

**Model Instance Name:**

CMS Palmetto GBA J1 MAC

**MID:** RBxtxA4RMoVt1851dddcBQ==

**Date:** 8/19/2008

**CMS Model 410**

**CMS Palmetto GBA J1 MAC MODEL QUESTION LIST**

*Model questions utilize the ACSI methodology to determine scores and impacts*

Model Instance Name:  
 CMS Palmetto GBA J1 MAC  
 MID: RBxtxA4RMoVt1851dddcBQ==  
 Date: 4/5/2012

red & strike-through: DELETE  
 underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + --> REWORDING

**CMS Palmetto GBA J1 MAC CUSTOM QUESTION LIST**

| CQID          | Skip From | Question Text   | Answer IDs   | Answer Choices (limited to 50 characters)  | Skip to  | Type (select from list)       | Single or Multi | Required Y/N | Special Instructions |
|---------------|-----------|---|--|--|----------|-------------------------------|-----------------|--------------|----------------------|
| 51958         |           | Which best describes you?<br><br><b>X</b>   |  | Provider of medical services<br>Supplier of medical equipment or supplies<br>Staff of provider/supplier working primarily with billing/insurance<br>Administrative staff of a provider/supplier<br>Other staff of a provider/supplier<br>Consultant or attorney<br>Billing service<br>Other (please specify)   |          | Radio buttons                 | Single          | Y            | OPS Group            |
| 7000003       | SKIP A    | Other - which best describes you?   |  |  | SKIP A   | Text field, <100 char         | Single          | N            | OPS Group            |
| EDO03184      |           | What is your primary reason for visiting this   | EDO03184A001<br>EDO03184A002<br>EDO03184A003<br>EDO03184A004<br>EDO03184A005<br>EDO03184A006<br>EDO03184A007<br>EDO03184A008<br>EDO03184A009<br>EDO03184A010<br>EDO03184A011<br>EDO03184A012 | Download forms<br>Learn of, or register for, workshops, seminars or other training events<br>Find contact information<br>Find general Medicare program information<br>Research a specific question on Medicare policy or billing<br>Access claim status and/or beneficiary eligibility<br>Find information on fees or fee schedules<br>Find out about a Local Coverage Determination (LCD)<br>Read Medicare publications such as newsletters, articles, etc.<br>Find enrollment information<br>Take an on-line training course<br>Other (please specify) |          | Radio buttons                 | Single          | Y            | OPS Group            |
| EDO03185      | SKIP B    | Other - primary reason?   |  |  | SKIP B   | Text field, <100 char         | Single          | No           | OPS Group            |
| KFB01527      |           | <b>Did you find</b> what you were looking for?  |  | Yes<br>No, I was looking for:  |          | Radio button, one-up vertical | Single          | Y            | OPS Group            |
| KFB01528      | D         | No, I was looking for:  |  |  | D        | Text field, <100 char         | Open            | YES          | OPS Group            |
| ACQCoI0003519 |           | Did you use the site-wide search feature on this site? (open text box in the upper right) | ACQCoI0003519A01   | Yes  | 2A, 2F   | Radio button, one-up vertical | Single          | Yes          | Skip Group           |
|               |           |   | ACQCoI0003519A02   | No   |          |                               |                 |              |                      |
| ACQCoI0003520 | 2A        | How would you rate the helpfulness of the site-wide search?                               | ACQCoI0003520A01<br>ACQCoI0003520A02<br>ACQCoI0003520A03<br>ACQCoI0003520A04<br>ACQCoI0003520A05   | Very helpful<br>Somewhat helpful<br>Fair<br>Somewhat unhelpful<br>Very unhelpful   | 2B<br>2B | Radio button, one-up vertical | Single          | No           | Skip Group           |
| ACQCoI0003521 | 2B        | Which of the following describes your experience with the site-wide search?               | ACQCoI0003521A01   | Search difficult to use  |          | Radio button, one-up vertical | Single          | No           | Skip Group           |

Model Instance Name:  
 CMS Palmetto GBA J1 MAC  
 MID: RBxtxA4RMoVt1851dddcBQ==  
 Date: 4/5/2012

red & strike-through: DELETE  
 underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING

