

## Welcome and Thank You Text Welcome Text **Thank You Text** Thank you for taking our survey - and for helping us serve you better. We Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve. appreciate your input! Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible. Welcome Text - Alternate **Thank You Text - Alternate** Thank you for visiting [Company/Site/Agency]. You have been randomly Thank you for taking our survey - and for helping us serve you better. selected to take part in this survey that is being conducted by ForeSee on behalf of the [Company/Site/Agency]. Please take a few minutes to give us Please note you will not receive a response from us based on your survey your feedback. All results are strictly confidential. comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site. Thank you for taking our survey - and for helping us serve you better. FORESTE We appreciate your input! by Answers **Customer Satisfaction Survey** Submit Cancel Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where Copyright 2015 - all rights reserved we can improve. ForeSee ForeSee Privacy Policy Survey Support Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Model Name	CMS Noridian JE V2	Red & Strike Through: Delete	
Model ID	l4c9Jo18EgVBgt5w85Ewlg4C	Underlined & Italicized: Re-order	FORESEE
Partitioned	Yes - 2MQ	Pink: Addition	
Date	11/10/2016	Blue: Reword	by Answers

Label	Element Questions	Label	Satisfaction Questions		Label	Future Behaviors
	Look and Feel (1=Poor, 10=Excellent, Don't Know)		Satisfaction			Primary Resource (1=Not Very Likely, 10=Very Likely)
1Look and Feel - Appeal	Please rate the <b>visual appeal</b> of this site.	16 Satisfaction - Overall	What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19	Primary Resou	How likely are you to use this site as your primary resource for getting information on Medicare?
2 Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> on this site.	17 Satisfaction - Expectations	How well does this site <b>meet your expectations?</b> (1=Falls Short, 10=Exceeds)			Recommend (1=Not Very Likely, 10=Very Likely)
3 Look and Feel - Legibility	Please rate the <b>legibility of the pages</b> on this site.		How does this site compare to your idea of an ideal website? (1=Not Very Close, 10=Very Close)	20	Recommend	How likely are you to recommend this site to someone else?
	Site Performance (1=Poor, 10=Excellent, Don't Know)					Likelihood to Return (1=Not Very Likely, 10=Very Likely)
4 Site Performance - Loading	Please rate how quickly pages load on this site.			21	Return	How likely are you to <b>return to this site</b> ?
, v	Please rate the consistency of speed from page to page on this site.					
	Please rate how completely the page content loads on this site.					
7 Navigation - Organized	Navigation (1=Poor, 10=Excellent, Don't Know) Please rate how well this site is organized.					
	Please rate the options available for navigating this site. Please rate how well the site layout helps you find what you need. Information Browsing (1=Poor, 10=Excellent, Don't Know)					
10 Information Browsing - Sort	Please rate the ability to sort information by criteria that are important to you on this site.					
	Please rate the <b>ability to narrow choices to find the information you are looking</b> for on this site.					
	Please rate how well the <b>features</b> on the site <b>help you find the information you</b> need.					
L3 Site Information -	Site Information (1=Poor, 10=Excellent, Don't Know)					
Thoroughness	Please rate the <b>thoroughness of information</b> provided on this site.					
Relevant 15 Site Information -	Please rate how relevant this site's information is.					
Answers	Please rate how well the site's information provides answers to your questions.					

 Model Name
 CMS Noridian JE V2

 Model ID
 I4c9J018EgVBgt5w85Ewlg4C

 Partitioned
 Yes - 2MQ

 Date
 (1/2/2013)



