## **Questionnaire Management Guidelines**

#### Goals:

- One consolidated document to track all model and CQ changes throughout the life of the project
- Questionnaire always matches the live survey
- Easy and error-free way to submit CQ changes
- All changes tracked and reflected in one document (DOT will help)

#### Basic rules:

1 This questionnaire has to match the live survey

**2** All changes to the live measure need to be tracked and archived in **one document** 

3 All CQ change requests has to be submitted using this documents

SRA: 1) marks up changes and submits the entire document to DOT

DOT: 1) archives change request on separate tab

2) implement changes

3) updates the document to reflect all implemented changes in the "clean" questionnaire - SRA can send to the client and use for future CQ changes

4 DOT will safeguard correct formats - your next CQ changes have to be submitted using one survey document with appropriate color-coding

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Date: 9/6/2006

This is Model 410, common to all CMS measures

## CMS - NGS DME MAC B MODEL QUESTION LIST

Model questions utilize the ACSI methodology to determine scores and impacts

## **ELEMENTS (drivers of satisfaction)**

**NOTE:** <u>All</u> questions under each element are <u>required</u>. Element questions are partitioned among surveys.

#### Content

(1=Poor, 10=Excellent, Don't Know)

- 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.

#### **Functionality**

(1=Poor, 10=Excellent, Don't Know)

- 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.

#### **Look and Feel**

(1=Poor, 10=Excellent, Don't Know)

- 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.

## Navigation

(1=Poor, 10=Excellent, Don't Know)

- 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.

#### Site Performance

(1=Poor, 10=Excellent, Don't Know)

- 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.

#### Search

(1=Poor, 10=Excellent, Don't Know)

- 17 Please rate the usefulness of search results on this site.
- 18 Please rate how this site provides comprehensive search
- 19 Please rate the organization of search results on this site.
- 20 Please rate how the search feature helps you to narrow the

#### **CUSTOMER SATISFACTION**

Satisfaction questions are required.
Satisfaction questions appear on all surveys.

#### Satisfaction

- **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?

#### **FUTURE BEHAVIORS**

Future behaviors may be modified based on your site's objectives.

#### Likelihood to Return

(1=Not Very Likely, 10=Very Likely)

24 How likely are you to return to this site?

#### Recommend

(1=Not Very Likely, 10=Very Likely)

**25** How likely are you to **recommend this site to someone else?** 

# Primary Resource

(1=Not Very Likely, 10=Very Likely)

26 How likely are you to use this site as your primary resource for getting information on Medicare?

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Date: 9/29/2010

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underlined & italicized: RE-ORDER
pink: ADDITION

			CMS - NGS DME MAC B CUSTOM QUESTION LIST	1		1		
CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	<u>Type</u>	Required Y/N	Single or Multi
51958			Provider of medical services Supplier of medical equipment or supplies		OPS Group	Radio buttons	Y	select one
		V	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				
7000003	SKIP A	Other - which best describes you?	The state of the s		OPS Group			
51957			This is my first time		·	Radio buttons	Υ	select one
		visited this website?	Once or twice	1				
			Three or four times	1				
			More than once per week but not every day					
			Every day					
			Download forms			Radio buttons	Y	select one
ACQCol0002021		site today?	Learn of, or register for, wookshops, seminars or other training events		Group			
			Find contact information					
			Find general Medicare program information					
			Access claim status and/or beneficiary eligibility					
			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	SKIP K				
ACQCol0002022	SKIP K	Please specify your other reason for visiting this site today.			Skip Logic Group			
IC00315			Top navigation menu			Radio buttons	Υ	select on
		information on this site today?	Links in the middle of the page	_				
			Search box					
			Site map					
			Other					
EDO06347		Did you use the search feature on this site?	Yes	Н	Skip Logic Group	Radio buttons	Yes	Single
			No					

