

**Survey:** Centers for Medicare and Medicaid  
Services CMS

**IA#:** 30628 Amend 4

**Date:** 12/28/2018

**SURVEY TYPE:** Relationship (tab 4)

| Survey Q# | Type#    |
|-----------|----------|
| 1         | Standard |
| 2         | Standard |
| 3         | Standard |
| 4         | Standard |
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| 16        | Standard |
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| 18        | Standard |
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| 20        | Standard |
| 21        | Standard |
| 22        | Custom   |
| 23        | Custom   |
| 24        | Custom   |
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| 33        | Custom   |
| 34        | Custom   |
| 35        | Custom   |
| 36        | Custom   |

| Type Topic |
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Look and Feel - Appeal

Look and Feel - Balance

Look and Feel - Legibility

Site Performance - Loading

Site Performance - Consistency

Site Performance - Completeness

Navigation - Organized

Navigation - Options

Navigation - Layout

Information Browsing - Sort

Information Browsing - Narrow

Information Browsing - Features

Site Information - Thoroughness

Site Information - Relevant

Site Information - Answers

Satisfaction - Overall

Satisfaction - Expectations

Satisfaction - Ideal

Primary Resource

Recommend Site

Return

Role

Other\_Role

Visit Frequency

Log In

Primary Resource

Other\_Primary Resource

Portal Enhancements

Accomplish Goal

Why Not Accomplish

Look for Info

Navigation Experience

Nav Links Wrong Path

Other\_Nav Experience

One Improvement

Email

**Survey:** CMS - CGS DME MAC B V2  
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| 22        | Custom   |
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| 36        | Custom   |
| 37        | Custom   |
| 38        | Custom   |

39

Custom

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Custom

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Custom

42

Custom

43

Custom

| Type Topic |
|------------|
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Site Information - Answers

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Satisfaction - Expectations

Satisfaction - Ideal

Primary Resource

Recommend

Return

Best Describes You

OE\_Role

Visit Frequency

Log In

Reason for Portal

Other Reason for Portal

Portal Enhancements

Easy to Access

Portal Use Frequency

Reason for Visiting

Other\_Primary Reason

Look for Info

OE\_Look for Info

Navigation Experience

Nav Links Wrong Path

Other\_Nav Experience

Accomplish Goal

Why Not Accomplish  
Trying to Find  
Web Improvement  
Secure Improvement  
Email

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Custom

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Custom

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Custom

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Custom



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Site Performance - Loading

Site Performance - Consistency

Site Performance - Completeness

Navigation - Organized

Navigation - Options

Navigation - Layout

Information Browsing - Sort

Information Browsing - Narrow

Information Browsing - Features

Site Information - Thoroughness

Site Information - Relevant

Site Information - Answers

Satisfaction - Overall

Satisfaction - Expectations

Satisfaction - Ideal

Primary Resource

Recommend

Return

Best Describes You

OE\_Role

Visit Frequency

Log In

Reason for Portal

Other Reason for Portal

Portal Enhancements

Easy to Access

Portal Use Frequency

Reason for Visiting

Other\_Primary Reason

Look for Info

OE\_Look for Info

Navigation Experience

Nav Links Wrong Path

Other\_Nav Experience

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| 39 | Custom |
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| 44 | Custom |
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| 46 | Custom |
| 47 | Custom |

| Type Topic |
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Look and Feel - Appeal  
Look and Feel - Balance  
Look and Feel - Legibility  
Site Performance - Loading  
Site Performance - Consistency  
Site Performance - Completeness  
Navigation - Organized  
Navigation - Options  
Navigation - Layout  
Information Browsing - Sort  
Information Browsing - Narrow  
Information Browsing - Features  
Site Information - Thoroughness  
Site Information - Relevant  
Site Information - Answers  
Satisfaction - Overall  
Satisfaction - Expectations  
Satisfaction - Ideal  
Primary Resource  
Recommend  
Return  
Best Describes You  
Other - Best Describes You  
Visit Reasons Non-CMS  
OE\_Visit Reason non-CMS  
OE\_Who Contact  
OE\_Topic Program Info  
OE\_Code FreeSched  
OE\_Research Q  
Look for Info  
Keywords  
Search Experience  
OE\_Search Experience  
Site Map Experience  
Did You Find  
OE\_Unable to Find  
Medicare Contract  
Vsiti Frequency