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
HDU7102Q001	Role		Which best describes you?				Radio button, one-up vertical	OPS Group	Best describes you
				Provider of medical services Supplier of medical equipment or supplies			vertical		
				Staff of provider/supplier working primarily with billing/insurance				CMS Required	
				Administrative staff of a provider/supplier				Onorrequired	
			∣ <b>X</b>	Other staff of a provider/sur_lier					
				Consultant or attorney					
				Billing service					
				Other (please specify)	Α				
IDU7102Q002		A	Other - which best describes you?			No	Text field, <100 char	OPS Group	Other-Best Describes You
DU7102Q003	Primary Reason		What is your <b>primary reason</b> for visiting this site today?	Access claim status and/or beneficiary eligibility		Y	Radio button, one-up vertical	Skip Logic Group	Visit Reason non-CMS
				Download forms				CMS Required	
				Learn of, or register for, workshops, seminars or other training events				CMS Required	
				Find contact information	в				
				Find general Medicare program information	с				
				Research a specific question on Medicare policy or billing	E				
				Find information on fees or fee schedules	D				
				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)	Α				
DU7102Q004		A	Other primary reason:			N	Text field, <100 char	Skip Logic Group	OE_Visit Reason non- CMS
DU7102Q005		В	Who were you trying to contact?				Text area, no char limit	Skip Logic Group	OE_Who Contact
DU7102Q006		С	What was the topic of program information you were looking for?				Text area, no char limit	Skip Logic Group	OE_Topic Program Info
DU7102Q007		D	What code or type of fee schedule were you looking for?				Text area, no char limit	Skip Logic Group	OE_Code Fee Sched
US0223924		E	What specific question were you researching?			N	Text area, no char limit	Skip Logic Group	OE_Reearch Q
DU7102Q010			In the last 30 days, how many times have you visited this website?	This is my first time		Y	Radio button, one-up vertical		Visit Frequency
				Once or twice				CMS Required	
				Three or four times					
				More than once per week but not every day					
				Every day					
DU7102Q011			Please select the contract that best describes what you are looking for.	Medicare Part A		Y	Drop down, select one		Medicare Contract
				Medicare Part B					
				Durable Medical Equipment (DME)					
				Other					
DU7102Q012			How did you primarily look for information on this site today?	Browsed pages by clicking links		Y	Drop down, select one	Skip Group	Look for Info
				Searched using the site search feature	B, D				
				Used the site map	Ċ				
				Used the Noridian portal					
DU7102Q014		В	What keywords did you use?			N	Text area, no char limit	Skip Group	Keywords
DU7102Q015		D	Please tell us about your <b>experience with the site's</b> search feature today. (Please select all that apply.)	Search results were helpful		Y	Checkbox, one-up vertical	Exclusive	Search Experience
				Results were not relevant/not what I wanted					
				Too many results/I needed to refine my search					
				Not enough results				Skip Group	
				Returned NO results					
				Had technical difficulty	F				
				Search speed was too slow					
				I experienced a different search issue (please explain):	<b>^</b>				
01171020010		-	Other search issues	resperienceu a unerent search issue (piease explain):	G	E.	Tout area ing share Party	Chin Crown	OF Coareh Franci
DU7102Q016		G	Other search issue:			N	Text area, no char limit	Skip Group	OE_Search Experience
DU7102Q018		С	Please tell us about your experience using the site map.				Text area, no char limit	Skip Group	Site Map Experience
DU7102Q019			Did you find what you were looking for?	Yes			Radio button, one-up vertical	Skip Group	Did You Find
				No I'm still searching	E,F				
DU7102Q020		E	What were you looking for that you were unable to	in sui seattilly		N	Text area, no char limit	Skip Group	Trying to Find
0011020020		E	find?			IN IN	i chi area, no chai minit	Skip Group	i rying to Finu

	OE_Improve Experience		If you could identify one improvement to the website, what would that improvement be?			N	Text area, no char limit	CMS - NAS shared question	Open-Improvement
HDU7102Q025			If you are over the age of 18 and would like Noridian to respond to your feedback regarding this website, please provide your email address here.			N	Text field, <100 char		Feedback email
RUS0223945			Did you experience technical difficulties when using our website or portal?	Yes No	В	Y	Drop down, select one	Skip Logic Group	Tech Difficulties
RUS0223925		В		Broken links Error loading pages Unable to login to my account The site was down Pages took too long to load Other	B1	N	Drop down, select one	Skip Logic Group	Technical Difficulties -
RUS0223946		B1	Please specify the technical difficulty you had.			N	Text area, no char limit	Skip Logic Group	OE_Technical Difficulties - what
RUS0223947			How would you describe your navigation experience on this site today? (Please select all that apply.)	I had no difficulty navigating/browsing on this site Links often did not take me where I expected Had difficulty finding relevant information/products Links/labels are difficult to understand Too many links/navigational options to choose from Had technical difficulties (error messages, broken links, etc.) Could not navigate back to previous information I had a navigation difficulty not listed above	B C	Y	Checkbox, one-up vertical	Skip Logic Group	Navigation Experience
RUS0223948		A	Other navigation difficulty:			N	Text area, no char limit	Skip Logic Group	OE_Navigation Experience
RUS0223926		В	Please describe any specific navigation links or paths that did not take you where they should have.			N	Text area, no char limit		OE_Links/Paths
RUS0223949		С	What specific links/labels were difficult to understand?			N	Text area, no char limit	Skip Logic Group	OE_links/labels

 Model Name
 CMS Noridian JE V2

 Model ID
 I4c9Jo18EgVBgt5w85Ewlg4C

 Partitioned
 Yes - 2MQ

 Date
 (1/2/2013)