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Date.	SILSILUI	•				. ,		
			CMS - NGS DME MAC B CUSTOM QUESTION LIST					
CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	<u>Type</u>	Required Y/N	Single or Multi
EDO06348	Н	Please describe your experience with the search feature.	I had no difficulty using the search feature on this site		Skip Logic Group	Radio buttons	No	Single
			The search feature was difficult to find		1			
			The search feature was difficult to use		1			
			Returned no results/received an error message					
			Could not tell where the search results would take me					
			Too many results					
			Too few results					
			Results were not related to what I was looking for					
			Could not sort the results					
			Could not refine the results					
			Other					
EDO06349	Н	What Keywords did you use?			Skip Logic Group	Text box	No	Single
EDO06350	Н	Please indicate how helpful you feel the search feature was in finding the information you were looking for.	Very helpful		Skip Logic Rad Group	Radio buttons	No	
			Somewhat helpful	I	1			
			Not at all helpful	I, J	1			
EDO06351	J	Why do you feel the search feature was not at all helpful?			Skip Logic Group	Unlimited text field	No	Single
EDO06352	I	What would make the search feature more helpful?			Skip Logic Group	Unlimited text field	No	Single
AED08114		While visiting the site, did you find what you	Yes			Radio buttons	Υ	select one
		were looking for?	No	SKIP E, F				
			Not yet	SKIP E, F				
AED08115	SKIP E	What were you trying to locate? (Please be specific)				Open ended	N	
AED08116	SKIP F	What will you do next?	Nothing, although I did not find/complete what I wanted		OPS Group	Radio buttons	Υ	select one
			Call the NGS Contact Center		1			
			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)	SKIP G				
AED08117	SKIP G	Other (please specify)			OPS Group			

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			CMS - NGS DME MAC B CUSTOM QUESTION LIST				
CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	<u>Type</u>	Required Y/N
51958		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	-	OPS Group	Radio buttons	Y
			Billing service Other (please specify)	SKIP A			
7000003	SKIP A	Other - which best describes you?			OPS Group		
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			Radio buttons	Y
NEW		What is your <b>primary reason</b> for visiting this site today?	Every day  Download forms  Learn of, or register for, wo shops, seminars or other training events		Skip Logic Group	Radio buttons	Y
			Find contact information Find general Medicare program information Access claim status and/or beneficiary eligibility	-			
			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				
NEW	SKIP K	Please specify your other reason for visiting this site today.	Other	SKIP K	Skip Logic Group		
<del>51960</del>		What is your primary reason for visiting this	Download forms		OPS Group	Radio	¥
<del>51900</del>		site today?	Learn of, or register for, workshops, seminars or other training events  Find contact information	-	OPS Group	buttons	*
			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			
7000004	SKIP B	Other - primary reason?			OPS Group		
JIC00315		What method are you <b>primarily</b> using to locate information on this site today?	Top navigation menu Links in the middle of the page Search box			Radio buttons	Y
			Site map	†			

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Date: 9/29/2010

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			CMS - NGS DME MAC B CUSTOM QUESTION LIST				
CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	<u>Type</u>	Required Y/N
			Other			- "	.,
EDO06347		Did you use the search feature on this site?	Yes	Н	Skip Logic Group	Radio buttons	Yes
EDO06348	Н	Please describe your experience with the search feature.	No I had no difficulty using the search feature on this site		Skip Logic Group	Radio buttons	No
			The search feature was difficult to find		1		
			The search feature was difficult to use				
			Returned no results/received an error message		1		
			Could not tell where the search results would take me				
			Too many results				
			Too few results				
			Results were not related to what I was looking for				
			Could not sort the results				
			Could not refine the results				
			Other				
EDO06349	н	What Keywords did you use?			Skip Logic Group	Text box	No
EDO06350	Н	Please indicate how helpful you feel the search feature was in finding the information you were looking for.	Very helpful		Skip Logic Group	Radio buttons	No
			Somewhat helpful	1	1		
			Not at all helpful	I, J	1		
EDO06351	J	Why do you feel the search feature was not at all helpful?		,	Skip Logic Group	Unlimited text field	No
EDO06352	I	What would make the search feature more helpful?			Skip Logic Group	Unlimited text field	No
AED08114		While visiting the site, did you find what you	Yes			Radio	Υ
		were looking for?	No	SKIP E, F	1	buttons	
			Not yet	SKIP E, F	1		
AED08115	SKIP E	What were you trying to locate? (Please be specific)				Open ended	N
AED08116	SKIP F	What will you do next?	Nothing, although I did not find/complete what I wanted		OPS Group	Radio	Υ
			Call the NGS Contact Center			buttons	
			Return to the NGS website later and try again				
			Try the CMS website		1		
			Try another contractor's website				
			Send an email				
			Write a letter				
			Other (please specify)	SKIP G			
AED08117	SKIP G	Other (please specify)	( · · · · · · · · · · · · · · · · · · ·		OPS Group		