Open-Improvement

Feedback Email

Tech Difficulties

Technical Difficulties - What

OE\_Technical Difficulties - What

Navigation Experience

OE\_Navigation Experience

OE\_Links/Paths

OE\_Links/Labels

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| 21        | Standard |
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Best Describes You

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Visit Reasons Non-CMS

OE\_Visit Reason non-CMS

OE\_Who Contact

OE\_Topic Program Info

OE\_Code FeeSched

OE\_Research Q

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OE\_Search Experience

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OE\_Search Experience

Site Map Experience

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Tech Difficulties

Technical

OE\_Technical

Navigation Experience

OE\_Navigation Experience

OE\_Links/Paths

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| 20        | Standard |
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| 39 | Custom |
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OE\_Links/Paths

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| 57 | Custom |

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Site Information - Answers  
Satisfaction - Overall  
Satisfaction - Expectations  
Satisfaction - Ideal  
Primary Resource  
Recommend  
Return  
Recommend Company  
Best Describes You  
OE\_Other Best Describes You  
SV- Rank 1  
SV-Rank 2  
SV-Rank 3  
Visit Frequency  
Primary Visit Reason  
OE\_Other Visit Reason  
Access SPOT  
SPOT Visit Frequency  
SPOT Visit Reason  
Rate SPOT  
OE\_Improve SPOT  
Part A or B  
Application Assistance Tool  
Application Assistance Tool

AA Tool Help Find Forms  
AA Tool Help Info to Provide  
AA Tool Help Docs to Attach  
AA Tool Improve  
Fee Schedule Use Y/N  
Fee Schedule Ease Use  
Fee Schedule Helpful Rating  
OE\_Improve Fee Schedule  
Accomplish Goal  
OE\_Trying to Find  
Unclear Info  
OE\_Describe Unclear Info  
Biggest Challenge  
OE\_Other Challenge  
Most Useful  
OE\_Other Most Useful  
Discourage Company  
OE\_Improvement  
OE\_Email Address

**Survey:** CMS - NGS JK MAC V2  
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| 22        | Custom   |
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Satisfaction - Ideal

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Recommend

Return

Email Follow Up

Best Describes You

Other Role

Visit Frequency

Websites

Visit Reason

Other Reason

Find

Specific Task

OE\_Find

Navigate

Search Useful

OE\_Navigate

Features/Tools

Rate Tools

OE\_Improve Tools

Rate Edu Content

OE\_Medicare\_Improvement

OE\_Medicare\_Like Most

Tools Used

Rate Portal

OE\_Connex\_Improvement

OE\_Connex\_Like Most

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Email Follow Up

Best Describes You

Other Role

Visit Frequency

Websites

Visit Reason

Other Reason

Find

Specific Task

OE\_Find

Navigate

Search Useful

OE\_Navigate

Features/Tools

Rate Tools

OE\_Improve Tools

Rate Edu Content

OE\_Medicare\_Improvement

OE\_Medicare\_Like Most

Tools Used

Rate Portal

OE\_Connex\_Improvement

OE\_Connex\_Like Most

**Survey:** CMS - Novitas JH MAC v2  
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Site Information - Answers

Satisfaction - Overall

Satisfaction - Expectations

Satisfaction - Ideal

Primary Resource

Recommend

Return

Visit Frequency

Best Describes You

Other - Best Describes You

Reason for Visiting

Other - Primary Reason

Features or Topics

Other Feature

Search Usage

Type of Search

Search First

Search\_Terms

Search Experience

Search OE Experience

Accomplish Goal

Reason for Visit

Improvement

Portal Usage

Portal Reason  
Portal Visits  
Portal Accomplish  
Portal Unable  
Contactable  
Contact Info

