

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

Model Instance Name:
 CMS - NGS DME MAC B
 MID QphpZ1ZQINdF4RwgM5IJQg==
 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

<p>ELEMENTS (drivers of satisfaction) NOTE: All questions under each element are <u>required</u>. <i>Element questions are partitioned among surveys.</i></p>	<p>CUSTOMER SATISFACTION <i>Satisfaction questions are required.</i> <i>Satisfaction questions appear on all surveys.</i></p>	<p>FUTURE BEHAVIORS <i>Future behaviors may be modified based on your site's objectives.</i></p>
<p>Content <i>(1=Poor, 10=Excellent, Don't Know)</i></p>	<p>Satisfaction</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.</p>		
<p>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 19 Please rate the organization of search results on this site. 20 Please rate how the search feature helps you to narrow the</p>		

Model Instance Name:
 CMS - NGS DME MAC B
 MID QphpZ1ZQINdF4RwgM5lJQg==
 Date: 9/29/2010

red & strike-through: DELETE
 underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING
 violet (bold): SKIP-LOGIC

CMS - NGS DME MAC B CUSTOM QUESTION LIST								
CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	Type	Required Y/N	Single or Multi
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)			Radio buttons	Y	select one
				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 Every day			Radio buttons	Y	select one
ACQCol0002021		What is your primary reason for visiting this site today? X	Download forms Learn of, or register for, workshops, seminars or other training events 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			Radio buttons	Y	select one
				SKIP K				
ACQCol0002022	SKIP K	Please specify your other reason for visiting this site today.			Skip Logic Group			
JIC00315		What method are you primarily using to locate information on this site today?	Top navigation menu Links in the middle of the page Search box Site map Other			Radio buttons	Y	select one
EDO06347		Did you use the search feature on this site?	Yes No	H	Skip Logic Group	Radio buttons	Yes	Single

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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	Type	Required Y/N	Single or Multi
EDO06348	H	Please describe your experience with the search feature.	I had no difficulty using the search feature on this site 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 Too few results Results were not related to what I was looking for Could not sort the results Could not refine the results Other		Skip Logic Group	Radio buttons	No	Single
EDO06349	H	What Keywords did you use?			Skip Logic Group	Text box	No	Single
EDO06350	H	Please indicate how helpful you feel the search feature was in finding the information you were looking for.	Very helpful Somewhat helpful Not at all helpful	I I, J	Skip Logic Group	Radio buttons	No	
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 were looking for?	Yes No Not yet	SKIP E, F SKIP E, F		Radio buttons	Y	select one
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	select one
AED08117	SKIP G	Other (please specify)			OPS Group			

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CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	Type	Required Y/N
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)		OPS Group	Radio buttons	Y
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 Every day			Radio buttons	Y
NEW		What is your primary reason for visiting this site today? X	Download forms Learn of, or register for, workshops, seminars or other training events 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 Logic Group	Radio buttons	Y
NEW	SKIP K	Please specify your other reason for visiting this site today.			Skip Logic Group		
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)		OPS Group	Radio buttons	Y
7000004	SKIP B	Other—primary reason?			OPS Group		
JIC00315		What method are you primarily using to locate information on this site today?	Top navigation menu Links in the middle of the page Search box Site map			Radio buttons	Y

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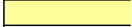
CMS - NGS DME MAC B CUSTOM QUESTION LIST

CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	Type	Required Y/N
EDO06347		Did you use the search feature on this site?	Other Yes No	H	Skip Logic Group	Radio buttons	Yes
EDO06348	H	Please describe your experience with the search feature.	I had no difficulty using the search feature on this site 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 Too few results Results were not related to what I was looking for Could not sort the results Could not refine the results Other		Skip Logic Group	Radio buttons	No
EDO06349	H	What Keywords did you use?			Skip Logic Group	Text box	No
EDO06350	H	Please indicate how helpful you feel the search feature was in finding the information you were looking for.	Very helpful Somewhat helpful Not at all helpful	I I, J	Skip Logic Group	Radio buttons	No
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 were looking for?	Yes No Not yet	SKIP E, F 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		