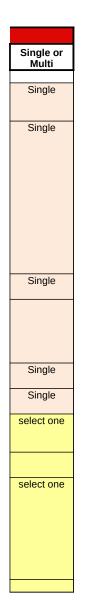


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Date: 9/10/2010

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			CMS - NGS DME MAC B CUSTOM QUESTION LIST				
CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	<u>Type</u>	Require Y/N
1958		Which best describes you?	Provider of medical services		OPS Group	Radio	Υ
			Supplier of medical equipment or supplies			buttons	
			Staff of provider/supplier working primarily with billing/insurance				
		7.7	Administrative staff of a provider/supplier				
		Y	Other staff of a provider/sullilier				
		<b>A</b>	Consultant or attorney				
			Billing service				
			Other (please specify)	SKIP A			
000003	SKIP A	Other - which best describes you?	(Product opensy)		OPS Group		
.957		In the last 30 days, how many times have you	This is my first time		·	Radio	Υ
		visited this website?	Once or twice			buttons	
			Three or four times				
			More than once per week but not every day				
			Every day				
.960		What is your <b>primary reason</b> for visiting this	Download forms		OPS Group	Radio	Y
		site today?	Learn of, or register for, wo shops, seminars or other training events			buttons	
		<b>\</b>					
			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			
000004	SKIP B	Other - primary reason?	The state of the s		OPS Group		
C00315		What method are you primarily using to locate	Top navigation menu		·	Radio	Υ
		information on this site today?	Right navigation bar			buttons	
		What method are you <b>primarily</b> using to locate	Links in the middle of the page	_			
		information on this site today?	Search box	_			
		NOTE TO DOT: Just changing the bolding for	Site map	_			
		this question	Other	_			
0006347		Did you use the search feature on this site?	Yes	Н	Skip Logic	Radio	Yes
		bid you use the search leature on this site!	165	"	Group	buttons	163
					O. Gap	Dattorio	
			No.				
	ш	Please describe your experience with the	No		Skin Logic	Radio	No
	Н	Please describe your experience with the search feature.	No I had no difficulty using the search feature on this site		Skip Logic Group	Radio buttons	No
	Н		No I had no difficulty using the search feature on this site  The search feature was difficult to find				No
	Н						No
DO06348	Н		The search feature was difficult to find				No
	Н		The search feature was difficult to find The search feature was difficult to use				No
	Н		The search feature was difficult to find The search feature was difficult to use Returned no results/received an error message				No
	Н		The search feature was difficult to find The search feature was difficult to use Returned no results/received an error message Could not tell where the search results would take me				No
	Н		The search feature was difficult to find The search feature was difficult to use Returned no results/received an error message Could not tell where the search results would take me Too many results				No

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Date: 9/10/2010

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			CMS - NGS DME MAC B CUSTOM QUESTION LIST				
CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	<u>Type</u>	Required Y/N
			Could not refine the results Other				
EDO06349	Н	What Keywords did you use?			Skip Logic Group	Text box	No
EDO06350	Н	Please indicate how helpful you feel the search feature was in finding the information you were looking for.	Very helpful		Skip Logic Group	Radio buttons	No
			Somewhat helpful Not at all helpful	l I. J			
EDO06351	J	Why do you feel the search feature was not at all helpful?	A Company of the Comp	1, 0	Skip Logic Group	Unlimited text field	No
EDO06352	I	What would make the search feature more helpful?			Skip Logic Group	Unlimited text field	No
AED08114		While visiting the site, <b>did you find</b> what you were looking for?	Yes No Not yet	SKIP E, F		Radio buttons	Y
AED08115	SKIP E	What were you trying to locate? (Please be specific)		,		Open ended	N
AED08116	SKIP F	What will you do next?	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)	SKIP G	OPS Group	Radio buttons	Y
AED08117	SKIP G	Other (please specify)			OPS Group		



select one

select one

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Single

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Single or Multi Single

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CMS NGS AdminaStar Federal DME MAC

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Date: 10/1/2009

AED08116

SKIP F

What will you do next?