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
HDU7102Q001	Role		Which best describes you?	Provider of medical services		Y	Radio button, one-up vertical	OPS Group	Best describes you
				Supplier of medical equipment or supplies					
				Staff of provider/supplier working primarily with billing/insurance				CMS Required	
				Administrative staff of a provider/supplier					
			<b>X</b>	Other staff of a provider/supplier	1				
				Consultant or attorney	1				
				Billing service					
				Other (please specify)	Α				
HDU7102Q002		A	Other - which best describes you?			No	Text field, <100 char	OPS Group	Other-Best Describes You
HDU7102Q003	Primary Reason		What is your <b>primary reason</b> for visiting this site today?	Access claim status and/or beneficiary eligibility		Y	Radio button, one-up vertical	Skip Logic Group	Visit Reason non-CMS
				Download forms					
				Learn of, or register for, workshops, seminars or other training events				CMS Required	
				Find contact information	в				
				Find general Medicare program information	С				
				Research a specific question on Medicare policy or billing	6 E				
				Find information on fees or fee schedules	D				
				Find out about a Local Coverage Determination (LCD)	e				
				Read Medicare publications such as newsletters, articles,etc.	_				
				Find enrollment information					
				Take an on-line training course					
				Other (please specify)	A				
HDU7102Q004		A	Other primary reason:			N	Text field, <100 char	Skip Logic Group	OE_Visit Reason non- CMS
HDU7102Q005		В	Who were you trying to contact?				Text area, no char limit	Skip Logic Group	OE_Who Contact
HDU7102Q006		С	What was the topic of program information you were looking for?				Text area, no char limit	Skip Logic Group	OE_Topic Program Info
HDU7102Q007		D	What code or type of fee schedule were you looking for?				Text area, no char limit	Skip Logic Group	OE_Code Fee Sched
		E	What specific question were you researching?			N	Text area,no char limit	Skip Logic Group	OE_Reearch Q
HDU7102Q008			What led you to visit this site?-	New provider to Noridian		¥	Radio button, one-up vertical	OPS Group	
				Electronic Mailing list					
				Prior experience with Noridian	-				
				Recommendation	-				
				Remittance Advice/Noridian Letter	-				
				Peer or Association Referral	-				
				Search Engine	-				
				Other (please specify)	e				
HDU71020009									
HDU7102Q009			Others lad one to dolt		•		Tout Fold at 00 alters	000 0000	
		е	Other - led you to visit		•	N	<del>Text field, &lt;100 char</del>	OPS Group	
HD0/102Q010			Other - led you to visit In the last 30 days, how many times have you visited this website?	This is my first time		Y	Text field, <100 char Radio button, one-up vertical		Visit Frequency
1D07102Q010			In the last 30 days, how many times have you			Y	Radio button, one-up	OPS Group CMS Required	Visit Frequency
1007102Q010			In the last 30 days, how many times have you	This is my first time Once or twice Three or four times		Y	Radio button, one-up		Visit Frequency
007102Q010			In the last 30 days, how many times have you	This is my first time Once or twice		Y	Radio button, one-up		Visit Frequency
1007102Q010			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		Y	Radio button, one-up		Visit Frequency
-			In the last 30 days, how many times have you visited this website? Please select the contract that best describes what	This is my first time Once or twice Three or four times More than once per week but not every day		Y	Radio button, one-up		Visit Frequency Medicare Contract
-			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 Medicare Part A		Y	Radio button, one-up vertical		
-			In the last 30 days, how many times have you visited this website? Please select the contract that best describes what	This is my first time Once or twice Three or four times More than once per week but not every day Every day Medicare Part A Medicare Part B		Y	Radio button, one-up vertical		
-			In the last 30 days, how many times have you visited this website? Please select the contract that best describes what	This is my first time Once or twice Three or four times More than once per week but not every day Every day Medicare Part A Medicare Part B Durable Medical Equipment (DME)		Y	Radio button, one-up vertical		
1DU7102Q011			In the last 30 days, how many times have you visited this website? Please select the contract that best describes what you are looking for. How did you primarily look for information on this	This is my first time Once or twice Three or four times More than once per week but not every day Every day Medicare Part A Medicare Part B	A	Y	Radio button, one-up vertical		
IDU7102Q011			In the last 30 days, how many times have you visited this website? Please select the contract that best describes what you are looking for. How did you primarily look for information on this site today?	This is my first time Once or twice Three or four times More than once per week but not every day Every day Medicare Part A Medicare Part B Durable Medical Equipment (DME) Other Browsed pages by clicking links	A	Y	Radio button, one-up vertical Drop down, select one	CMS Required	Medicare Contract
IDU7102Q011			In the last 30 days, how many times have you visited this website? Please select the contract that best describes what you are looking for. How did you primarily look for information on this site today?	This is my first time Once or twice Three or four times More than once per week but not every day Every day Medicare Part A Medicare Part B Durable Medical Equipment (DME) Other Browsed pages by clicking links Searched using the site search feature	A B, D	Y	Radio button, one-up vertical Drop down, select one	CMS Required	Medicare Contract
DU7102Q011			In the last 30 days, how many times have you visited this website? Please select the contract that best describes what you are looking for. How did you primarily look for information on this site today?	This is my first time Once or twice Three or four times More than once per week but not every day Every day Medicare Part A Medicare Part B Durable Medical Equipment (DME) Other Browsed pages by clicking links Searched using the site search feature Used the site map	A	Y	Radio button, one-up vertical Drop down, select one	CMS Required	Medicare Contract
IDU7102Q011			In the last 30 days, how many times have you visited this website? Please select the contract that best describes what you are looking for. How did you primarily look for information on this site today?	This is my first time Once or twice Three or four times More than once per week but not every day Every day Medicare Part A Medicare Part B Durable Medical Equipment (DME) Other Browsed pages by clicking links Searched using the site search feature	A B, D	Y Y Y	Radio button, one-up vertical Drop down, select one Drop down, select one	CMS Required	Medicare Contract
DU7102Q011 DU7102Q012 DU7102Q013		A	In the last 30 days, how many times have you visited this website? Please select the contract that best describes what you are looking for. How did you primarily look for information on this site today?	This is my first time Once or twice Three or four times More than once per week but not every day Every day Medicare Part A Medicare Part B Durable Medical Equipment (DME) Other Browsed pages by clicking links Searched using the site search feature Used the site map	A B, D	Y Y Y	Radio button, one-up vertical Drop down, select one Drop down, select one <del>Text area, no char limit</del>	CMS Required	Medicare Contract