CMS Palmetto GBA J1 MAC CUSTOM QUESTION LIST

| CQID          | Skip From | Question Text  | Answer IDs       | Answer Choices (limited to 50 characters)                             | Skip to | Type (select from list)  | Single or Multi | Required Y/N | Special Instructions |
|---------------|-----------|--|------------------|---|---------|--------------------------|-----------------|--------------|----------------------|
|               |           |  | ACQCol0003521A02 | Received too few results  | 2C      |                          |                 |              |                      |
|               |           |  | ACQCol0003521A03 | Received too many results   |         |                          |                 |              |                      |
|               |           |  | ACQCol0003521A04 | Search results were not what I was looking for                        | 2D      |                          |                 |              |                      |
|               |           |  | ACQCol0003521A05 | Could not sort or refine results                                      |         |                          |                 |              |                      |
|               |           |  | ACQCol0003521A06 | Other   | 2E      |                          |                 |              |                      |
| ACQCol0003522 | 2C        | What search term(s) did you use?   |                  |   |         | Text area, no char limit | Single          | No           | Skip Group           |
| ACQCol0003523 | 2D        | What search term(s) did you use?   |                  |   |         | Text area, no char limit | Single          | No           | Skip Group           |
| ACQCol0003524 | 2E        | Please briefly explain your experience with the site-wide search.  |                  |   |         | Text area, no char limit | Single          | No           | Skip Group           |
| ACQCol0003506 | 2F        | What one improvement to the site-wide search feature would be most beneficial?                           |                  |   |         | Text area, no char limit | Single          | No           | Skip Group           |
| ACQwil0012031 |           | Do you use E-mail Updates (listserv)?  | ACQwil0012031A01 | Yes   |         | Radio                    | Single          | N            |                      |
|               |           |  | ACQwil0012031A02 | No, but please show me the link to sign up after I submit this survey |         |                          |                 |              |                      |
| 51957         |           | In the last 30 days, how many times have you visited this website?                                       |                  | This is my first time   |         | Radio buttons            | Single          | Y            |                      |
|               |           |  |                  | Once or twice   |         |                          |                 |              |                      |
|               |           |  |                  | Three or four times   |         |                          |                 |              |                      |
|               |           |  |                  | More than once per week but not every day                             |         |                          |                 |              |                      |
|               |           |  |                  | Every day   |         |                          |                 |              |                      |
| EDO04159      |           | Please rank the top 3 factors that brought you to the website today. (Rank 1 = Most important)<br>Rank 1 | EDO04159A001     | Message or recommendation from a friend on a social network           |         | Drop down, s             | Single          | Y            | Rank Group           |
|               |           |  | EDO04159A002     | Video I saw on YouTube  |         |                          |                 |              | Adjust Template      |
|               |           |  | EDO04159A003     | Internet blogs or discussion forums                                   |         |                          |                 |              | Randomize            |
|               |           |  | EDO04159A004     | Advertising on social networks (Facebook, LinkedIn, Twitter)          |         |                          |                 |              |                      |
|               |           |  | EDO04159A005     | Message directly from Palmetto GBA on a social network                |         |                          |                 |              |                      |
|               |           |  | EDO04159A006     | Mobile phone text messages or alerts                                  |         |                          |                 |              |                      |
|               |           |  | EDO04159A007     | Instant Message from a friend or colleague                            |         |                          |                 |              |                      |
|               |           |  | EDO04159A008     | Typed in the URL  |         |                          |                 |              |                      |
|               |           |  | EDO04159A009     | Bookmarked the website  |         |                          |                 |              |                      |
|               |           |  | EDO04159A010     | Search engine results   |         |                          |                 |              |                      |
|               |           |  | EDO04159A011     | Word of mouth recommendation from someone I know                      |         |                          |                 |              |                      |
|               |           |  | EDO04159A012     | Link from the CMS website   |         |                          |                 |              |                      |
|               |           |  | EDO04159A013     | Listserv or email updates from Palmetto GBA                           |         |                          |                 |              |                      |
|               |           |  | EDO04159A014     | Mobile apps   |         |                          |                 |              |                      |
|               |           |  | EDO04159A015     | None of the above   |         |                          |                 |              | Anchor               |
|               |           |  | EDO04159A016     | Don't know  |         |                          |                 |              | Anchor               |
|               |           |  | EDO04159A017     | Other   |         |                          |                 |              | Anchor               |
| EDO04160      |           | Rank 2   | EDO04160A001     | Message or recommendation from a friend on a social network           |         | Drop down, s             | Single          | Y            | Rank Group           |
|               |           |  | EDO04160A002     | Video I saw on YouTube  |         |                          |                 |              | Adjust Template      |
|               |           |  | EDO04160A003     | Internet blogs or discussion forums                                   |         |                          |                 |              | Randomize            |