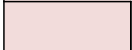
Single or Multi

select one

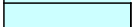


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Single or Multi
Single
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Model Instance Name:
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CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	Type	Required Y/N
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)			OPS Group Radio buttons	Y
				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 Every day			Radio buttons	Y
51960		What is your primary reason for visiting this site today? X	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)			OPS Group Radio buttons	Y
				SKIP B			
7000004	SKIP B	Other - primary reason?				OPS Group	
JIC00315		What method are you primarily using to locate information on this site today? What method are you primarily using to locate information on this site today? NOTE TO DOT: Just changing the bolding for this question	Top navigation menu Right navigation bar Links in the middle of the page Search box Site map Other			Radio buttons	Y
EDO06347		Did you use the search feature on this site?	Yes No	H		Skip Logic Group Radio buttons	Yes
EDO06348	H	Please describe your experience with the search feature.	I had no difficulty using the search feature on this site 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 Too few results Results were not related to what I was looking for Could not sort the results			Skip Logic Group Radio buttons	No

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CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	Type	Required Y/N
			Could not refine the results Other				
EDO06349	H	What Keywords did you use?			Skip Logic Group	Text box	No
EDO06350	H	Please indicate how helpful you feel the search feature was in finding the information you were looking for.	Very helpful Somewhat helpful Not at all helpful	I I, J	Skip Logic Group	Radio buttons	No
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 were looking for?	Yes No Not yet	SKIP E, F 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		

Single or Multi
select one
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Model Instance Name:
 CMS NGS AdminaStar Federal DME MAC
 MID QphpZ1ZQINdF4RwgM5lJQg==

Date: 10/1/2009

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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)	Required Y/N
C51958		Which best describes you? X	Provider of medical services 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/supplier Provider/supplier Consultant or attorney Billing service Local, state, or federal government employee or contractor Software vendor Other health care insurer or agency Other (please specify)			Radio buttons	Y
C7000003	SKIP A	Other - which best describes you?		SKIP A	OPS Group		
C51957		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 Radio buttons	Y
C51960		What is your primary reason for visiting this site today? X	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, press releases, etc. Find enrollment information Take an on-line training course Other (please specify)			Radio buttons	Y
C7000004	SKIP B	Other - primary reason?		SKIP B	OPS Group		
JIC00315		What method are you primarily using to locate information on this site today?	Top navigation menu Right navigation bar Links in the middle of the page Search box Site map Other			Radio buttons	Y
AED08114		While visiting the site, did you find what you were looking for?	Yes No Not yet	SKIP E, F 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		OPS Group	Radio buttons	Y

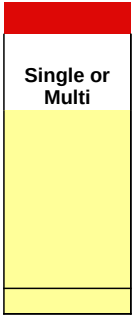
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CMS NGS AdminaStar Federal DME MAC CUSTOM QUESTION LIST

CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	Type (select)	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				
			Other (please specify)	SKIP G			
AED08117	SKIP G	Other (please specify)			OPS Group		



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

Date: 7/21/2009

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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)	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 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)		OPS Group	Radio buttons	Y
C7000003	SKIP A	Other - which best describes you?		SKIP A	OPS Group		
C51957		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
C51960		What is your primary reason for visiting this site today? X	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)		OPS Group	Radio buttons	Y
C7000004	SKIP B	Other - primary reason?		SKIP B	OPS Group		
JIC00315		What method are you primarily using to locate information on this site today?	Top navigation menu Right navigation bar Links in the middle of the page Search box Site map Other			Radio buttons	Y
CMMM00099		While visiting the site, did you find what you were looking for?	Yes No Not yet			Radio buttons	Y
NEW		While visiting the site, did you find what you were looking for?	Yes No Not yet			Radio buttons	Y
NEW	SKIP E	What were you trying to locate? (Please be specific)				Open ended	N
NEW	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		OPS Group	Radio buttons	Y

