**Appendix. Veteran Interview Form**

***For Hepatitis C Choice First veterans:***

Background

1. How long have you been receiving VA services in general?
2. How long have you been living in the New England region?
3. Have you received care outside of the VA in the past 2 years? With who?

Treatment History and Service Engagement

1. Could you tell me about getting diagnosed with Hepatitis C? Like where it happened, when, and how the diagnosis was made? (Be sure they answer when, where, and how?)

*Possible probes: Was it in the VA or outside? By a primary care doctor or some other doctor?*

1. Could you please walk me through the process of what happened after you were diagnosed? Which doctors did you see, how long after you first diagnosed did you see a specialist such as a liver specialist, hepatitis specialist, or gastroenterologist? What helped or did not help that process?

*Possible probes: Did you see a specialist and get a biopsy?*

Experiences with Veterans Choice Act

1. Why did you decide to get Hep C care through the Veterans Choice Act (i.e., going to a provider outside the VA)? What did you consider in making this decision? *Be prepared to use terms such as “Choice card” and “Healthnet” which is an intermediary organization administering the Choice Act for the VA.*
2. What has it been like receiving care for Hepatitis C from a non-VA provider? Pros? Cons? (Or if you did not use the Veterans Choice Act, why not?).
3. Has it been easy or hard to get your Hep C care outside the VA? Describe why? What were the steps you took to get Hep C care outside the VA?
4. Overall, what do you think about the VA’s Choice Act for veterans with Hep C?

Experiences with New Hep C Medications

1. Where did you hear about the new Hepatitis C medications? What did you hear about them (e.g., from family, friends, colleagues, providers, social media, news)?
2. Have you started or completed treatment for Hepatitis C? Why or why not? How long after seeing a specialist did you start treatment? Why?
3. Which medications were you prescribed? (e.g. harvoni, veikira pak, sofosbuvir/simeprivir, ask with or without ribavirin if they don’t specify). What was your course (8, 12, 24 weeks)? How many pills did you have to take daily?
4. Did you miss any doses? [IF NO] How were you able to take the medications so consistently/what factors contributed to your ability to do this? [IF YES] How many doses did you miss? How did you manage to miss only (#) of doses?
5. What, if anything, made it difficult to stay on track with your treatment and medications (e.g. multiple office visits, side effects (list), lack of stable housing, confusing instructions, etc)?
6. The new medications for Hepatitis C work faster and have fewer side effects than the medications used a couple years ago. Did you ever take the older Hepatitis C medications (i.e., with ribavirin and interferon)? What has your experience been like with the new Hepatitis C medications?
7. [IF VETERAN TOOK THE OLDER HEP C MEDS IN THE PAST] How would you compare the old hep C meds to the new ones in terms of side effects and other experiences you had with them?
8. Have you declined treatment for Hepatitis C in the past 2 years? If so, why?

*Prompt: For example, concerns about medication side effects? Too many clinic visits? The clinic is too far away to travel? Because you feel the drugs won’t work?*

1. Do you think there is stigma about Hepatitis C? Do you think the new medications influence how people think about Hepatitis C and any stigma around Hepatitis C?

Effect of Hep C treatment on VA healthcare utilization

1. How has receiving Hepatitis C treatment through the Veterans Choice Act affected your use and attitudes about other health services at the VA?

***For veterans receiving VA Hepatitis C care:***

Background

1. How long have you been receiving VA services in general?
2. How long have you been living in the New England region?
3. Have you ever received care outside of the VA in the past two years? With who?

Treatment History and Service Engagement

1. Could you tell me about getting diagnosed with Hepatitis C? Like where it happened, when, and how the diagnosis was made? (Be sure they answer when, where, and how?)

*Possible probes: Was it in the VA or outside? By a primary care doctor or some other doctor?*

1. Could you please walk me through the process of what happened after you were diagnosed? Which doctors did you see, how long after you first diagnosed did you see a specialist such as a liver specialist, hepatitis specialist, or gastroenterologist? What helped or did not help that process?

*Possible probes: Did you see a specialist and get a biopsy?*

1. Would you ever consider receiving Hepatitis C treatment through the Veterans Choice Act, i.e., go to a provider outside the VA for Hepatitis C and have it reimbursed by the VA? Why or why not? *Be prepared to use terms such as “Choice card” and “Healthnet” which is an intermediary organization administering the Choice Act for the VA.*
2. Have you ever used the Veterans Choice Act for your other care? Overall, what do you think about the VA’s Choice Act for veterans?

Experiences with VA treatment

1. What has it been like receiving care for Hepatitis C from a VA provider? Pros? Cons?
2. Has it been easy or hard to get your Hep C care in the VA? Describe why? What were the steps you took to get Hep C care in the VA?

Experiences with New Hep C Medications

1. Where did you hear about the new Hep C medications? What did you hear about them (e.g., from family, friends, colleagues, providers, social media, news)?
2. Have you started or completed treatment for Hepatitis C? How long after seeing a specialist did you start treatment? Why?
3. Which medications were you prescribed? (e.g. harvoni, veikira pak, sofosbuvir/simeprivir, ask with or without ribavirin if they don’t specify). What was your course (8, 12, 24 weeks)? How many pills did you have to take daily?
4. Did you miss any doses? [IF NO] How were you able to take the medications so consistently/what factors contributed to your ability to do this? [IF YES] How many doses did you miss? How did you manage to miss only (#) of doses?
5. What, if anything, made it difficult to stay on track with your treatment and medications (e.g. multiple office visits, side effects, lack of stable housing, confusing instructions, etc)?
6. The new medications for Hepatitis C work faster and have fewer side effects than the medications used a couple years ago. Did you ever take the older Hepatitis C medications (i.e., with ribavirin and interferon)? What has your experience been like with the new Hepatitis C medications?
7. [IF VETERAN TOOK THE OLDER HEP C MEDS IN THE PAST] How would you compare the old hep C meds to the new ones in terms of side effects and other experiences you had with them?
8. Have you declined treatment for Hepatitis C in the past 2 years? If so, why?

*Prompt: For example, concerns about medication side effects? Too many clinic visits? The clinic is too far away to travel? Because you feel the drugs won’t work?*

1. Do you think there is stigma about Hepatitis C? Do you think the new medications influence how people think about Hepatitis C and any stigma around Hepatitis C?

Effect of Hep C treatment on VA healthcare utilization

1. How has receiving Hepatitis C treatment in the VA affected your use and attitudes about other health services at the VA?