

Measures Name/Client name (CDs and Answer choices)

CMS - Highmark J12 MAC

ACQOsI0004705		What information center(s) or topic(s) did you access on our Web site today (check all that apply)?	ACQOsI0004705A ACQOsI0004705A ACQOsI0004705A ACQOsI0004705A ACQOsI0004705A ACQOsI0004705A ACQOsI0004705A ACQOsI0004705A ACQOsI0004705A ACQOsI0004705A ACQOsI0004705A ACQOsI0004705A ACQOsI0004705A ACQOsI0004705A ACQOsI0004705A ACQOsI0004705A
ACQOsI0004706	I	Other information of interest:	
ACQOsI0004707		Did you use any search features on	ACQOsI0004707A ACQOsI0004707A
ACQOsI0004708	A	How would you rate the helpfulness of the search tool?	ACQOsI0004708A ACQOsI0004708A ACQOsI0004708A ACQOsI0004708A
ACQOsI0004709	B	What search term(s) did you use?	

ACQOsI0004710	C	Please briefly explain your experience with the search tool.	
ACQOsI0004711		How did you look for the information you wanted / needed on this site? (select all that apply)	ACQOsI0004711A ACQOsI0004711B ACQOsI0004711C ACQOsI0004711D ACQOsI0004711E
ACQOsI0004732	A	What other method did you use to look for the information you wanted / needed?	
ACQOsI0004733		Do you subscribe to Highmark Medicare Services' E-mail List (listserv)?	ACQOsI0004733A ACQOsI0004733B
ACQOsI0004734		What enhancements could be made to our e-mail list to make it a more useful tool for you?	
ACQOsI0004735		Were you able to accomplish your goal in visiting the Web site today?	ACQOsI0004735A ACQOsI0004735B
ACQOsI0004736		Please tell us the reason for your visit today.	

US Dept of Treasury Satisfaction Survey

ACQOsI0004922		Please rate the simplicity of the	ACQOsI0004922A ACQOsI0004922A02 ACQOsI0004922A03
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			ACQOsI0004922A 05
			ACQOsI0004922A 06
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ACQOsI0004923		Please rate the site on its use of short ,	ACQOsI0004923A 02
			ACQOsI0004923A 03
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ACQOsI0004924		Please rate how logically text is	ACQOsI0004924A 02
			ACQOsI0004924A 03
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ACQOsI0004925		Please rate how well the site's	ACQOsI0004925A 02
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ACQOsI0004926		Please rate how well terminology is	ACQOsI0004926A 02
			ACQOsI0004926A 03
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ACQOsI0004927		Please rate this site's use of language	ACQOsI0004927A ACQOsI0004927A 02 ACQOsI0004927A 03 ACQOsI0004927A 04 ACQOsI0004927A 05 ACQOsI0004927A 06 ACQOsI0004927A 07 ACQOsI0004927A 08 ACQOsI0004927A 09 ACQOsI0004927A 10 ACQOsI0004927A 11
ACQOsI0004928		Please rate the clarity of the	ACQOsI0004928A ACQOsI0004928A 02 ACQOsI0004928A 03 ACQOsI0004928A 04 ACQOsI0004928A 05 ACQOsI0004928A 06 ACQOsI0004928A 07 ACQOsI0004928A 08 ACQOsI0004928A 09 ACQOsI0004928A 10 ACQOsI0004928A 11
ACQOsI0004929		Please rate the consistency of	ACQOsI0004929A ACQOsI0004929A 02 ACQOsI0004929A 03 ACQOsI0004929A 04

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ACQOsI0004865		Please rate this site' s use of language	ACQOsI0004865A 02
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ACQOsI0004866		Please rate how well this site uses	ACQOsI0004866A 02
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USCIS Satisfaction Survey

ACQOsI0004930		Please rate the simplicity of the	ACQOsI0004930A ACQOsI0004930A 02 ACQOsI0004930A 03 ACQOsI0004930A 04 ACQOsI0004930A 05 ACQOsI0004930A 06 ACQOsI0004930A 07 ACQOsI0004930A 08 ACQOsI0004930A 09 ACQOsI0004930A 10 ACQOsI0004930A 11
ACQOsI0004931		Please rate the site on its use of short,	ACQOsI0004931A ACQOsI0004931A 02 ACQOsI0004931A 03 ACQOsI0004931A 04 ACQOsI0004931A 05 ACQOsI0004931A 06 ACQOsI0004931A 07 ACQOsI0004931A 08 ACQOsI0004931A 09 ACQOsI0004931A 10