Model Instance Name:  
 CMS Palmetto GBA J1 MAC  
 MID: RBxtxA4RMoVt1851dddcBQ==  
 Date: 4/5/2012

red & strike-through: DELETE  
underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING

**CMS Palmetto GBA J1 MAC CUSTOM QUESTION LIST**

| CQID         | Skip From  | Question Text  | Answer IDs          | Answer Choices (limited to 50 characters)                    | Skip to | Type (select from list)   | Single or Multi | Required Y/N | Special Instructions |
|--------------|--|--|---------------------|--|---------|---------------------------|-----------------|--------------|----------------------|
|              |  |  | EDO04160A004        | Advertising on social networks (Facebook, LinkedIn, Twitter) |         |                           |                 |              |                      |
|              |  |  | EDO04160A005        | Message directly from Palmetto GBA on a social network       |         |                           |                 |              |                      |
|              |  |  | EDO04160A006        | Mobile phone text messages or alerts                         |         |                           |                 |              |                      |
|              |  |  | EDO04160A007        | Instant Message from a friend or colleague                   |         |                           |                 |              |                      |
|              |  |  | EDO04160A008        | Typed in the URL   |         |                           |                 |              |                      |
|              |  |  | EDO04160A009        | Bookmarked the website                                       |         |                           |                 |              |                      |
|              |  |  | EDO04160A010        | Search engine results  |         |                           |                 |              |                      |
|              |  |  | EDO04160A011        | Word of mouth recommendation from someone I know             |         |                           |                 |              |                      |
|              |  |  | EDO04160A012        | Link from the CMS website                                    |         |                           |                 |              |                      |
|              |  |  | EDO04160A013        | Listserv or email updates from Palmetto GBA                  |         |                           |                 |              |                      |
|              |  |  | EDO04160A014        | Mobile apps  |         |                           |                 |              |                      |
|              |  |  | EDO04160A015        | None of the above  |         |                           |                 |              |                      |
|              |  |  | EDO04160A016        | Don't know   |         |                           |                 |              |                      |
|              |  |  | EDO04160A017        | Other  |         |                           |                 |              |                      |
|              |  |  | Anchor              |  |         |                           |                 |              |                      |
|              |  |  | Anchor              |  |         |                           |                 |              |                      |
|              |  |  | Anchor              |  |         |                           |                 |              |                      |
| EDO04161     |  | Rank 3   | EDO04161A001        | Message or recommendation from a friend on a social network  |         | Drop down, s              | Single          | Y            | Rank Group           |
| EDO04161A002 | Video I saw on YouTube                                       | Adjust Template  |                     |  |         |                           |                 |              |                      |
| EDO04161A003 | Internet blogs or discussion forums                          | Randomize  |                     |  |         |                           |                 |              |                      |
| EDO04161A004 | Advertising on social networks (Facebook, LinkedIn, Twitter) |  |                     |  |         |                           |                 |              |                      |
| EDO04161A005 | Message directly from Palmetto GBA on a social network       |  |                     |  |         |                           |                 |              |                      |
| EDO04161A006 | Mobile phone text messages or alerts                         |  |                     |  |         |                           |                 |              |                      |
| EDO04161A007 | Instant Message from a friend or colleague                   |  |                     |  |         |                           |                 |              |                      |
| EDO04161A008 | Typed in the URL   |  |                     |  |         |                           |                 |              |                      |
| EDO04161A009 | Bookmarked the website                                       |  |                     |  |         |                           |                 |              |                      |
| EDO04161A010 | Search engine results  |  |                     |  |         |                           |                 |              |                      |
| EDO04161A011 | Word of mouth recommendation from someone I know             |  |                     |  |         |                           |                 |              |                      |
| EDO04161A012 | Link from the CMS website                                    |  |                     |  |         |                           |                 |              |                      |
| EDO04161A013 | Listserv or email updates from Palmetto GBA                  |  |                     |  |         |                           |                 |              |                      |
| EDO04161A014 | Mobile apps  |  |                     |  |         |                           |                 |              |                      |
| EDO04161A015 | None of the above  |  |                     |  |         |                           |                 |              |                      |
| EDO04161A016 | Don't know   |  |                     |  |         |                           |                 |              |                      |
| EDO04161A017 | Other  |  |                     |  |         |                           |                 |              |                      |
| Anchor       |  |  |                     |  |         |                           |                 |              |                      |
| Anchor       |  |  |                     |  |         |                           |                 |              |                      |
| Anchor       |  |  |                     |  |         |                           |                 |              |                      |
| EDO04162     |  | If you heard about the website from a social network, please specify the site. | EDO04162A001        | Facebook   |         |                           | Single          | No           | OPS Group            |
| EDO04162A002 | LinkedIn   |  |                     |  |         |                           |                 |              |                      |
| EDO04162A003 | YouTube  |  |                     |  |         |                           |                 |              |                      |
| EDO04162A004 | Twitter  |  |                     |  |         |                           |                 |              |                      |
| EDO04162A005 | Mobile apps  |  |                     |  |         |                           |                 |              |                      |
| EDO04162A006 | Other, please specify  |  |                     |  |         |                           |                 |              |                      |
| E            |  |  |                     |  |         |                           |                 |              |                      |
| EDO04163     | E  | Please specify the other social network.                                       |                     |  |         | Text field, <100 char     | Single          | No           | OPS Group            |
| CWS03680     |  | Please select your location and contract: (please select all that apply)       |                     | California - Part B  |         | Checkbox, one-up vertical | Multi           | Yes          |                      |
|              |  |  | California - Part A |  |         |                           |                 |              |                      |
|              |  |  | Nevada - Part B     |  |         |                           |                 |              |                      |
|              |  |  | Nevada - Part A     |  |         |                           |                 |              |                      |
|              |  |  | Hawaii - Part B     |  |         |                           |                 |              |                      |
|              |  |  | Hawaii - Part A     |  |         |                           |                 |              |                      |