**Survey:** CMS - Novitas JL MAC v2  
**IA#:** 30628 Amend 4  
**Date:** 12/28/2018

**SURVEY TYPE:** Relationship (tab 4)

| Survey Q# | Type#    |
|-----------|----------|
| 1         | Standard |
| 2         | Standard |
| 3         | Standard |
| 4         | Standard |
| 5         | Standard |
| 6         | Standard |
| 7         | Standard |
| 8         | Standard |
| 9         | Standard |
| 10        | Standard |
| 11        | Standard |
| 12        | Standard |
| 13        | Standard |
| 14        | Standard |
| 15        | Standard |
| 16        | Standard |
| 17        | Standard |
| 18        | Standard |
| 19        | Standard |
| 20        | Standard |
| 21        | Standard |
| 22        | Custom   |
| 23        | Custom   |
| 24        | Custom   |
| 25        | Custom   |
| 26        | Custom   |
| 27        | Custom   |
| 28        | Custom   |
| 29        | Custom   |
| 30        | Custom   |
| 31        | Custom   |
| 32        | Custom   |
| 33        | Custom   |
| 34        | Custom   |
| 35        | Custom   |
| 36        | Custom   |
| 37        | Custom   |
| 38        | Custom   |

|    |        |
|----|--------|
| 39 | Custom |
| 40 | Custom |
| 41 | Custom |
| 42 | Custom |
| 43 | Custom |
| 44 | Custom |

| Type Topic |
|------------|
|------------|

Look and Feel - Appeal

Look and Feel - Balance

Look and Feel - Legibility

Site Performance - Loading

Site Performance - Consistency

Site Performance - Completeness

Navigation - Organized

Navigation - Options

Navigation - Layout

Information Browsing - Sort

Information Browsing - Narrow

Information Browsing - Features

Site Information - Thoroughness

Site Information - Relevant

Site Information - Answers

Satisfaction - Overall

Satisfaction - Expectations

Satisfaction - Ideal

Primary Resource

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Portal Usage

Portal Reason  
Portal Visits  
Portal Accomplish  
Portal Unable  
Contactable  
Contact Info

**Survey:** CMS - WPS J8 MAC  
**IA#:** 30628 Amend 4  
**Date:** 12/28/2018

**SURVEY TYPE:** Relationship (tab 4)

| Survey Q# | Type#    |
|-----------|----------|
| 1         | Standard |
| 2         | Standard |
| 3         | Standard |
| 4         | Standard |
| 5         | Standard |
| 6         | Standard |
| 7         | Standard |
| 8         | Standard |
| 9         | Standard |
| 10        | Standard |
| 11        | Standard |
| 12        | Standard |
| 13        | Standard |
| 14        | Standard |
| 15        | Standard |
| 16        | Standard |
| 17        | Standard |
| 18        | Standard |
| 19        | Standard |
| 20        | Standard |
| 21        | Standard |
| 22        | Custom   |
| 23        | Custom   |
| 24        | Custom   |
| 25        | Custom   |
| 26        | Custom   |
| 27        | Custom   |
| 28        | Custom   |
| 29        | Custom   |
| 30        | Custom   |
| 31        | Custom   |
| 32        | Custom   |
| 33        | Custom   |
| 34        | Custom   |
| 35        | Custom   |
| 36        | Custom   |
| 37        | Custom   |
| 38        | Custom   |

