

Model Instance Name:
 CMS - Noridian DME MAC
 MID: wYBJlxo1REpAFwEckohs0g==
 Date: 11/7/2006

CMS - Noridian DME MAC MODEL QUESTION LIST

Model questions utilize the ACSI methodology to determine scores and impacts

ELEMENTS (drivers of satisfaction)	CUSTOMER SATISFACTION	FUTURE BEHAVIORS
<p>NOTE: All questions under each element are required. Element questions are partitioned among surveys.</p>	<p>Satisfaction questions are required. Satisfaction questions appear on all surveys.</p>	<p>Future behaviors may be modified based on your site's objectives.</p>
<p>Content <i>(1=Poor, 10=Excellent, Don't Know)</i></p>	<p>Satisfaction <i>(1=Poor, 10=Excellent)</i></p>	<p>Likelihood to Return <i>(1=Not Very Likely, 10=Very Likely)</i></p>
<p>1 Please rate the accuracy of information on this site. 2 Please rate the quality of information on this site. 3 Please rate the freshness of content on this site.</p>	<p>21 What is your overall satisfaction with this site? 22 How well does this site meet your expectations? 23 How does this site compare to your idea of an ideal website?</p>	<p>24 How likely are you to return to this site?</p>
<p>Functionality <i>(1=Poor, 10=Excellent, Don't Know)</i></p>		<p>Recommend <i>(1=Not Very Likely, 10=Very Likely)</i></p>
<p>4 Please rate the usefulness of the services provided on this site. 5 Please rate the convenience of the services on this site. 6 Please rate the ability to accomplish what you wanted to on this site.</p>		<p>25 How likely are you to recommend this site to someone else?</p>
<p>Look and Feel <i>(1=Poor, 10=Excellent, Don't Know)</i></p>		<p>Primary Resource <i>(1=Not Very Likely, 10=Very Likely)</i></p>
<p>7 Please rate the ease of reading this site. 8 Please rate the clarity of site organization. 9 Please rate the clean layout of this site.</p>		<p>26 How likely are you to use this site as your primary resource for getting information on Medicare?</p>
<p>Navigation <i>(1=Poor, 10=Excellent, Don't Know)</i></p>		
<p>10 Please rate the degree to which the number of steps it took to get where you want is acceptable. 11 Please rate the ability to find information you want on this site. 12 Please rate the clarity of the site map/directory. 13 Please rate the ease of navigation on this site.</p>		
<p>Site Performance <i>(1=Poor, 10=Excellent, Don't Know)</i></p>		
<p>14 Please rate the speed of loading the page on this site. 15 Please rate the consistency of speed on this site. 16 Please rate the reliability of site performance on this site.</p>		
<p>Search <i>(1=Poor, 10=Excellent, Don't Know)</i></p>		
<p>17 Please rate the usefulness of search results on this site. 18 Please rate how this site provides comprehensive search results. 19 Please rate the organization of search results on this site. 20 Please rate how the search feature helps you to narrow the results to find the</p>		



Model Instance Name:
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 Date: 2/24/2010

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

CMS - Noridian DME MAC CUSTOM QUESTION LIST

CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	Question Label
51958		Which best describes you? X	Provider of medical services Supplier of medical equipment or supplies Staff of provider/supplier working primarily with billing/insurance Administrative staff of a provider/supplier Other staff of a provider/supplier Consultant or attorney Billing service Other (please specify)	X X X X	Radio button, one-up vertical	Single	Y	OPS Group CMS Required	Best describes you
7000003	A	Other - which best describes you?			Text field, <100 char		N	OPS Group	Other-Best Describes You
CWS03909		What is your primary reason for visiting this site today?	Access claim status and/or beneficiary eligibility Download forms Learn of, or register for, workshops, seminars or other training events Find contact information Find general Medicare program information Research a specific question on Medicare policy or billing Find information on fees or fee schedules Find out about a Local Coverage Determination (LCD) Read Medicare publications such as newsletters, articles,etc. Find enrollment information Take an on-line training course Other (please specify)	X X X X X X X X	Radio button, one-up vertical	Single	Y	OPS Group CMS Required	Visit Reason
CWS03910	A	Other - primary reason?			Text field, <100 char		N	OPS Group	Other Visit Reason
EDO08161		How did you primarily look for information on this site today?	Browsed pages by clicking links Searched using the site search feature Used the site map	A B C	Drop down, select one	Single	Y	Skip Group	Look for info
NEW	A	If you used the left side navigation, please tell us about your experience.			Text area, no char limit		N	Skip Group	Left Nav Experience
EDO08162	B	What keywords did you use?			Text area, no char limit		N	Skip Group	Keywords
NEW	C	Please tell us about your experience using the site map.			Text area, no char limit		N	Skip Group	Site Map Experience