			ACQOsI0004931A 11
ACQOsI0004932		Please rate how logically text is	ACQOsI0004932A ACQOsI0004932A 02 ACQOsI0004932A 03 ACQOsI0004932A 04 ACQOsI0004932A 05 ACQOsI0004932A 06 ACQOsI0004932A 07 ACQOsI0004932A 08 ACQOsI0004932A 09 ACQOsI0004932A 10 ACQOsI0004932A 11
ACQOsI0004933		Please rate how well the site's	ACQOsI0004933A ACQOsI0004933A 02 ACQOsI0004933A 03 ACQOsI0004933A 04 ACQOsI0004933A 05 ACQOsI0004933A 06 ACQOsI0004933A 07 ACQOsI0004933A 08 ACQOsI0004933A 09 ACQOsI0004933A 10 ACQOsI0004933A 11
ACQOsI0004934		Please rate how well terminology is	ACQOsI0004934A ACQOsI0004934A 02 ACQOsI0004934A 03

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ACQOsI0004935		Please rate this site's use of language	ACQOsI0004935A 02
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ACQOsI0004936		Please rate the clarity of the	ACQOsI0004936A 02
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ACQOsI0004937		Please rate the consistency of	ACQOsI0004937A 02
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			ACQOsI0004937A 11
ACQOsI0004938		Please rate this site' s use of language	ACQOsI0004938A 02
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ACQOsI0004939		Please rate how well this site uses	ACQOsI0004939A
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USA.gov v2

ACQOsI0004955		Please rate the simplicity of the words used on this site.	ACQOsI0004955A
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ACQOsI0004956		Please rate the site on its use of short, clear sentences.	ACQOsI0004956A01
			ACQOsI0004956A02
			ACQOsI0004956A03
			ACQOsI0004956A04
			ACQOsI0004956A05
			ACQOsI0004956A06
			ACQOsI0004956A07
			ACQOsI0004956A08
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			ACQOsI0004956A10
			ACQOsI0004956A11
ACQOsI0004957		Please rate how logically text is organized on this site.	ACQOsI0004957A01
			ACQOsI0004957A02
			ACQOsI0004957A03
			ACQOsI0004957A04
			ACQOsI0004957A05
			ACQOsI0004957A06
			ACQOsI0004957A07
			ACQOsI0004957A08
			ACQOsI0004957A09
			ACQOsI0004957A10
			ACQOsI0004957A11

ACQOsI0004958		Please rate how well the site's language is focused on a central topic .	ACQOsI0004958A01 ACQOsI0004958A02 ACQOsI0004958A03 ACQOsI0004958A04 ACQOsI0004958A05 ACQOsI0004958A06 ACQOsI0004958A07 ACQOsI0004958A08 ACQOsI0004958A09 ACQOsI0004958A10 ACQOsI0004958A11
ACQOsI0004959		Please rate how well terminology is explained on this site.	ACQOsI0004959A01 ACQOsI0004959A02 ACQOsI0004959A03 ACQOsI0004959A04 ACQOsI0004959A05 ACQOsI0004959A06 ACQOsI0004959A07 ACQOsI0004959A08 ACQOsI0004959A09 ACQOsI0004959A10 ACQOsI0004959A11

ACQOsI0004960		Please rate this site's use of language that people like me can understand.	ACQOsI0004960A01 ACQOsI0004960A02 ACQOsI0004960A03 ACQOsI0004960A04 ACQOsI0004960A05 ACQOsI0004960A06 ACQOsI0004960A07 ACQOsI0004960A08 ACQOsI0004960A09 ACQOsI0004960A10 ACQOsI0004960A11
ACQOsI0004961		Please rate the clarity of the language used on this site.	ACQOsI0004961A01 ACQOsI0004961A02 ACQOsI0004961A03 ACQOsI0004961A04 ACQOsI0004961A05 ACQOsI0004961A06 ACQOsI0004961A07 ACQOsI0004961A08 ACQOsI0004961A09 ACQOsI0004961A10 ACQOsI0004961A11

ACQOsI0004962		Please rate the consistency of language usage on this site.	ACQOsI0004962A01 ACQOsI0004962A02 ACQOsI0004962A03 ACQOsI0004962A04 ACQOsI0004962A05 ACQOsI0004962A06 ACQOsI0004962A07 ACQOsI0004962A08 ACQOsI0004962A09 ACQOsI0004962A10 ACQOsI0004962A11
ACQOsI0004963		Please rate this site' s use of language that the average person can understand .	ACQOsI0004963A01 ACQOsI0004963A02 ACQOsI0004963A03 ACQOsI0004963A04 ACQOsI0004963A05 ACQOsI0004963A06 ACQOsI0004963A07 ACQOsI0004963A08 ACQOsI0004963A09 ACQOsI0004963A10 ACQOsI0004963A11

