

C

Which best describes you?

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

What is your **primary reason** for visiting this site today?

What **method** are you primarily using to locate information on this site today?

Do you find the **recent enhancements** made to the Web site to be:

Do you find the **new site navigation** easier or more difficult than before the site redesign?

Do you find it easier or more difficult to **identify content relevant** to your needs since the site redesign?

While visiting the site, **did you find** what you were looking for?

If you **did NOT find what you were looking for**, what were you trying to locate? (Please be specific)

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

If you could **identify one improvement** to this site, what would that improvement be?

MS NGS J13 MAC

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)

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

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)

Top navigation menu

Right navigation bar

Links in the middle of the page

Search box

Site map

Other

An improvement over the previous design

On par with the previous design

Inferior to the previous design

Don't know/Didn't notice

Easier

More difficult

Not sure

Easier

More difficult

Not sure

Yes

No

Not yet

Not applicable; I found/completed what I wanted

Nothing, although I did not find/complete what I wanted

Call the NGS Contact Center

Return to the NGS website later and try again

Try the CMS website

Try another contractor's website

Send an email

Write a letter

Other (please specify)

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MS NGS Title XVIII

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