IDU7102Q011 IDU7102Q012 IDU7102Q013 IDU7102Q014		A	In the last 30 days, how many times have you visited this website? Please select the contract that best describes what you are looking for. How did you primarily look for information on this site today? If you used the left side navigation, please tell us about your experience. What keywords did you use?	This is my first time Once or twice Three or four times More than once per week but not every day Every day Medicare Part A Medicare Part B Durable Medical Equipment (DME) Other Browsed pages by clicking links Searched using the site search feature Used the site map Used the Noridian portal	A B, D	Y Y Y N	Radio button, one-up vertical Drop down, select one Drop down, select one <del>Text area, no char limit</del> Text area, no char limit	CMS Required Skip Group Skip Group Skip Group	Medicare Contract
HDU7102Q011 HDU7102Q012 HDU7102Q013 HDU7102Q014		A	In the last 30 days, how many times have you visited this website? Please select the contract that best describes what you are looking for. How did you primarily look for information on this site today?	This is my first time Once or twice Three or four times More than once per week but not every day Every day Medicare Part A Medicare Part B Durable Medical Equipment (DME) Other Browsed pages by clicking links Searched using the site search feature Used the site map Used the Noridian portal	A B, D	Y Y Y	Radio button, one-up vertical Drop down, select one Drop down, select one <del>Text area, no char limit</del>	CMS Required	Medicare Contract
4DU7102Q011 4DU7102Q012 4DU7102Q013 4DU7102Q013 4DU7102Q014		A	In the last 30 days, how many times have you visited this website? Please select the contract that best describes what you are looking for. How did you primarily look for information on this site today? If you used the left side navigation, please tell us about your experience. What keywords did you use? Please tell us about your experience with the site's search feature today. (Please select all that apply.)	This is my first time Once or twice Three or four times More than once per week but not every day Every day Medicare Part A Medicare Part B Durable Medical Equipment (DME) Other Browsed pages by clicking links Searched using the site search feature Used the site map Used the Noridian portal Search results were helpful	A B, D	Y Y Y N	Radio button, one-up vertical Drop down, select one Drop down, select one <del>Text area, no char limit</del> Text area, no char limit	CMS Required Skip Group Skip Group Skip Group	Medicare Contract
4DU7102Q011 4DU7102Q012 4DU7102Q013 4DU7102Q013 4DU7102Q014		A	In the last 30 days, how many times have you visited this website? Please select the contract that best describes what you are looking for. How did you primarily look for information on this site today? If you used the left side navigation, please tell us about your experience. What keywords did you use? Please tell us about your experience with the site's search feature today. (Please select all that apply.)	This is my first time Once or twice Three or four times More than once per week but not every day Every day Medicare Part A Medicare Part A Durable Medical Equipment (DME) Other Browsed pages by clicking links Searched using the site search feature Used the site map Used the Noridian portal Search results were helpful Results were not relevant/not what I wanted	A B, D	Y Y Y N	Radio button, one-up vertical Drop down, select one Drop down, select one <del>Text area, no char limit</del> Text area, no char limit	CMS Required Skip Group Skip Group Skip Group	Medicare Contract Look for Info Left Nav Experience Keywords
HDU7102Q011 HDU7102Q012 HDU7102Q013 HDU7102Q014		A	In the last 30 days, how many times have you visited this website? Please select the contract that best describes what you are looking for. How did you primarily look for information on this site today? If you used the left side navigation, please tell us about your experience: What keywords did you use? Please tell us about your experience with the site's search feature today. (Please select all that apply.)	This is my first time Once or twice Three or four times More than once per week but not every day Every day Medicare Part A Medicare Part A Medicare Part B Durable Medical Equipment (DME) Other Browsed pages by clicking links Searched using the site search feature Used the site map Used the Noridian portal Search results were helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search	A B, D	Y Y Y N	Radio button, one-up vertical Drop down, select one Drop down, select one <del>Text area, no char limit</del> Text area, no char limit	CMS Required Skip Group Skip Group Skip Group Exclusive	Medicare Contract
4DU7102Q011 4DU7102Q012 4DU7102Q013 4DU7102Q013 4DU7102Q014		A	In the last 30 days, how many times have you visited this website? Please select the contract that best describes what you are looking for. How did you primarily look for information on this site today? If you used the left side navigation, please tell us about your experience. What keywords did you use? Please tell us about your experience with the site's search feature today. (Please select all that apply.)	This is my first time Once or twice Thire or four times More than once per week but not every day Every day Medicare Part A Medicare Part B Durable Medical Equipment (DME) Other Browsed pages by clicking links Searched using the site search feature Used the site map Used the Noridian portal Search results were helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results	A B, D	Y Y Y N	Radio button, one-up vertical Drop down, select one Drop down, select one <del>Text area, no char limit</del> Text area, no char limit	CMS Required Skip Group Skip Group Skip Group	Medicare Contract
HDU7102Q010 HDU7102Q011 HDU7102Q012 HDU7102Q013 HDU7102Q014 HDU7102Q015		A	In the last 30 days, how many times have you visited this website? Please select the contract that best describes what you are looking for. How did you primarily look for information on this site today? If you used the left side navigation, please tell us about your experience. What keywords did you use? Please tell us about your experience with the site's search feature today. (Please select all that apply.)	This is my first time Once or twice Three or four times More than once per week but not every day Every day Medicare Part A Medicare Part A Medicare Part B Durable Medical Equipment (DME) Other Browsed pages by clicking links Searched using the site search feature Used the site map Used the Noridian portal Search results were helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search	A B, D	Y Y Y N	Radio button, one-up vertical Drop down, select one Drop down, select one <del>Text area, no char limit</del> Text area, no char limit	CMS Required Skip Group Skip Group Skip Group Exclusive	Medicare Contract