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blue + -->: REWORDING
violet (bold): SKIP-LOGIC

#### CMS NGS AdminaStar Federal DME MAC CUSTOM QUESTION LIST **Answer Choices** Required COID Skip To Skip Type | Type (select **Question Text** (limited to 50 characters) Skip From Y/N C51958 Which best describes you? **OPS Group** Radio Υ Provider of medical services buttons Supplier of medical equipment or supplies Staff of a provider/supplier who works primarily with billing or insurance Staff of provider/supplier working primarily with billing/insurance Administrative staff of a provider/supplier Other staff of a provider/su Provider/supplier Consultant or attorney Billing service ocal, state, or federal a ment employee or contractor Software vendor Other health care insurer or agency SKIP A Other (please specify) C7000003 SKIP A **OPS Group** Other - which best describes you? In the last 30 days, how many times have you C51957 This is my first time **Drop-down** Υ visited this website? menu Once or twice before Radio Three or four times before buttons More than once per week but not every day Every day C51960 **OPS Group** What is your **primary reason** for visiting this Download forms Radio Υ site today? Learn of, or register for, workshops, seminars or other training events buttons 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, press releases, etc. Find enrollment information Take an on-line training course Other (please specify) SKIP B C7000004 SKIP B Other - primary reason? **OPS Group** What method are you primarily using to locate JIC00315 Top navigation menu Radio buttons information on this site today? Right navigation bar Links in the middle of the page Search box Site map Other AED08114 While visiting the site, did you find what you were Yes Radio buttons looking for? No SKIP E, F Not yet SKIP E, F AED08115 SKIP E What were you trying to locate? (Please be specific) Open ended Ν

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

OPS Group Radio buttons

CMS NGS AdminaStar Federal DME MAC

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Date: 10/1/2009

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blue + -->: REWORDING
violet (bold): SKIP-LOGIC

		CMS NO	S AdminaStar Federal DME MAC CUSTOM QUESTION LIS	ST			
CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	Type (select	Required Y/N
			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		1		
			Other (please specify)	SKIP G			
AED08117	SKIP G	Other (please specify)			OPS Group		



select one

select one

select one

select one

select one

Single or Multi

Date: 7/21/2009

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CMS NGS AdminaStar Federal DME MAC CUSTOM QUESTION LIST

	1		NGS AUIIIIIASIAI FEUEIAI DME MAC COSTOM QUESTIO				
CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	Type (select t	Required Y/N
51958		Which best describes you?	Staff of a provider/supplier who works primarily with billing or insurance		OPS Group	Radio buttons	Υ
			Administrative staff of a provider/supplier		1		
			Other staff of a provider/supplier		1		
			Provider/supplier		1		
			Billing service		1		
			Consultant or attorney		1		
			Local, state, or federal government employee or contractor		1		
			Software vendor		1		
			Other health care insurer or agency		+		
			Other (please specify)	SKIP A	1		
7000002	SKID A	Other which heat describes you?	Other (piease specify)	SKIP A	OPS Group		
7000003	SKIP A	Other - which best describes you?  In the last 30 days, how many times have you	This is my first time		OPS Gloup	Drop down	Y
51957		visited this website?	This is my first time		-	Drop-down menu	Y
		Notice and Website .	Once or twice before		1	monu	
			Three or four times before		-		
			More than once per week but not every day				
			Every day				
51960		What is your <b>primary reason</b> for visiting this site	Find general Medicare program information		OPS Group	Radio buttons	Υ
		today?	Find contact information				
		X	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		1		
			Learn of, or register for, workshops, seminars or other training events		1		
			Take an on-line training course		1		
			Read Medicare publications such as newsletters, press releases, etc.		†		
			Download forms		1		
			Other (please specify)	SKIP B	†		
7000004	SKIP B	Other - primary reason?	Cities (pictage specify)	OKII B	OPS Group		
IC00315	SICIE D	What <b>method</b> are you primarily using to locate	Top navigation menu		от о отоар	Radio buttons	Y
1000313		information on this site today?	Right navigation bar		+	Tradio bullons	'
			Links in the middle of the page		1		
			Search box		-		
			Site map		-		
			Other				
000MMM		While visiting the site, <b>did you find</b> what you were looking for?	Yes		1	Radio buttons	¥
9		looking for :	<del>No</del>	SKIP E, F	1		
			Not yet	SKIP E, F			
EW		While visiting the site, <b>did you find</b> what you were	Yes			Radio buttons	Υ
		looking for?	No	SKIP E, F			
			Not yet	SKIP E, F			
EW	SKIP E	What were you trying to locate? (Please be specific)				Open ended	N
IEW	SKIP F	What will you do next?	Nothing, although I did not find/complete what I wanted		OPS Group	Radio buttons	Υ
			Call the NGS Contact Center				
			Return to the NGS website later and try again				

