CIGNA DME MAC Custom Questions

Which best describes you?

Provider/supplier
Billing service
Consultant or attorney
Local, state, or federal government employee or contractor
Software vendor
Other health care insurer or agency
Staff of provider/supplier working primarily with billing/insurance
Administrative staff of a provider/supplier
Other staff of a provider/supplier
Other (please specify)

Which best describes your Medicare contract of interest?

Part A
Part B
Part D
DME MAC

In the last 30 days, how many times have you visited this website?

This is my first time
Once or twice before
Three or four times before
More than once per week but not every day
Every day

What is your primary reason for visiting this site today?

Download forms
Find contact information
Find general Medicare program information
Find out about a Local Coverage Determination (LCD)
Find enrollment information
Learn of, or register for, workshops, seminars or other training events
Read Medicare publications such as newsletters, press releases, etc.
Take an on-line training course
Find information on fees or fee schedules
Research a specific question on Medicare policy or billing
Other (please specify)

If you were not able to accomplish your goal in visiting the site today, please tell us what you were trying to do or find:

open

If you did not find what you were looking for, what will you do next?

Nothing; I found/completed what I wanted
Nothing, although I did not find/complete what I wanted
Call the CIGNA Government Services call center
Return to the CIGNA Government Services website later and try again
Send an email
Try the CMS Website
Write a letter
Other (please specify)

What features did you use during your visit today:

ListServ
MyCGS
None
Online Education
Workshops or Seminars
Other

If you use the Listserv, please rate your satisfaction with the frequency of communications you receive via the Listserv.

1 - Too often
2
3
4
5
6
7
8
9
10 - Not often enough
Does not apply

If you could identify one improvement to the Web site, what would that improvement be?

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