				Search speed was too slow					
				I experienced a different search issue (please explain):	G				
HDU7102Q016		G	Other search issue:			N	Text area, no char limit	Skip Group	OE_Search Experience
HDU7102Q017		F	Please specify the technical difficulty you had with			N	Text area, no char limit	Skip Group	OE_Search Tech Difficulty
			the site's search feature.						
HDU7102Q018		С	Please tell us about your experience using the site map.			N	Text area, no char limit	Skip Group	Site Map Experience
HDU7102Q019			Did you find what you were looking for?	Yes		Y	Radio button, one-up vertical	Skip Group	Did You Find
				No	E,F				
				I'm still searching					
HDU7102Q020		E	What were you looking for that you were unable to find?			N	Text area, no char limit	Skip Group	Trying to Find
HDU7102Q021	<del>Do Next</del>	F	What will you do next?	Speak with a Noridian Medicare call center representative		N	<del>Radio button, one-up</del> <del>vertical</del>	Skip Group	<del>Do Next</del>
				Call Noridian's Interactive Voice Response (IVR) system					
				Nothing, although I did not find what I wanted					
				Return to the Noridian Medicare Web site later and try again					
				Send an email					
				Try another website	_				
				Try the CMS website	_				
				Write a letter	_				
				Other	e		-		
HDU7102Q022		e	Please explain what you will do next.			N	Text area, no char limit	Skip Group	Other-Looking For
	OE_Improve Experience		If you could identify one improvement to the website, what would that improvement be?			N	Text area, no char limit	CMS - NAS shared question	Open-Improvement
HDU7102Q024			Are you part of the Noridian Medicare electronic mailing list?	Yes - I am a member of the Noridian Medicare electronic mailing list		¥	<del>Radio button, one-up</del> <del>vertical</del>		Mailing List
				Yes - Someone in my office is a member					
				No - I choose not to be part of Noridian Medicare's electronic mailing list					
				No please supply me with the link to the subscription page upon survey completion					
			If you are over the age of 18 and would like Noridiar to respond to your feedback regarding this website, please provide your email address here.			N	Text field, <100 char		Feedback email
HDU7102Q025			please provide your email address here.						
HD07102Q025			Did you experience technical difficulties when using		В	Y	Drop down, select one	Skip Logic Group	Tech Difficulties
			our website or portal?	Yes			brop down, select one	Skip Edgic Group	Tech Difficulties
		В	What technical difficulties did you encounter?	Broken links	_	N	Drop down, select one	Skip Logic Group	Technical Difficulties -
			what teenhear anneances and you checounter :	Error loading pages	-		Brop down, Select one	Skip Logic Oroup	recimical Dimetates
				Unable to login to my account	-				
				The site was down					
				Pages took too long to load					
				Other	B1				
		B1	Please specify the technical difficulty you had.			N	Text area,no char limit	Skip Logic Group	OE_Technical Difficulties - what
			How would you describe your navigation experience			Y		Skip Logic Group	Navigation Experience
			on this site today? (Please select all that apply.)	I had no difficulty navigating/browsing on this site			Checkbox, one-up vertical		
			on this site today? (Flease select an that apply.)	Links often did not take me where Lexnected	в		checkbox, one up vertical		
				Had difficulty finding relevant information/products					
				Linke/Jabole are difficult to understand	-				
				Too many links/navigational ontions to choose from	- <sup>C</sup>				
				Had technical difficulties (error messages, broken links, etc.)					
				Could not navigate back to previous information	-				
				I had a navigation difficulty not listed above	A				
		A	Other navigation difficulty:			N	Text area, no char limit	Skip Logic Group	OE Navigation Experience
		B				N	rexturea, no char inflit	Skip Logic Group	OE Links/Paths
						i v		Skip Logic Group	
			Please describe any specific navigation links or						
			paths that did not take you where they should have.				Text area, no char limit		
		С	What specific links/labels were difficult to			N		Skip Logic Group	OE_links/labels
			understand?				Text area, no char limit		