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JKR00175		Did you find what you were looking for?	Yes No I'm still searching	E,F	Radio button, one-up vertical	Single	Y	Skip Group	Did you find
KFB04014	E	Please tell us what you were trying to do or find on the website.			Text area, no char limit		No	Skip Group	Trying to find
KFB04015	F	What will you do next?	Call the Noridian Medicare call center Nothing, although I did not find what I wanted Return to the Noridian Medicare Web site later and try again Send an email Try another website Try the CMS Website Write a letter Other	C	Radio button, one-up vertical	Single	No	Skip Group	Do Next
KFB04016	C	Please explain what you were looking for.			Text area, no char limit		No	Skip Group	Other-Looking For
CJKR00234		Which best describes your Medicare contract of interest?	DME MAC Other		Drop down, select one	Single	Y		Medicare Contract
51957		In the last 30 days, how many times have you visited this website?	This is my first time Once or twice Three or four times More than once per week but not every day Every day		Radio button, one-up vertical	Single	Y	CMS Required	Visit Frequency
JKR00236		What led you to visit this site?	New supplier to Noridian Email from CMS / Noridian Prior experience with CMS / Noridian Remittance Advice/Noridian Letter Peer or Association Referral Search engine Noridian customer service representative Other (please specify)	D	Radio button, one-up vertical	Single	Y	OPS Group	Visit Driver
MMM00419	D	Other - led you to visit this site			Text field, <100 char		N	OPS Group	Other-Visit Driver
51965		If you could identify one improvement to the Web site, what would that improvement be?			Text area, no char limit		N		open-Improvement
JKR00076		Are you part of the Noridian Medicare electronic mailing list?	Yes - I am a member of the Noridian Medicare electronic mailing list Yes - Someone in my office is a member No - I choose not to be part of Noridian Medicare's electronic mailing list No - please supply me with the link to the subscription page upon survey completion		Radio button, one-up vertical	Single	Y		Mailing List
CWS02767		If you are over the age of 18 and would like Noridian Administrative Services (NAS) to respond to your feedback regarding this website, please provide your email address here.			Text field, <100 char		N		Feedback Email

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7000003	A	Other - which best describes you?		A	Text field	
CWS03909		What is your primary reason for visiting this site today? Jyotsna.Bisaro: Required of CMS contractors	Access claim status and/or beneficiary eligibility Download forms Learn of, or register for, workshops, seminars or other training events Find contact information Find general Medicare program information Research a specific question on Medicare policy or billing Find information on fees or fee schedules Find out about a Local Coverage Determination (LCD) Read Medicare publications such as newsletters, articles, etc. Find enrollment information Take an on-line training course Other (please specify)	SKIP B	Radio buttons	select one
CWS03910	SKIP B	Other - primary reason?				
MMM00395		How did you primarily look for information on this site today?	Browsed pages by clicking links Searched using the site search feature Used the site map	E D E	Drop-down, select one	Single
EDO08161		How did you primarily look for information on this site today?	Browsed pages by clicking links Searched using the site search feature Used the site map	D	Drop down, select one	Single
EDO08162	D	What keywords did you use?			Text area, no char limit	s

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JKR00175		Did you find what you were looking for?	Yes No I'm still searching	E,F	Radio button, one-up vertical	Single
KFB04014	E	Please tell us what you were trying to do or find on the website.			Text area, no char limit	Open
KFB04015	F	What will you do next?	Call the Noridian Medicare call center Nothing, although I did not find what I wanted Return to the Noridian Medicare Web site later and try again Send an email Try another website Try the CMS Website Write a letter Other	C	Radio button, one-up vertical	Single
KFB04016	C	Please explain what you were looking for			Text area, no char limit	Open
CJKR00234		Which best describes your Medicare contract of interest?	DME MAC Other		Drop down, select one	Single

Jyotsna.Bisaro:
Required of CMS
contractors



Required Y/N	Special Instructions
Y	OPS Group
No	OPS Group
Y	OPS Group
No	OPS Group
✗	
Y	
N	

