keyboard and you will go to the Health Survey Portal. Click the **"Select Survey #1"** in the left box, Survey #1: Health Care Surveys of DoD Beneficiaries (HCSDB).

Analytics and Evaluation Division Health Surveys Portal

You have reached the select page for the Defense Health Agency (DHA) Analytics and Evaluation Division (AED) Health Survey Portal. Once you select the survey below that you were invited to participate in you will be redirected to our contractor's website to complete the survey. As certified below these surveys are officially sponsored by the Defense Health Agency.

DOD posts a list of Current Active Surveys where you can check the legitimacy of a survey request you received. For additional support or to submit feedback directly please email: dhainfo@comsec.af.mil

Survey #1: Health Care Survey of DoD Beneficiaries (HCSDB)

Certification

Authorities: Executive Order 13571, Streamlining Delivery and Improving Customer Service

Report Control Number: DD-HA(A) 1942

Contract Number: HHSP233 10095642VVC

HT0011-14-F-0045

Survey Results: [Get the latest HCSDB results](#)

[Take Survey #1](#)

4

This will take you to the survey home page, which looks like the image below. Once there, **enter your password** to begin the survey.

Frequently Asked Questions

What is this survey about?

This survey is not about a particular health care visit, but about your health care experiences overall. Even if you don't use TRICARE now, either on a military installation or in a civilian provider's office, we still want to understand your health care experiences.

Why should I respond to this Survey?

We need your responses, not just responses from other people. The results are used to evaluate the services you have received in meeting your health care needs either through TRICARE or any other health insurance plan. Your feedback will benefit not only you and your family, but also other fellow military families. DoD takes this survey very seriously and your input is truly critical to our efforts.

What happens to my answers?

Your answers will be kept confidential, and the survey vendor DoD has contracted with to field this survey will not share any information that could identify you. Your participation is voluntary and will not affect your health benefits.

Who do I contact if I want more information before responding?

If you have questions about the survey or don't want to participate, please send an email to HCSDB@altarum.org; or please call **1-866-387-9011**. For prompt assistance, please include your survey ID number. For questions related to TRICARE, please go to www.tricare.mil/contactus, or for the East Region call 1-800-444-5445, West Region call 1-844-866-9378.