 Model Name
 CMS Noridian JE V2

 Model ID
 I4c9J018EgVBgt5w85Ewlg4C

 Partitioned
 Yes - 2MQ

 Date
 (1/2/2013)



QID	QUESTION META TAG	Skip From		Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
HDU7102Q001	Role		Which best describes you?			Y	Radio button, one-up	OPS Group	Best describes you
				Provider of medical services Supplier of medical equipment or supplies	-		vertical		
				Staff of provider/supplier working primarily with billing/insurance	1			CMS Required	
				Administrative staff of a provider/supplier	1			CWS Required	
			∣ <b>X</b>	Other staff of a provider/sur lier					
				Consultant or attorney					
				Billing service	1				
				Other (please specify)	А				
IDU7102Q002		A	Other - which best describes you?	Outer (picase specify)		No	Text field. <100 char	OPS Group	Other-Best
			-			-			Describes You
DU7102Q003	Primary Reason		What is your <b>primary reason</b> for visiting this site today?	Access claim status and/or beneficiary eligibility		Y	Radio button, one-up vertical	Skip Logic Group	Visit Reason non- CMS
				Download forms					
				Learn of, or register for, workshops, seminars or other training events				CMS Required	
				Find contact information	в				
					c				
				Find general Medicare program information Research a specific question on Medicare policy or billing	c				
				Find information on fees or fee schedules	D				
				Find out about a Local Coverage Determination (LCD)	c				
( )				Read Medicare publications such as newsletters, articles,etc.	L L				
				Find enrollment information					
				Take an on-line training course	-				
				Other (please specify)	Α				
IDU7102Q004		A	Other primary reason:	Oner (please specify)		N	Text field, <100 char	Skip Logic Group	OE_Visit Reason non-CMS
IDU7102Q005		В	Who were you trying to contact?				Text area, no char limit	Skip Logic Group	OE Who Contact
DU7102Q005		C	What was the topic of program information you were				Text area, no char limit	Skip Logic Group	OE_Topic Program
DU7102Q007		D	looking for? What code or type of fee schedule were you looking				Text area, no char limit	Skip Logic Group	OE Code Fee
			for?					0000	Sched
DU7102Q008			What led you to visit this site?	New provider to Noridian		Y	Radio button, one-up vertical	OPS Group	
				Plantania Mallina Ita	4		venicai		
				Electronic Mailing list	4				
				Prior experience with Noridian	4				
				Recommendation	-				
				Remittance Advice/Noridian Letter	-				
, , , , , , , , , , , , , , , , , , ,				Peer or Association Referral	-				
, , , , , , , , , , , , , , , , , , ,				Search Engine					
				Other (please specify)	С				
IDU7102Q009			Other - led you to visit			N	Text field, <100 char	OPS Group	
IDU7102Q010			In the last 30 days, how many times have you	This is my first time		Y	Radio button, one-up		Visit Frequency
ļ			visited this website?		-		vertical		
ļ				Once or twice	-			CMS Required	
ļ				Three or four times	-				
ļ				More than once per week but not every day	-				
				Every day					
IDU7102Q011				Medicare Part A		Y	Drop down, select one		Medicare Contract
ļ			you are looking for.		-				
ļ				Medicare Part B	-				
ļ				Durable Medical Equipment (DME)	-				
DU 174000040			the second s	Other		×	Deservation and a start of	Olda Oracia	La als fam Inf
IDU7102Q012				Browsed pages by clicking links	A	Y	Drop down, select one	Skip Group	Look for Info
			site today?	Convolved uping the site energial feature					
				Searched using the site search feature	B, D				
				Used the site map Used the Noridian portal	с				
				Used the Noridian Dorral			Text area, no char limit	Ohin Oneur	L of Maria
DU71020010		-	If you used the left eide perfection along the					Skip Group	Left Nav
DU7102Q013		A	If you used the left side navigation, please tell us			N	rext area, no chai innit		
-			about your experience.						Experience
DU7102Q014		в	about your experience. What keywords did you use?			N	Text area, no char limit	Skip Group	Experience Keywords
IDU7102Q014		в	about your experience.						Experience Keywords
DU7102Q014		в	about your experience. What keywords did you use? Please tell us about your <b>experience with the site's</b> search feature today. (Please select all that apply.)			N	Text area, no char limit	Skip Group	Experience Keywords
DU7102Q014		в	about your experience. What keywords did you use? Please tell us about your <b>experience with the site's</b> search feature today. (Please select all that apply.)	Search results were helpful Results were not relevant/not what I wanted		N	Text area, no char limit	Skip Group	Experience Keywords
DU7102Q014		в	about your experience. What keywords did you use? Please tell us about your experience with the site's search feature today. (Please select all that apply.)	Search results were helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search		N	Text area, no char limit	Skip Group Exclusive	Experience Keywords
DU7102Q014		в	about your experience. What keywords did you use? Please tell us about your <b>experience with the site's</b> search feature today. (Please select all that apply.)	Search results were helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results		N	Text area, no char limit	Skip Group	Experience Keywords
DU7102Q014		в	about your experience. What keywords did you use? Please tell us about your <b>experience with the site's</b> search feature today. (Please select all that apply.)	Search results were helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results Returned NO results		N	Text area, no char limit	Skip Group Exclusive	Experience Keywords
DU7102Q014		в	about your experience. What keywords did you use? Please tell us about your <b>experience with the site's</b> search feature today. (Please select all that apply.)	Search results were helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results Returned NO results Had technical difficulty	F	N	Text area, no char limit	Skip Group Exclusive	Experience
4DU7102Q013 4DU7102Q014 4DU7102Q015		в	about your experience. What keywords did you use? Please tell us about your <b>experience with the site's</b> search feature today. (Please select all that apply.)	Search results were helpful Results were not relevant/not what I wanted Too many results/I needed to refine my search Not enough results Returned NO results	F	N	Text area, no char limit	Skip Group Exclusive	Experience Keywords