Required Y/N	Special Instructions
Y	If this, then CJKR00234
	If this, then KFB04015
	If this, then CJKR00234
No	
No	
No	
Y	

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7000003	A	Other - which best describes you?			Text field	
CWS03909		What is your primary reason for visiting this site today? Jyotsna.Bisaro: Required of CMS contractors	Access claim status and/or beneficiary eligibility Download forms Learn of, or register for, workshops, seminars or other training events Find contact information Find general Medicare program information Research a specific question on Medicare policy or billing Find information on fees or fee schedules Find out about a Local Coverage Determination (LCD) Read Medicare publications such as newsletters, articles, etc. Find enrollment information Take an on-line training course Other (please specify)	SKIP B	Radio buttons	select one
CWS03910	SKIP B	Other - primary reason?				
MMM00395		How did you primarily look for information on this site today?	Browsed pages by clicking links Searched using the site search feature Used the site map		Drop down, select one	Single

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CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
JKR00175		Did you find what you were looking for?	Yes No I'm still searching	E, F	Radio button, one-up vertical	Single
KFB04014	E	Please tell us what you were trying to do or find on the website.			Text area, no char limit	Open
KFB04015	F	What will you do next?	Call the Noridian Medicare call center Nothing, although I did not find what I wanted Return to the Noridian Medicare Web site later and try again Send an email Try another website Try the CMS Website Write a letter Other	C	Radio button, one-up vertical	Single
KFB04016	C	Please explain what you were looking for.			Text area, no char limit	Open
CJKR00234		Which best describes your Medicare contract of interest?	DME MAC Other		Drop down, select one	Single
G5839		Which state do you reside in?	Not applicable Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi		Drop-down, select one	Single



Required Y/N	Special Instructions
Y	OPS Group
No	OPS Group
Y	OPS Group
No	OPS Group
Y	



Required Y/N	Special Instructions
Y	
No	
No	
No	
Y	
Y	

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51958		Which best describes you? X	Provider of medical services Supplier of medical equipment or supplies Staff of provider/supplier working primarily with billing/insurance Administrative staff of a provider/supplier Other staff of a provider/supplier Consultant or attorney Billing service Other (please specify)	A	Radio buttons	select one
7000003	A	Other - which best describes you?			Text field	
51960		What is your primary reason for visiting this site today?	Download forms Learn of, or register for, workshops, seminars or other training events Find contact information Find general Medicare program information Research a specific question on Medicare policy or billing Find information on fees or fee schedules Find out about a Local Coverage Determination (LCD) Read Medicare publications such as newsletters, articles, etc. Find enrollment information Take an on-line training course Other (please specify)	B	Radio buttons	select one
7000004	B	Other -- primary reason?				
NEW		What is your primary reason for visiting this site today?	Access claim status and/or beneficiary eligibility Download forms Learn of, or register for, workshops, seminars or other training events Find contact information Find general Medicare program information Research a specific question on Medicare policy or billing Find information on fees or fee schedules Find out about a Local Coverage Determination (LCD) Read Medicare publications such as newsletters, articles, etc. Find enrollment information Take an on-line training course Other (please specify)	SKIP B	Radio buttons	select one
NEW	SKIP B	Other - primary reason?				
MMM00395		How did you primarily look for information on this site today?	Browsed pages by clicking links Searched using the site search feature Used the site map		Drop down, select one	Single

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CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
JKR00175		Did you find what you were looking for?	Yes No I'm still searching	E, F	Radio button, one-up vertical	Single
KFB04014	E	Please tell us what you were trying to do or find on the website.			Text area, no char limit	Open
KFB04015	F	What will you do next?	Call the Noridian Medicare call center Nothing, although I did not find what I wanted Return to the Noridian Medicare Web site later and try again Send an email Try another website Try the CMS Website Write a letter Other	C	Radio button, one-up vertical	Single
KFB04016	C	Please explain what you were looking for.			Text area, no char limit	Open
CJKR00234		Which best describes your Medicare contract of interest?	DME MAC Other		Drop down, select one	Single
C5839		Which state do you reside in?	Not applicable Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi		Drop down, select one	Single



Required Y/N	Special Instructions
Y	OPS Group
N	OPS Group OPS Group
Y	OPS Group OPS Group
	OPS Group



Required Y/N	Special Instructions
No	

Model Instance Name:

