Welcome and Th

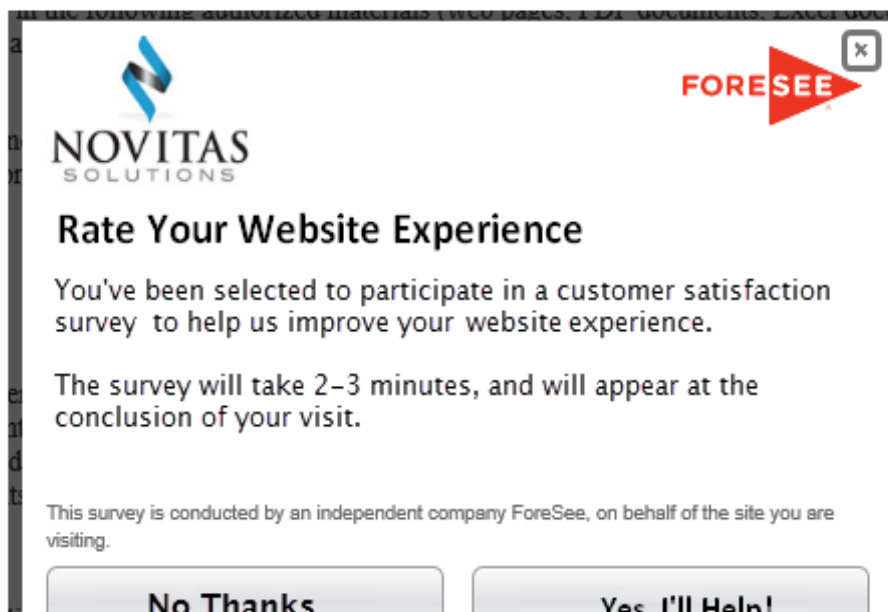**USE ALTERNATE TEXT FOR WELCOME, STANDARD FOR TY**

Welcome Text

~~**We'd welcome your feedback!** *(return)* Thank you for visiting the Novitas Solutions, Inc. You have been selected to participate in a brief customer satisfaction survey to let us know how we can improve your experience. The feedback you provide will help Novitas Solutions enhance its Web site and server you better in the future. *(return)* **The survey is designed to measure your entire experience, please look for it at the conclusion of your visit.**~~
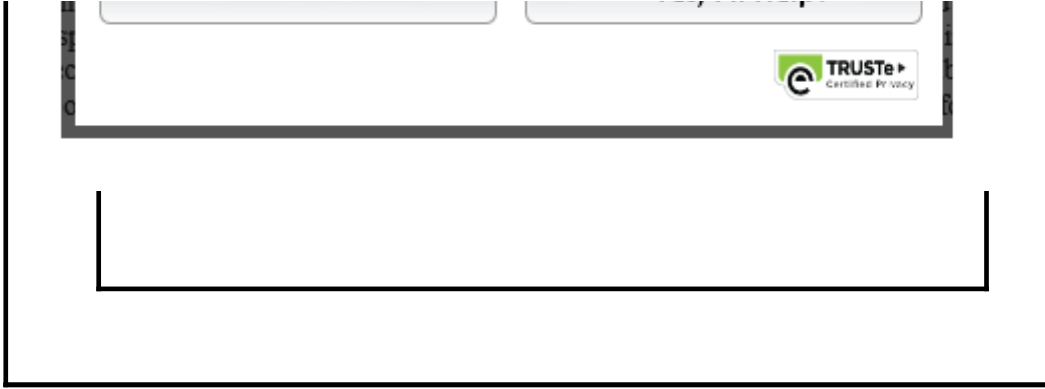
Thank You Text

~~Thank you for your time in completing this survey. Your input is very valuable and will be taken into consideration.~~

Example Desktop (shows text locations)

Rate Your Website Experience

You've been selected to participate in a customer satisfaction survey to help us improve your website experience.

The survey will take 2–3 minutes, and will appear at the conclusion of your visit.

This survey is conducted by an independent company ForeSee, on behalf of the site you are visiting.

No Thanks   Yes, I'll Help!