CMS NGS AdminaStar Federal DME MAC
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Date: 7/21/2009

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		CMS	NGS AdminaStar Federal DME MAC CUSTOM QUESTIOI	N LIST			
CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	Type (select	Required Y/N
			Try another contractor's website				
			Send an email				
			Write a letter				
			Other (please specify)	SKIP G			
NEW	SKIP G	Other (please specify)			OPS Group		
JIC00319	SKIP E	If you did NOT find what you were looking for, what were you trying to locate? (Please be specific)				Open ended	Н
JIC00320		If you did not find what you were looking for, what	Not applicable; I found/completed what I wanted		OPS Group	Radio buttons	¥
		will you do next?	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)	SKIP C			
JIC00322	SKIP C	Other (please specify)			OPS Group		

# Single or Multi select one select one select one select one select one select one

Single or Multi

CMS NGS AdminaStar Federal DME MAC
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Date: 3/3/2009

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pink: ADDITION
blue + -->: REWORDING

violet (bold): SKIP-LOGIC

	1	CMS	NGS AdminaStar Federal DME MAC CUSTOM QUESTIO	NLIST	ı		
CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	Type (select t	Require Y/N
51958		Which best describes you?	Staff of a provider/supplier who works primarily with billing or insurance Administrative staff of a provider/supplier		OPS Group	Radio buttons	Y
			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				
			• /	SKIP A			
7000003	CICID A	Other which heat describes you?	Other (please specify)	SKIP A	OPS Group		
51957	SKIP A	Other - which best describes you?  In the last 30 days, how many times have you	This is my first time		OF3 Gloup	Drop-down	Y
21921		visited this website?	Once or twice before			menu	Y
		Thomas and Wesseller					
			Three or four times before				
			More than once per week but not every day				
= 4 0 0 0		And the second s	Every day		0000	D !! ! !!	
51960		What is your <b>primary reason</b> for visiting this site today?	Find general Medicare program information		OPS Group	Radio buttons	Υ
		today:	Find contact information				
		X	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)	SKIP B			
7000004	SKIP B	Other - primary reason?			OPS Group		
IC00315		What <b>method</b> are you primarily using to locate	Top navigation menu			Radio buttons	Υ
		information on this site today?	Right navigation bar				
			Links in the middle of the page				
			Search box				
			Site map				
			Other				
000MMM		While visiting the site, <b>did you find</b> what you were	Yes			Radio buttons	Υ
9		looking for?	No				
			Not yet				
IC00319		If you did NOT find what you were looking for, what were you trying to locate? (Please be specific)				Open ended	N
C00320		If you did not find what you were looking for, what	Not applicable; I found/completed what I wanted		OPS Group	Radio buttons	Υ
		will you do next?	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				

CMS NGS AdminaStar Federal DME MAC
MID QphpZ1ZQINdF4RwgM5IJQg==

Date: 3/3/2009

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underlined & italicized: RE-ORDER

pink: ADDITION

		CMS I	NGS AdminaStar Federal DME MAC CUSTOM QUESTION	LIST			
CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	Type (select	Required Y/N
			Send an email				
			Write a letter				
			Other (please specify)	SKIP C			
JIC00322	SKIP C	Other (please specify)			OPS Group		



select one

select one

select one

select one



CMS NGS AdminaStar Federal DME MAC
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violet (bold): SKIP-LOGIC