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51958		Which best describes you? X	Provider of medical services Supplier of medical equipment or supplies Staff of provider/supplier working primarily with billing/insurance Administrative staff of a provider/supplier Other staff of a provider/supplier Consultant or attorney Billing service Other (please specify)	A	Radio buttons	select one
7000003	A	Other - which best describes you?			Text field	
51960		What is your primary reason for visiting this site today?	Download forms Learn of, or register for, workshops, seminars or other training events Find contact information Find general Medicare program information Research a specific question on Medicare policy or billing Find information on fees or fee schedules Find out about a Local Coverage Determination (LCD) Read Medicare publications such as newsletters, articles, etc. Find enrollment information Take an on-line training course Other (please specify)	B	Radio buttons	select one
7000004	B	Other - primary reason?			Text field	
MMM00395		How did you primarily look for information on this site today?	Browsed pages by clicking links Searched using the site search feature Used the site map		Drop down, select one	Single

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CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
JKR00175		Did you find what you were looking for?	Yes No I'm still searching	E, F	Radio button, one-up vertical	Single
KFB04014	E	Please tell us what you were trying to do or find on the website.			Text area, no char limit	Open
KFB04015	F	What will you do next?	Call the Noridian Medicare call center Nothing, although I did not find what I wanted Return to the Noridian Medicare Web site later and try again Send an email Try another website Try the CMS Website Write a letter Other	C	Radio button, one-up vertical	Single
KFB04016	C	Please explain what you were looking for.			Text area, no char limit	Open
CJKR00234		Which best describes your Medicare contract of interest?	DME MAC Other		Drop down, select one	Single
C5839		Which state do you reside in?	Not applicable Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi		Drop down, select one	Single

Required Y/N	Special Instructions
Y	OPS Group
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Required Y/N	Special Instructions
No	

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CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
CJKR00232		Which best describes you?	Billing or administrative staff for supplier Supplier Administrative staff of a supplier Other staff of a supplier Billing service Consultant or attorney Local, state, or federal government employee or contractor Other health care insurer or agency Other (please specify)	A	Radio button, one-up-vertical	Single
CJKR00233	A	Other Which best describes you			Text field, <100-char	Open
C51958		Which best describes you?	Provider of medical services Supplier of medical equipment or supplies Staff of provider/supplier working primarily with billing/insurance Administrative staff of a provider/supplier Other staff of a provider/supplier Consultant or attorney Billing service Other (please specify)	SKIP A	Radio buttons	select one
C7000003	SKIP A	Other - which best describes you?			Text field	
CJKR00235		What is your primary reason for visiting this site today?	Download forms Find contact information Find enrollment information Find general Medicare program information Find information on fees or fee schedules Find out about a Local Coverage Determination Learn of, or register for, workshops, seminars or other training events Read Medicare publications such as newsletters, press releases, etc. Research a specific question on Medicare policy or billing Take an on-line training course Other (please specify)	B	Radio button, one-up-vertical	Single
CJKR00237	B	Other Primary reason for visit			Text field, <100-char	Open
C51960		What is your primary reason for visiting this site today?	Download forms Learn of, or register for, workshops, seminars or other training events Find contact information Find general Medicare program information Research a specific question on Medicare policy or billing Find information on fees or fee schedules Find out about a Local Coverage Determination (LCD) Read Medicare publications such as newsletters, articles, etc. Find enrollment information Take an on-line training course Other (please specify)	SKIP B	Radio buttons	select one
C7000004	SKIP B	Other - primary reason?			Text field	
CMMM00395		How did you primarily look for information on this site today?	Browsed pages by clicking links		Drop down, select one	Single

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CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Searched using the site search feature			
			Used the site map			

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KFB04015	F	What will you do next?	Call the Noridian Medicare call center Nothing, although I did not find what I wanted Return to the Noridian Medicare Web site later and try again Send an email Try another website Try the CMS Website Write a letter Other	C	Radio button, one-up vertical	Single
KFB04016	C	Please explain what you were looking for.			Text area, no char limit	Open
CJKR00234		Which best describes your Medicare contract of interest?	DME MAC Other		Drop down, select one	Single
C5839		Which state do you reside in?	Not applicable Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi		Drop down, select one	Single



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Y	OPS Group
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CJKR00233	A	Other Which best describes you			Text field, <100 char	Open
CJKR00235		What is your primary reason for visiting this site today?	Download forms Find contact information Find enrollment information Find general Medicare program information Find information on fees or fee schedules Find out about a Local Coverage Determination Learn of, or register for, workshops, seminars or other training events Read Medicare publications such as newsletters, press releases, etc. Research a specific question on Medicare policy or billing Take an on-line training course Other (please specify)	B	Radio button, one-up vertical	Single
CJKR00237	B	Other Primary reason for visit			Text field, <100 char	Open
CMMM00395		How did you primarily look for information on this site today?	Browsed pages by clicking links Searched using the site search feature Used the site map		Drop down, select one	Single

