

## CMS - WPS J5 MAC Custom Questions

<p>What is your primary reason for visiting this site today?</p>	<p>Find general Medicare program information          Find contact information          Find enrollment information          Find information on fees or fee schedules          Find out about a Local Coverage Determination (LCD)          Research a specific question on Medicare policy or billing          Learn of, or register for, workshops, seminars or other training events          Take an on-line training course          Read Medicare publications such as newsletters, press releases, etc.          Download forms          Other (please specify)</p>
<p>In the last 30 days, how many times have you visited this Web site?</p>	<p>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</p>
<p>Which best describes you?</p>	<p>Staff of a provider/supplier who works primarily with billing or insurance          Administrative staff of a provider/supplier          Other staff of a provider/supplier          Provider/supplier          Billing service          Consultant or attorney          Local, state, or federal government employee or contractor          Software vendor          Other health care insurer or agency          Other (please specify)</p>
<p>Are you a small provider? (Defined as a physician office with less than 25 full time equivalent employees or a supplier office with less than 10 full time equivalent employees)</p>	<p>Yes          No          I am not a provider</p>
<p>Compared to other sites that offer similar information, how does this site compare to the quality of information?</p>	<p>This site is better          This site is about the same          This site is worse          I am not familiar with other sites</p>
<p>Are you registered to receive the WPS Medicare Listserv (e-News)?</p>	<p>Yes, I am registered to receive the WPS Medicare Listserv          No, I choose not to register for the WPS Medicare Listserv          No, I was not aware that WPS Medicare provided a Listserv          No, but please provide a link to sign up after I submit this survey</p>
<p>What self-help options have you utilized on the WPS Medicare Website?</p>	<p>Site Map          Tutorials          Bookmarks          I was unaware that self-help options were available          Other</p>
<p>Do you find the placement of information on the WPS Medicare Website logical?</p>	<p>Yes          No (please explain)</p>
<p>How do you primarily prefer to find information when using this Website?</p>	<p>I prefer to utilize the search engine          I prefer to navigate throughout the site          Other</p>

<p>What resources from other Medicare Websites have you utilized?</p>	<p>Education opportunities (CBTs, Seminar Registration, Teleconferences, Webinars)  Self-Service Tools (IVR, E-mail Correspondence)  Archived Information (Pricing, News)  Forms  Frequently Asked Questions (FAQs)  Other</p>
<p>For which state do you provide services?</p>	<p>Iowa  Kansas  Missouri  Nebraska  Other</p>
<p>If you could identify one improvement to the website, what would that improvement be?</p>	<p>open</p>
<p>If you did not find what you were looking for, what will you do next?</p>	<p>Nothing; I found/completed what I wanted  Nothing, although I did not find/complete what I wanted  Call the call center  Return to the Website later and try again  Send an email  Try the CMS Website  Try another Website (please specify the Website)  Write a letter  Other</p>