	1	CMS	NGS AdminaStar Federal DME MAC CUSTOM QUESTION	N LIST			
CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	Type (select t	Required Y/N
C51958		Which best describes you?	Staff of a provider/supplier who works primarily with billing or insurance Administrative staff of a provider/supplier		OPS Group	Radio buttons	Υ
			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)	SKIP A	-		
7000003	SKID V	Other - which best describes you?	Other (piease specify)	JKIF A	OPS Group		
51957	SKIP A	In the last 30 days, how many times have you	This is my first time		OF 3 Gloup	Drop-down	Y
31931		visited this website?	Once or twice before			menu	
			Three or four times before		-		
			More than once per week but not every day		+		
			Every day		-		
E1060		What is your <b>primary reason</b> for visiting this site	Find general Medicare program information		OPS Group	Radio buttons	Y
51960		today?	Find contact information		OF3 Gloup	Radio bullons	'
		V	Find enrollment information		-		
		<b></b>	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)	SKIP B			
7000004	CKID B	Other - primary reason?	Other (please specify)	SKIP B	OPS Group		
IC00315	SKIP B	What <b>method</b> are you primarily using to locate	Top navigation menu		OF 3 Gloup	Radio buttons	Y
C00313		information on this site today?	Right navigation bar		-	Tradio buttoris	'
		,	Links in the middle of the page		-		
			Search box				
			Site map				
			Other				
MMM000		While visiting the site, <b>did you find</b> what you were	Yes			Radio buttons	Y
9		looking for?	No		+	Tradio Sattorio	•
			Not yet		-		
IC00319		If you did NOT find what you were looking for, what were you trying to locate? (Please be specific)			Open	Open ended	N
C00320		If you did not find what you were looking for, what	Not applicable; I found/completed what I wanted		OPS Group	Radio buttons	Y
		will you do next?	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		_		

CMS NGS AdminaStar Federal DME MAC
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	CMS NGS AdminaStar Federal DME MAC CUSTOM QUESTION LIST						
CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	Type (select t	Required Y/N
			Send an email				
			Write a letter				
			Other (please specify)	SKIP C			
JIC00322	SKIP C	Other (please specify)			OPS Group		



select one

select one

select one

select one



CMS NGS AdminaStar Federal DME MAC
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CQID	Skip To	Ouestion Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	Type (select :	Required Y/N
C51958		Which best describes you?	Staff of a provider/supplier who works primarily with billing or insurance		OPS Group	Radio buttons	Υ
			Administrative staff of a provider/supplier		1		
			Other staff of a provider/supplier				
			Provider/supplier		1		
			Billing service				
			Consultant or attorney				
			Local, state, or federal government employee or contractor				
			Software vendor				
			Other health care insurer or agency				
			Other (please specify)	SKIP A			
7000003	SKIP A	Other - which best describes you?			OPS Group		
51957		In the last 30 days, how many times have you	This is my first time			Drop-down	Υ
		visited this website?	Once or twice before			menu	
			Three or four times before				
			More than once per week but not every day				
			Every day				
51960		What is your <b>primary reason</b> for visiting this site	Find general Medicare program information		OPS Group	Radio buttons	Υ
		today?	Find contact information				
		X	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)	SKIP B			
7000004	SKIP B	Other - primary reason?			OPS Group		
C00315		What method are you primarily using to locate	Top navigation menu			Radio buttons	Υ
		information on this site today?	Right navigation bar				
			Links in the middle of the page				
			Search box				
			Site map				
			Other				
<del>C00316</del>		Do you find the recent enhancements made to the	An improvement over the previous design			Radio buttons	¥
		Web site to be:	On par with the previous design				
			Inferior to the previous design				
			Don't know/Didn't notice				
<del>000317</del>		Do you find the <b>new site navigation</b> easier or more	Easier		1	Radio buttons	¥
		difficult than before the site redesign?	More difficult		1		
			Not sure				
<del>C00318</del>		Do you find it easier or more difficult to identify	Easier		1	Radio buttons	¥
		content relevant to your needs since the site redesign?	More difficult		1		
		, and the second	Not-sure Not-sure				
000MMM		While visiting the site, <b>did you find</b> what you were	Yes			Radio buttons	Υ
		looking for?	No				

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Date: 3/3/2009

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	CMS NGS AdminaStar Federal DME MAC CUSTOM QUESTION LIST						
CQID	Skip To	Question Text	·	Skip From	Skip Type	Type (select	Required Y/N
JIC00319		If you did NOT find what you were looking for, what were you trying to locate? (Please be specific)	Not yet			Open ended	N
JIC00320		If you did not find what you were looking for, <b>what</b> will you do next?	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)	SKIP C	OPS Group	Radio buttons	Y
JIC00322	SKIP C	Other (please specify)			OPS Group		