**Model Instance Name:**  
 CMS Palmetto GBA J1 MAC  
**MID:** RBxtxA4RMoVt1851dddcBQ==  
**Date:** 4/5/2012

~~red & strike-through~~: DELETE  
underlined & italicized: RE-ORDER  
 pink: ADDITION  
 blue + -->: REWORDING

**CMS Palmetto GBA J1 MAC CUSTOM QUESTION LIST**

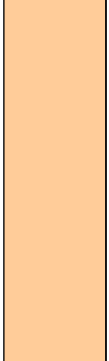
| CQID | Skip From | Question Text | Answer IDs | Answer Choices<br>(limited to 50 characters)              | Skip to | Type<br>(select from list) | Single or Multi | Required Y/N | Special Instructions |
|------|-----------|---------------|------------|---|---------|----------------------------|-----------------|--------------|----------------------|
|      |           |               |            | Guam/American Samoa/the Northern Mariana Islands - Part B |         |                            |                 |              |                      |
|      |           |               |            | Guam/American Samoa/Northern Mariana Islands - Part A     |         |                            |                 |              |                      |
|      |           |               |            | Not applicable  |         |                            |                 |              |                      |

|                   |
|-------------------|
|                   |
| Short Name        |
|                   |
|                   |
|                   |
|                   |
| Looking For       |
| Didn't Find       |
| Use Search        |
| Rate Search       |
| Search Experience |

|                           |
|---------------------------|
|                           |
| <b>Short Name</b>         |
|                           |
| Terms - Too Few           |
| Terms - Not What Look For |
| Other_Search Experience   |
| Other-Search Improvement  |
| Use Listserv              |
| select one                |
| SV - Rank 1               |
| /Style Sheet              |
| SV - Rank 2               |
| /Style Sheet              |

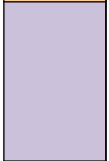
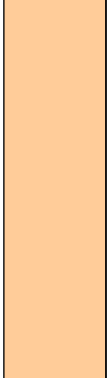


Short  
Name

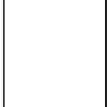


SV - Rank 3

/Style Sheet



Location





| Short Name |
|------------|
|------------|