

Which best describes you?

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

Do you subscribe to eNews

Would you like to subscribe to eNews?

Did you ever use the floridamedicare Web site prior to February 2009?

Do you feel the redesign of the floridamedicare website is an improvement compared to the old site?

What area or functionality is most improved?

Why not?

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?

Do you think the graphical changes enhance your experience?

What is your primary reason for visiting this site today?

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

Were you able to accomplish your goal in visiting the website today?

Please tell us what you were trying to do or find:

What will you do next?

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

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|---|
| 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 |
| Yes |
| No |
| Yes, and please supply me with the link to the subscription page upon survey completion |
| No |
| Yes |
| No |
| Yes |
| No |
| |
| |
| Easier |
| More difficult |
| Not sure |
| Easier |
| More difficult |
| Not sure |
| Yes |
| No |
| Not sure |
| 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 |
| Left navigation bar |

| |
|---|
| Links in the middle of the page |
| Search box |
| Site map |
| Other |
| Yes |
| No |
| |
| Nothing, although I did not find/complete what I wanted |
| Call the First Coast Service Options call center |
| Return to the First Coast Service Options Website later and try again |
| Write a letter |
| Try the CMS Website |
| Try another website |
| Try another website |
| Other |
| |