Model Instance Name:
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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)	Required Y/N
			Try another contractor's website Send an email Write a letter Other (please specify)				
NEW	SKIP G	Other (please specify)		SKIP G	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	N
JIC00320		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 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)		OPS Group	Radio buttons	Y
JIC00322	SKIP G	Other (please specify)		SKIP G	OPS Group		

Single or Multi
select one

Model Instance Name:
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Date: 3/3/2009

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CMS NGS AdminaStar Federal DME MAC CUSTOM QUESTION LIST

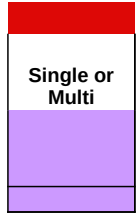
CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	Type (select)	Required Y/N
C51958		Which best describes you?	Staff of a provider/supplier who works primarily with billing or insurance Administrative staff of a provider/supplier Other staff of a provider/supplier 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)			OPS Group Radio buttons	Y
C7000003	SKIP A	Other - which best describes you?			OPS Group		
C51957		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
C51960		What is your primary reason for visiting this site today? X	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)			OPS Group Radio buttons	Y
C7000004	SKIP B	Other - primary reason?			OPS Group		
JIC00315		What method are you primarily using to locate information on this site today?	Top navigation menu Right navigation bar Links in the middle of the page Search box Site map Other			Radio buttons	Y
CMMM0009		While visiting the site, did you find what you were looking for?	Yes No Not yet			Radio buttons	Y
JIC00319		If you did NOT find what you were looking for , what were you trying to locate? (Please be specific)				Open ended	N
JIC00320		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 NGS Contact Center Return to the NGS website later and try again Try the CMS website Try another contractor's website			OPS Group Radio buttons	Y

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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)	Required Y/N
			Send an email				
			Write a letter				
			Other (please specify)	SKIP C			
JIC00322	SKIP C	Other (please specify)			OPS Group		



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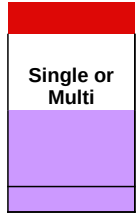
CQID	Skip To	Question Text	Answer Choices (limited to 50 characters)	Skip From	Skip Type	Type (select)	Required Y/N
C51958		Which best describes you?	Staff of a provider/supplier who works primarily with billing or insurance Administrative staff of a provider/supplier Other staff of a provider/supplier 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)			OPS Group Radio buttons	Y
C7000003	SKIP A	Other - which best describes you?			OPS Group		
C51957		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
C51960		What is your primary reason for visiting this site today? X	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)			OPS Group Radio buttons	Y
C7000004	SKIP B	Other - primary reason?			OPS Group		
JIC00315		What method are you primarily using to locate information on this site today?	Top navigation menu Right navigation bar Links in the middle of the page Search box Site map Other			Radio buttons	Y
CMMM0009		While visiting the site, did you find what you were looking for?	Yes No Not yet			Radio buttons	Y
JIC00319		If you did NOT find what you were looking for , what were you trying to locate? (Please be specific)				Open ended	N
JIC00320		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 NGS Contact Center Return to the NGS website later and try again Try the CMS website Try another contractor's website			OPS Group Radio buttons	Y

Model Instance Name:
 CMS NGS AdminaStar Federal DME MAC
 MID QphpZ1ZQINdF4RwgM5IJQg==
 Date: 3/3/2009

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underlined & italicized: RE-ORDER
 pink: ADDITION
 blue + -->: REWORDING
 violet (**bold**): SKIP-LOGIC

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)	Required Y/N
			Send an email				
			Write a letter				
			Other (please specify)	SKIP C			
JIC00322	SKIP C	Other (please specify)			OPS Group		



Model Instance Name:
 CMS NGS AdminaStar Federal DME MAC
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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	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 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)			OPS Group Radio buttons	Y
C7000003	SKIP A	Other - which best describes you?			OPS Group		
C51957		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
C51960		What is your primary reason for visiting this site today? X	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)			OPS Group Radio buttons	Y
C7000004	SKIP B	Other - primary reason?			OPS Group		
JIC00315		What method are you primarily using to locate information on this site today?	Top navigation menu Right navigation bar Links in the middle of the page Search box Site map Other			Radio buttons	Y
JIC00316		Do you find the recent enhancements 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
JIC00317		Do you find the new site navigation easier or more difficult than before the site redesign?	Easier More difficult Not sure			Radio buttons	Y
JIC00318		Do you find it easier or more difficult to identify content relevant to your needs since the site redesign?	Easier More difficult Not sure			Radio buttons	Y
CMMM0009		While visiting the site, did you find what you were looking for?	Yes No			Radio buttons	Y