ACQOsI0004944		Please rate how well this site uses common terms to express ideas.	ACQOsI0004944A01
			ACQOsI0004944A02
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			ACQOsI0004944A05
			ACQOsI0004944A06
			ACQOsI0004944A07
			ACQOsI0004944A08
			ACQOsI0004944A09
			ACQOsI0004944A10
			ACQOsI0004944A11

DHHS-PSC Offline Services

ACQOsI0004992		Please specify who provided you with this product or service.	
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IRS Satisfaction survey v2

ACQOsI0005031		Please rate the simplicity of the	ACQOsI0005031A01
			ACQOsI0005031A02
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			ACQOsI0005031A11
ACQOsI0005032		Please rate the site on its use of short, clear sentences.	ACQOsI0005032A01
			ACQOsI0005032A02
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ACQOsI0005033		Please rate how logically text is	ACQOsI0005033A01
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ACQOsI0005034		Please rate how well the site's	ACQOsI0005034A01

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ACQOsI0005035		Please rate how well terminology is	ACQOsI0005035A 02
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ACQOsI0005036		Please rate this site's use of language	ACQOsI0005036A 02
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ACQOsI0005037		Please rate the clarity of the	ACQOsI0005037A 02
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ACQOsI0005038		Please rate the consistency of	ACQOsI0005038A 02
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ACQOsI0005039		Please rate this site' s use of language	ACQOsI0005039A 02
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ACQOsI0005040		Please rate how well this site uses	ACQOsI0005040A 02
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Appeals	I	x, one-up vertical	Multi	Y	OPS Group
Audit and Reimbursement (Part A Fees)					
CERT					
Claims/Eligibility					
Electronic Billing (EDI)					
Enrollment					
Evaluation and Management					
Part B Fee Schedules					
Forms Catalog					
Medical Policy					
Medicare News & Bulletins					
Self-Service Tools					
Provider Training and Events					
I did not use an information center, but was looking for information on this topic:					
		Text area, no char limit			OPS Group
Yes	A, B, C	vertical	Single	N	
No					
Very helpful		Radio button, one-up vertical	Single	N	
Somewhat helpful					
Fair					
Somewhat unhelpful					
Very unhelpful					
		Text area, no char limit		N	

		Text area, no char limit		N	
Using the navigation menu on the left side	A	Radio button, one-up vertical	Single	Y	
Using links in the center of the page					
Using the site search feature					
Using the site map					
Other					
		Text area, no char limit		N	
Yes		Radio button, one-up vertical	Single	N	
No					
		Text area, no char limit		N	
Yes		Radio button, one-up vertical	Single	N	
No					
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10=Excellent						
Don't know						

1=Poor		Radio button, scale, has don't know	S	Y		Focused
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10=Excellent						
Don't know						
1=Poor		Radio button, scale, has don't know	S	Y		Explained
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10=Excellent						
Don't know						

1=Poor		Radio button, scale, has don't know	S	Y		Understand
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10=Excellent						
Don't know						
1=Poor		Radio button, scale, has don't know	S	Y		Clarity
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10=Excellent						
Don't know						

1=Poor		Radio button, scale, has don't know	S	Y		Consisten cy
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10=Excellent						
Don't know						
1=Poor		Radio button, scale, has don't know	S	Y		Average Person
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10=Excellent						
Don't know						

1=Poor		Radio button, scale, has don't know	S	Y		Common Terms
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10=Excellent						
Don't know						

		Text area, no char limit		N		
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1=Poor	Radio button, scale, ha		S	Y		Simplicity
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10=Excellent						
Don't know						
1=Poor	radio button,	scale, ha	S	Y		Short
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10=Excellent						
Don't know						
1=Poor	radio button,	scale, ha	S	Y		Organize
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10=Excellent						
Don't know						
1=Poor	radio button,	scale, ha	S	Y		Focused

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10=Excellent						
Don't know						
1=Poor	radio button,	scale, ha	S	Y		Explained
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10=Excellent						
Don't know						
1=Poor	radio button,	scale, ha	S	Y		Understa
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10=Excellent						
Don't know						
1=Poor	radio button,	scale, ha	S	Y		Clarity
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10=Excellent						
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1=Poor	radio button,	scale, ha	S	Y		Consisten
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10=Excellent						
Don't know						
1=Poor	radio button,	scale, ha	S	Y		Average
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10=Excellent						
Don't know						
1=Poor	radio button,	scale, ha	S	Y		Common
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Don't know						