HDU7102Q016		G	Other search issue:			N	Text area, no char limit	Skip Group	OE_Search Experience
HDU7102Q017		F	Please specify the technical difficulty you had with the site's search feature.			N	Text area, no char limit	Skip Group	OE_Search Tech Difficulty
HDU7102Q018		С	Please tell us about your experience using the site map.			N	Text area, no char limit	Skip Group	Site Map Experience
HDU7102Q019			Did you find what you were looking for?	Yes No I'm still searching	E,F	Y	Radio button, one-up vertical	Skip Group	Did You Find
HDU7102Q020		E	Please tell us what you were trying to do or find on the website.	· · · · · · · · · · · · · · · · · · ·		N	Text area, no char limit	Skip Group	Trying to Find
HDU7102Q021	Do Next	F		Speak with a Noridian Medicare call center representative Call Noridian's Interactive Voice Response (IVR) system Nothing, although I did not find what I wanted Return to the Noridian Medicare Web site later and try again Send an email Try another website Try the CMS website Write a letter Other	С	N	Radio button, one-up vertical	Skip Group	Do Next
HDU7102Q022		С	Please explain what you will do next.			N	Text area, no char limit	Skip Group	Other-Looking For
	OE_Improve Experience		If you could identify one improvement to the website, what would that improvement be?			N	Text area, no char limit	CMS - NAS shared question	Open-Improvement
HDU7102Q024			Are you part of the Noridian Medicare electronic mailing list?	Yes - I am a member of the Noridian Medicare electronic mailing list Yes - Someone in my office is a member No - I choose not to be part of Noridian Medicare's electronic mailing list No - please supply me with the link to the subscription page upon survey completion	-	Y	Radio button, one-up vertical		Mailing List
HDU7102Q025			If you are over the age of 18 and would like Noridian to respond to your feedback regarding this website, please provide your email address here.			N	Text field, <100 char		Feedback email

 Model Name
 CMS Noridian JE V2

 Model ID
 I4c9J018EgVBgt5w85Ewlg4C

 Partitioned
 Yes - 2MQ

 Date
 (1/2/2013)