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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)	Required Y/N
			Not yet				
JIC00319		If you did NOT find what you were looking for , what were you trying to locate? (Please be specific)				Open ended	N
JIC00320		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 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)			OPS Group Radio buttons	Y
JIC00322	SKIP C	Other (please specify)		SKIP C		OPS Group	

Single or Multi
select one

Model Instance Name:
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 Date: 7/3/2008

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CMS NGS AdminaStar Federal DME MAC CUSTOM QUESTION LIST

CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)	Single or Multi	Required Y/N	Important Notes from Your Satisfaction Research Analyst
C51958		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
C7000003	SKIP A	Other - which best describes you?					Existing
C51957		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 primary reason 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		What method are you primarily using to locate information on this site today? X	Top navigation menu X 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 recent enhancements 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 new site navigation easier or more difficult than before the site redesign?	Easier More difficult Not sure	Radio buttons	Y	select one	New July 2008

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 Date: 7/3/2008

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CMS NGS AdminaStar Federal DME MAC CUSTOM QUESTION LIST

CQID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)	Single or Multi	Required Y/N	Important Notes from Your Satisfaction Research Analyst
NEW		Do you find it easier or more difficult to identify content relevant to your needs since the site redesign?	Easier More difficult Not sure	Radio buttons	Y	select one	New July 2008
CMMM00009		While visiting the site, did you find what you were looking for?	Yes No Not yet	Radio buttons	Y	select one	Existing
NEW		If you did NOT find what you were looking for , what were you trying to locate? (Please be specific)		Open ended	N		New July 2008
NEW		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 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)	Radio buttons	Y	select one	New July 2008
NEW		If you could identify one improvement to this site, what would that improvement be?		Open ended	N		New July 2008
C9671		Where are you located?					Unmap if currently active on survey
CMMM00008		Which best describes your Medicare contract of interest?					Unmap if currently active on survey
CMMM00010		If you did not find what you were looking for, what specifically were you researching?					Unmap if currently active on survey
CMMM00011		How does our website rate compared to other payers' Web sites?					Unmap if currently active on survey
CMMM00012		If you answered "Not as good," then what is our site missing that the others have?					Unmap if currently active on survey
CMMM00013		If you could identify one to three improvements to the website, what would those improvements be?					Unmap if currently active on survey
CMMM00395		How did you primarily look for information on this site today?					Unmap if currently active on survey

Model Instance Name:
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 MID QphpZ1ZQINdF4RwgM5IJQg==
 Date: 3/1/2008

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CMS - NGS DME MAC B CUSTOM QUESTION LIST

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

Use cell shading to highlight question groups.

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

QID	Skip Logic Label	Question Text	Answer Choices (limited to 50 characters)	Type (select from list)
CQ0004444		How were you primarily seeking information on sweets.com?	Search by keyword feature Browse by master format feature Other (please specify)	Radio Button One Up Vertical
CQ0004444		Were you able to find what you were looking for today?	Yes No (go to A then B) Not sure (go to C then D)	Radio Button One Up Vertical
	A	Why were you not able to find what you were looking for?	I could not find the manufacturer I was looking for I could not find the product I was looking for I haven't completed my search on sweets.com yet The search results did not appear relevant Other (please specify)	Radio Button One Up Vertical
	B	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 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)	Dropdown (Select-one)
	C	Why were you not sure?	I haven't completed my search on sweets.com yet 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)	Radio Button One Up Vertical
	D	Since you were not sure, what do you plan to do next?	Continue looking for the information at this site 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)	Dropdown (Select-one)
	E	What other site(s) do you plan to visit?		Open-ended
CQ0004444		What other sources 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 Other (please specify)	

Use cell shading to highlight question groups.

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



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