## Single or Multi

select one

## Single or Multi

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Date: 7/3/2008

		CMS NGS A	dminaStar Federal DME MAC CUSTOM QU	JESTION LIST			
CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from lis	Single or Multi	Required Y/N	Important Notes from Your Satisfaction Research Analyst
051050		Which best describes you?	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) (SKIP A)	Radio buttons	Y	select one	Existing
C51958 C7000003	SKIP A	Other - which best describes you?					Existing
C51957	ORIF A	In the last 30 days, how many times have you visited this website?	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	Drop-down menu	Y	select one	Existing
C51960		What is your <b>primary reason</b> for visiting this site today?	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) (SKIP B)	Radio buttons	Y	select one	Existing
C7000004	SKIP B	Other - primary reason?					Existing
NEW			Top navigation menu Right navigation bar Links in the middle of the page Search box Site map Other	Radio buttons	Y	select one	New July 2008
NEW		Do you find the <b>recent enhancements</b> made to the Web site to be:	An improvement over the previous design On par with the previous design Inferior to the previous design Don't know/Didn't notice	Radio buttons	Y	select one	New July 2008
NEW		Do you find the <b>new site navigation</b> easier or more difficult than before the site redesign?	Easier More difficult Not sure	Radio buttons	Y	select one	New July 2008

Model Instance Name:
CMS NGS AdminaStar Federal DME MAC
MID QphpZ1ZQINdF4RwgM5IJQg==

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violet (bold): SKIP-LOGIC

Date: 7/3/2008

CMS NGS AdminaStar Federal DME MAC CUSTOM QUESTION LIST Skip **Important Notes from Answer Choices** Your Satisfaction Logic Single or Required COID Label **Ouestion Text** (limited to 50 characters) ÝΝ Research Analyst Type (select from lis Multi New July 2008 Do you find it easier or more difficult to identify content **NEW** Easier Radio buttons select one relevant to your needs since the site redesign? Nore difficult Not sure CMMM00009 While visiting the site, did you find what you were looking Yes Radio buttons Υ select one Existing Not yet **NEW** f you did NOT find what you were looking for, what Open ended New July 2008 vere you trying to locate? (Please be specific) f you did not find what you were looking for, what will NEW Not applicable; I found/completed what I wanted Radio buttons select one New July 2008 Nothing, although I did not find/complete what I wanted you do next? 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) f you could **identify one improvement** to this site, what New July 2008 **NEW** Open ended ould that improvement be? Unmap if currently active C9671 Where are you located? on survey Unmap if currently active Which best describes your Medicare contract of CMMM00008 on survey Unmap if currently active If you did not find what you were looking for, what CMMM00010 specifically were you researching? on survey How does our website rate compared to other Unmap if currently active CMMM00011 avers' Web sites? on survey If you answered "Not as good," then what is our site Unmap if currently active on survey CMMM00012 missing that the others have? Unmap if currently active on survey If you could identify one to three improvements to CMMM00013 the website, what would those improvements be? How did you primarily look for information on this Unmap if currently active CMMM00395 on survey site today?

Model Instance Name:

CMS - NGS DME MAC B

MID QphpZ1ZQINdF4RwgM5IJQg==

Date: 3/1/2008

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# CMS - NGS DME MAC B CUSTOM QUESTION LIST