	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Туре	Special Instructions	CQ Label
HDU7102Q001	Role		Which best describes you?			Y	Radio button, one-up	OPS Group	Best describes yo
				Provider of medical services Supplier of medical equipment or supplies	-		vertical		
				Staff of provider/supplier working primarily with billing/insurance	1			CMS Required	
				Administrative staff of a provider/supplier	1			Cino Requireu	
			X	Other staff of a provider/suggier	1				
				Consultant or attorney	1				
				Billing service	1				
				Other (please specify)	A				
HDU7102Q002		A	Other - which best describes you?			No	Text field, <100 char	OPS Group	Other-Best Describes You
HDU7102Q003	Primary Reason		What is your <b>primary reason</b> for visiting this site today?	Access claim status and/or beneficiary eligibility		Y	Radio button, one-up vertical	Skip Logic Group	Visit Reason nor CMS
				Download forms Learn of, or register for, workshops, seminars or other training events				CMS Required	
				Find contact information	в				
					С				
				Find general Medicare program information Research a specific guestion on Medicare policy or billing	c c				
				Find information on fees or fee schedules	D				
				Find out about a Local Coverage Determination (LCD)	c				
				Read Medicare publications such as newsletters, articles,etc.	Ŭ				
				Find enrollment information					
				Take an on-line training course					
				Other (please specify)	Α				
HDU7102Q004		A	Other primary reason:			N	Text field, <100 char	Skip Logic Group	OE_Visit Reason non-CMS
HDU7102Q005		В	Who were you trying to contact?				Text area, no char limit	Skip Logic Group	OE_Who Contac
HDU7102Q006		С	What was the topic of program information you were looking for?				Text area, no char limit	Skip Logic Group	OE_Topic Progra Info
HDU7102Q007		D	What code or type of fee schedule were you looking for?				Text area, no char limit	Skip Logic Group	OE_Code Fee Sched
HDU7102Q008			What led you to visit this site?	New provider to Noridian		Y	Radio button, one-up	OPS Group	
							vertical		
				Electronic Mailing list					
				Prior experience with Noridian					
				Recommendation					
				Remittance Advice/Noridian Letter					
				Peer or Association Referral					
				Search Engine	_				
				Other (please specify)	С				
HDU7102Q009		С	Other - led you to visit	and the second		N	Text field, <100 char	OPS Group	10.00
HDU7102Q010			In the last 30 days, how many times have you visited this website?	This is my first time		Y	Radio button, one-up vertical		Visit Frequency
			visited this website:	Once or twice	-		Vertical	CMS Required	
				Three or four times	1			CM3 Required	
				More than once per week but not every day	1				
				Every day	1				
HDU7102Q011			Please select the contract that best describes what			Y	Drop down, select one		Medicare Contrac
			you are looking for.		4				
				Medicare Part B	4				
				Durable Medical Equipment (DME)	4				
101174000044			Line all all second second in the second	Other			Duran davan a la i	Olin C	
HDU7102Q012			site today?	Browsed pages by clicking links	A	Y	Drop down, select one	Skip Group	Look for Info
				Searched using the site search feature	B, D				
				Used the site map	с				
		<u> </u>		Used the Endeavor portal					
HDU7102Q013		A	If you used the left side navigation, please tell us about your experience.			N	Text area, no char limit	Skip Group	Left Nav Experience
HDU7102Q014		B	What keywords did you use?	Cooreb regulte ware helpful		N	Text area, no char limit	Skip Group	Keywords
HDU7102Q015		D	Please tell us about your <b>experience with the site's</b> search feature today. (Please select all that apply.)	Search results were helpful		Y	Checkbox, one-up vertical	Exclusive	Search Experienc
				Results were not relevant/not what I wanted					
				Too many results/I needed to refine my search					
				Not enough results				Skip Group	1
				Returned NO results	-			Skip Gloup	
				Had technical difficulty	-				
				,	F				
				Search speed was too slow I experienced a different search issue (please explain):	G				

HDU7102Q016		G	Other search issue:			N	Text area, no char limit	Skip Group	OE_Search Experience
HDU7102Q017		F	Please specify the technical difficulty you had with the site's search feature.			N	Text area, no char limit	Skip Group	OE_Search Tech Difficulty
HDU7102Q018		С	Please tell us about your experience using the site map.			N	Text area, no char limit	Skip Group	Site Map Experience
HDU7102Q019			Did you find what you were looking for?	Yes		Y	Radio button, one-up vertical	Skip Group	Did You Find
				No	E,F				
				I'm still searching					
HDU7102Q020		E	Please tell us what you were trying to do or find on the website.			N	Text area, no char limit	Skip Group	Trying to Find
HDU7102Q021	Do Next	F	What will you do next?	Speak with a Noridian Medicare call center representative		N	Radio button, one-up vertical	Skip Group	Do Next
				Call Noridian's Interactive Voice Response (IVR) system	1				
				Nothing, although I did not find what I wanted	1				
				Return to the Noridian Medicare Web site later and try again	1				
				Send an email	1				
				Try another website	1				
				Try the CMS website	1				
				Write a letter	1				
				Other	С				
HDU7102Q022		С	Please explain what you will do next.			N	Text area, no char limit	Skip Group	Other-Looking For
	OE_Improve Experience		If you could identify one improvement to the website, what would that improvement be?			Ν	Text area, no char limit	CMS - NAS shared question	Open-Improvemen
HDU7102Q024			Are you part of the Noridian Medicare electronic mailing list?	Yes - I am a member of the Noridian Medicare electronic mailing list		Y	Radio button, one-up vertical		Mailing List
			-	Yes - Someone in my office is a member	1				
				No - I choose not to be part of Noridian Medicare's electronic mailing list					
				No - please supply me with the link to the subscription page upon survey completion					
			If you are over the age of 18 and would like Noridian to respond to your feedback regarding this website, please provide your email address here.			Ν	Text field, <100 char		Feedback email
HDU7102Q025	1				1				1