**Questions for eMSN & Plans and Coverage Pages**

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| **Question Number** | **Potential Questions** | **Answer Choices** | **Display Logic** |
| **eMSN Questions:** | | | |
| eMSN - 1 | Was the eMSN page useful? | Yes / No | Show for all users:  If “Yes” display question 2  If “No” display question 1a |
| eMSN – 1a | Please provide suggestions on what could make the eMSN page more useful. | Open text field with a 500 character limit | Display this question if the answer to eMSN - 1 = “No”. |
| eMSN – 2 | Have you signed up to receive MSNs electronically? | Yes / No | Show for all users:  If “Yes” display question 2a  If “No” display question 2b |
| eMSN – 2a | Were you able to easily download the PDFs? | Yes / No / I did not have any PDFs available for download | Display this question if the answer to eMSN - 2 = “No”. |
| eMSN – 2b | If you’re not signed up to receive eMSNs, was the instruction text helpful in describing how to sign up for eMSNs? | Yes / No | Display this question if:  Answer to eMSN - 2 = “No” |
| eMSN – 3 | Were you able to easily navigate through the eMSN page? | Yes / No | Show for all users:  If “Yes” display question 4  If “No” display question 3a |
| eMSN – 3a | Please provide suggestions on what could make the eMSN page navigation easier to use. | Open text field with a 500 character limit | Display this question if the answer to eMSN - 3 =  “No”. |
| eMSN – 4 | How visually appealing would you rate this page? | Very appealing / Somewhat appealing / Not very appealing | Show for all users. |
| eMSN - 5 | If you could change one thing about this page, what would it be and why? | Open text field with a 500 character limit | Show for all users. |
| **Plans & Coverage Questions:** | | | |
| Plans & Coverage – 1 | What were you trying to accomplish on this page?  - Print a temporary prescription drug card  -  View prescription plans  -  View insurance plans  -  View plan details and drug costs  -  View ‘other’ insurance information  -  Something else | - Print a temporary prescription drug card  -  View prescription plans  -  View insurance plans  -  View plan details and drug costs  -  View ‘other’ insurance information  -  Something else | Show for all users:  If any of the non-“something else” choices display question 2  If “Something else” display question 1a |
| Plans & Coverage – 1a | Please describe what you were trying to accomplish on the Plans and Coverage page? | Open text field with a 500 character limit | Display this question if the answer to Plans & Coverage - 1 = “Something else”. |
| Plans & Coverage – 2 | Was the Plans & Coverage page easy to use? | Yes / No | Show for all users:  If “Yes” display question 3  If “No” display question 2a |
| Plans & Coverage – 2a | Please provide suggestions on what could make the Plans & Coverage page navigation easier to use. | Open text field with a 500 character limit | Show this question if the answer to Plans & Coverage - 2 =  “No”. |
| Plans & Coverage – 3 | How visually appealing would you rate this page? | Very appealing / Somewhat appealing / Not very appealing | Show for all users. |
| Plans & Coverage - 4 | If you could change one thing about this page, what would it be and why? | Open text field with a 500 character limit | Show for all users. |

**Note:** the following text will be appended to all free form text fields, *‘Please do not include any personal health or login information in your responses.’*

**PRA Disclosure Statement**

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