		Use cell sha highlight qu		
	Skip Logic	groups	Answer Choices	
QID	Label	Question Text	(limited to 50 characters)	Type (select from list)
CQ0004444	Lubei	How frequently do you visit this site?	Daily	Dropdown (Select-one)
CQ0004444		now nequently do you visit this site.	2-3 times a week> Two to three times per week	Dropdown (Select-one)
			About once a month	
			Every few months	
			Every 6 months or less often	<del> </del>
			This is my first time visiting this site	<del></del>
CQ0004444		Are you a registered user on this site?	I am registered	Radio Button One Up Vertical
CQUUUTTT		The year a registered deet on the ener.	I am not registered, and do not intend to (go to A)	radio Battori Oric op Vertical
			I am not registered, but intend to register during my visit today	<del>-</del>
	Α	Please explain why you do not intend to register?	r an not registered, but intend to register during my visit today	Open-ended
CQ0004444		Which best describes your primary role?	Registered project architect	Radio Button One Up Vertical
CQUUUTTT		William Book Book Isos your primary role:	Project designer	radio Battori Oric Op Vertical
			Unregistered architect	<del></del>
			Contractor	
			Sub-contractor	
			General consumer	
		↓	Other (please specify)	
CQ0004444		What best describes your <b>primary reason</b> for visiting the site today?	Researching products for possible inclusion in a design (go to A)	Radio Button One Up Vertical
		,	Gathering information on a product or manufacturer specified in a design (go to B)	
			Other (please specify)	
	А	What type of information were you looking for when researching products for the possible inclusion in a design?		Checkbox One Up Vertical
			Spec	
			3D models	
			Green information	
			Product application	
			Manufacturer's contacts	
			Cost	
			Other (please specify)	
	В	What type of information were you looking for when researching products for the possible inclusion in a design?	ne CAD	Checkbox One Up Vertical
			Spec	
			3D models	
			Green information	
			Product application	
			Manufacturer's contacts	
			Cost	
			Other (please specify)	

Model Instance Name:

CMS - NGS DME MAC B

MID QphpZ1ZQINdF4RwgM5IJQg==

Date: 3/1/2008

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# CMS - NGS DME MAC B CUSTOM QUESTION LIST

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		Lloo coll chadin		
		Use cell shadin		
		highlight ques	tion	
	Skip	groups.		
OID	Logic	1	Answer Choices	Time (coloct from list)
QID	Label	Question Text	(limited to 50 characters)	Type (select from list)
CQ0004444		How were you primarily <b>seeking information</b> on sweets.com?	Search by keyword feature	Radio Button One Up Vertical
			Browse by master format feature	
CQ0004444		Were you able to find what you were looking for today?	Other (please specify)	Dadia Buttan Ora Ha Vartical
CQ0004444		were you able to find what you were looking for today?	Yes	Radio Button One Up Vertical
			No (go to A then B) Not sure (go to C then D)	
		Why were you <b>not able to find</b> what you were looking for?	I could not find the manufacturer I was looking for	Radio Button One Up Vertical
	A	Willy were you not able to find what you were looking for :	I could not find the mandacturer I was looking for	Radio Bullon One Op Vertical
			I haven't completed my search on sweets.com yet	_
			The search results did not appear relevant	
			Other (please specify)	
	R	Since you could not find what you were looking for, what do you plan to do next?	Continue looking for the information at this site	Dropdown (Select-one)
	Р	Since you could not find what you were looking for, what do you plan to do next?	Continue looking for the information at this site	Dropdown (Select-one)
			Call Sweets.com customer service	
			E-mail Sweets.com customer service	
			Return to this site later and try again	
			Conduct a new internet search	
			Visit other building product sites (go to E)	
			Other (please specify)	
	С	Why were you <b>not sure</b> ?	I haven't completed my search on sweets.com yet	Radio Button One Up Vertical
		,,.	I am not sure how to find the product I am looking for	
			Could not find the product I was looking for under the division it should be listed in	
			The search results did not appear relevant	
			Other (please specify)	
	D	Since you were not sure, what do you plan to do next?	Continue looking for the information at this site	Dropdown (Select-one)
			Call Sweets.com customer service	
			E-mail Sweets.com customer service	
			Return to this site later and try again	
			Conduct a new internet search	
			Visit other building product sites (go to F)	
			Other (please specify)	
	E	What other site(s) do you plan to visit?		Open-ended
	F	What other site(s) do you plan to visit?		Open-ended
CQ0004444		What <b>other sources</b> do you use to search for construction product information?	Google	Checkbox One Up Vertical
			Other search engine (i.e.: Yahoo!, Teoma, Dogpile, etc.)	
			Reed First Source	
			4specs	
			Arcat	
			Manufacturers websites	
			Sweets catalog	

Single or Multi	Required Y/N
Single	Y
Single	Y
	N
Single	Y Y
Single	Y
Multi	Y
Multi	Y

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Single or Multi	Required Y/N
Single	Y
	N
N. de ellei	N Y
Multi	1