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C5839		Which state do you reside in?	Not applicable Alabama Alaska Arizona Arkansas California Colorado Connecticut Delaware Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi		Drop down, select one	Single



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CMS - Noridian DME MAC CUSTOM QUESTION LIST

CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
CJKR00232		Which best describes you?	Billing or administrative staff for supplier Supplier Staff of provider/supplier working primarily with billing/insurance Administrative staff of a supplier Other staff of a supplier Billing service Clearinghouse Consultant or attorney Local, state, or federal government employee or contractor EDI-software-vendor Other health care insurer or agency Other (please specify)	A	Radio button, one-up vertical	Single
CJKR00233	A	Other Which best describes you			Text field, <100 char	Open
CJKR00235		What is your primary reason for visiting this site today?	Download forms Find contact information Find enrollment information Find general Medicare program information Find information on fees or fee schedules Find out about a Local Coverage Determination Learn of, or register for, workshops, seminars or other training events Read Medicare publications such as newsletters, press releases, etc. Research a specific question on Medicare policy or billing Take an on-line training course Other (please specify)	B	Radio button, one-up vertical	Single
CJKR00237	B	Other Primary reason for visit			Text field, <100 char	Open
CMMM00395		How did you primarily look for information on this site today?	Browsed pages by clicking links Searched using the site search feature Used the site map		Drop down, select one	Single

Model Instance Name:

CMS - Noridian DME MAC

MID: wYBJxo1REpAFwEckohs0g==

Date: 5/11/2009

red & strike-through: DELETE

underlined & italicized: RE-ORDER

pink: ADDITION

blue + -->: REWORDING

CMS - Noridian DME MAC CUSTOM QUESTION LIST

CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
CJKR00175		Did you find what you were looking for?	Yes No I'm still searching	SKIP E, F	Radio button, one-up vertical	Single
NEW	SKIP E	Please tell us what you were trying to do or find on the website.			Text area, no char limit	Open
NEW	SKIP F	What will you do next?	Call the Noridian Medicare call center Nothing, although I did not find what I wanted Return to the Noridian Medicare Web site later and try again Send an email Try another website Try the CMS Website Write a letter Other	C	Radio button, one-up vertical	Single
NEW	C	Please explain what you were looking for.			Text field, <100 char	Open
CJKR00077		If you did not find what you were looking for, what will you do next?	Not applicable; I found/completed what I wanted Nothing, although I did not find/complete what I wanted Call the Noridian Medicare call center Return to the Noridian Medicare Web site later and try again Send an email Write a letter Try another website Try the CMS Website Other (please specify)	E	Radio button, one-up vertical	Single
CJKR00078	C	Other did you find what you were looking for			Text field, <100 char	Open
CJKR00010		If you were not able to accomplish your goal in visiting this site today, please tell us what you were trying to do or find:			Text area, no char limit	Open
CJKR00234		Which best describes your Medicare contract of interest?	DME MAC Other		Drop down, select one	Single
C5839		Which state do you reside in?	Not applicable Alabama Alaska Arizona Arkansas California Colorado Connecticut Connecticut Delaware Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana		Drop down, select one	Single

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CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi
			Maine			
			Maryland			
			Massachusetts			
			Michigan			
			Minnesota			
			Mississippi			



Required Y/N	Special Instructions



Required Y/N	Special Instructions
No	



Required Y/N	Special Instructions

Model Instance Name:

CMS - Noridian DME MAC

MID: wYBJlxo1REpAFwEckohs0g==

Date: 10/2/2008

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CJKR00237	B	Other Primary reason for visit			Text field, <100 char	Open
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CJKR00234		Which best describes your Medicare contract of interest?	DME MAC Other		Drop down, select one	Single
C5839		Which state do you reside in?	Not applicable Alabama Alaska Arizona Arkansas California Colorado Conecticut Delaware Florida Georgia Hawaii Idaho Illinois Indiana Iowa Kansas Kentucky Louisiana Maine Maryland Massachusetts Michigan Minnesota Mississippi		Drop down, select one	Single



Required Y/N	Special Instructions



Required Y/N	Special Instructions