| Type Topic |
|------------|
|------------|

Look and Feel - Appeal

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Site Information - Answers

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Satisfaction - Expectations

Satisfaction - Ideal

Primary Resource

Recommend

Return

Visit Reason

Other Visit Reason

Visit Frequency

Best Describes You

OE\_Best Describes

Area of Interest

Looking For

Specifically Seeking

Site Section

Navigation Experience

OE\_Navigation Experience

OE\_Links/Paths

OE\_Links/Labels

OE\_Tech Difficulties

Registered

OE\_Improvement

Email



**Survey:** CMS - WPS GHA J5 v2  
**IA#:** 30628 Amend 4  
**Date:** 12/28/2018

**SURVEY TYPE:** Relationship (tab 4)

| Survey Q# | Type#    |
|-----------|----------|
| 1         | Standard |
| 2         | Standard |
| 3         | Standard |
| 4         | Standard |
| 5         | Standard |
| 6         | Standard |
| 7         | Standard |
| 8         | Standard |
| 9         | Standard |
| 10        | Standard |
| 11        | Standard |
| 12        | Standard |
| 13        | Standard |
| 14        | Standard |
| 15        | Standard |
| 16        | Standard |
| 17        | Standard |
| 18        | Standard |
| 19        | Standard |
| 20        | Standard |
| 21        | Standard |
| 22        | Custom   |
| 23        | Custom   |
| 24        | Custom   |
| 25        | Custom   |
| 26        | Custom   |
| 27        | Custom   |
| 28        | Custom   |
| 29        | Custom   |
| 30        | Custom   |
| 31        | Custom   |
| 32        | Custom   |
| 33        | Custom   |
| 34        | Custom   |
| 35        | Custom   |
| 36        | Custom   |
| 37        | Custom   |
| 38        | Custom   |

| Type Topic |
|------------|
|------------|

Look and Feel - Appeal

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OE\_Navigation Experience

OE\_Links/Paths

OE\_Links/Labels

OE\_Tech Difficulties

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OE\_Improvement

Email

**Survey:** CMS - Palmetto GBA JJ MAC v2  
**IA#:** 30628 Amend 4  
**Date:** 12/28/2018

**SURVEY TYPE:** Relationship (tab 4)

| Survey Q# | Type#    |
|-----------|----------|
| 1         | Standard |
| 2         | Standard |
| 3         | Standard |
| 4         | Standard |
| 5         | Standard |
| 6         | Standard |
| 7         | Standard |
| 8         | Standard |
| 9         | Standard |
| 10        | Standard |
| 11        | Standard |
| 12        | Standard |
| 13        | Standard |
| 14        | Standard |
| 15        | Standard |
| 16        | Standard |
| 17        | Standard |
| 18        | Standard |
| 19        | Standard |
| 20        | Standard |
| 21        | Standard |
| 22        | Custom   |
| 23        | Custom   |
| 24        | Custom   |
| 25        | Custom   |
| 26        | Custom   |
| 27        | Custom   |
| 28        | Custom   |
| 29        | Custom   |
| 30        | Custom   |
| 31        | Custom   |
| 32        | Custom   |

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Site Information - Relevant

Site Information - Answers

Satisfaction - Overall

Satisfaction - Expectations

Satisfaction - Ideal

Primary Resource

Recommend

Return

Best Describes You

OE\_Best Describes You

Visit Reason

OE\_Visit Reason

Looking For

OE\_Didn't Find

Use Search

Visit Frequency

Location

OE\_Contact Me

OE\_Change One Thing

**Survey:** CMS - Palmetto GBA JJ MAC v2  
**IA#:** 30628 Amend 4  
**Date:** 12/28/2018

**SURVEY TYPE:** Relationship (tab 4)

| Survey Q# | Type#    |
|-----------|----------|
| 1         | Standard |
| 2         | Standard |
| 3         | Standard |
| 4         | Standard |
| 5         | Standard |
| 6         | Standard |
| 7         | Standard |
| 8         | Standard |
| 9         | Standard |
| 10        | Standard |
| 11        | Standard |
| 12        | Standard |
| 13        | Standard |
| 14        | Standard |
| 15        | Standard |
| 16        | Standard |
| 17        | Standard |
| 18        | Standard |
| 19        | Standard |
| 20        | Standard |
| 21        | Standard |
| 22        | Custom   |
| 23        | Custom   |
| 24        | Custom   |
| 25        | Custom   |
| 26        | Custom   |
| 27        | Custom   |
| 28        | Custom   |
| 29        | Custom   |
| 30        | Custom   |
| 31        | Custom   |
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