Red & Strike-Through: Delete

Pink: Addition

Blue: Reword

hank You Text

Welcome Text - Alternate

PLEASE SEE BELOW IN EXAMPLE DESKTOP

Thank You Text - Alternate

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!
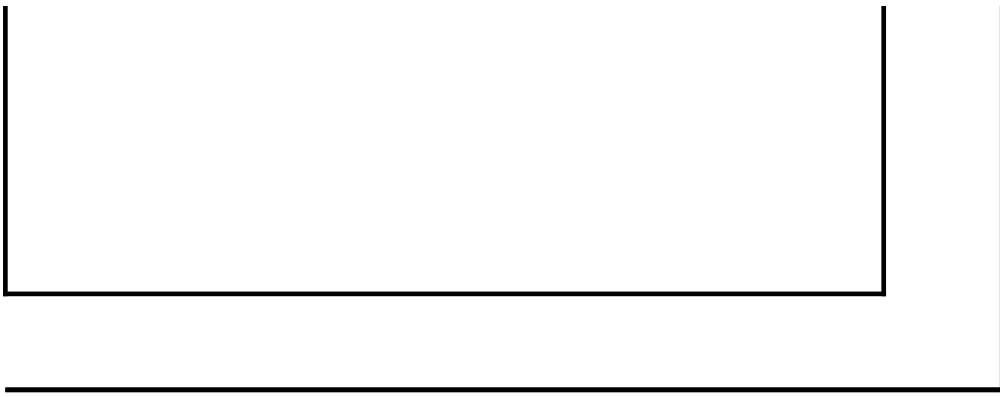
Example Desktop (shows text locations)

Rate Your Website Experience

You've been selected to participate in a customer satisfaction survey to help us improve your website experience.

The survey will take 2-3 minutes, and will appear at the conclusion of your visit.

Buttons: No Thanks, Yes, I'll Help!

NOVITAS SOLUTIONS

Model Instance Name:
CMS - Novitas JH MAC v2
F8kAAs51UopAYkNpdMB9tA4C
Partitioned? Yes

Date:

	MQ Label
1	Look and Feel - Appeal
2	Look and Feel - Balance
3	Look and Feel - Legibility
4	Site Performance - Loading
5	Site Performance - Consistency
6	Site Performance - Completeness
7	Navigation - Organized
8	Navigation - Options
9	Navigation - Layout
10	Information Browsing - Sort
11	Information Browsing - Narrow
12	Information Browsing - Features
13	Site Information - Thoroughness
14	Site Information - Relevant
15	Site Information - Answers

ELEMENTS (drivers of satisfaction)		MQ Label
Look and Feel (1=Poor, 10=Excellent, Don't Know)		
Please rate the **visual appeal** of this site.	21	Satisfaction - Overall
Please rate the **balance of graphics and text** on this site.	22	Satisfaction - Expectations
Please rate the **legibility of the pages** on this site.	23	Satisfaction - Ideal
Site Performance (1=Poor, 10=Excellent, Don't Know)		
Please rate how **quickly pages load** on this site.		
Please rate the **consistency of speed from page to page** on this site.		
Please rate how **completely the page content loads** on this site.		
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)		
Please rate the ability to **sort information by criteria that are important to you** on this site.		
Please rate the **ability to narrow choices to find the information you are looking for** on this site.		
Please rate how well the **features** on the site **help you find the information you need**.		
Site Information (1=Poor, 10=Excellent, Don't Know)		
Please rate the **thoroughness of information** provided on this site.		
Please rate how **relevant** this site's **information** is.		
Please rate how well the site's **information provides answers to your questions**.		

ology to determine scores and impacts

CUSTOMER SATISFACTION		MQ Label
Satisfaction		
What is your **overall satisfaction** with this site? *(1=Very Dissatisfied, 10=Very Satisfied)*		24 Primary Resou
How well does this site **meet your expectations?** *(1=Falls Short, 10=Exceeds)*		
How does this site **compare to your idea of an ideal site**? *(1=Not Very Close, 10=Very Close)*		25 Recommend S
		26 Return
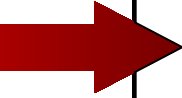
FUTURE BEHAVIORS

Primary Resource
(1=Very Unlikely, 10=Very Likely)

How likely are you to use this site as your primary resource for getting information on Medicare?
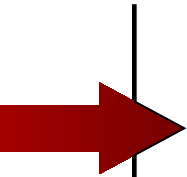
Recommend Site
(1=Very Unlikely, 10=Very Likely)

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

Likelihood to Return
(1=Very Unlikely, 10=Very Likely)

How likely are you to **return to this site**?

Model Instance Name:
CMS - Novitas JH MAC   .
MID:
Partitioned (Y)
1MNYhFF1ok8UlENs08EQIA==
Date: 8/9/2012

FORESEE

CMS - Novitas JH MAC
Model questions utilize the ACSI methodology to determine scores and impacts

MQ Label	ELEMENTS (drivers of satisfaction)	MQ Label	CUSTOMER SATISFACTION	MQ Label	FUTURE BEHAVIORS
	Content *(1=Poor, 10=Excellent, Don't Know)*		**Satisfaction**		**Primary Resource** *(1=Very Unlikely, 10=Very Likely)*
1 **Content - Accuracy**	Please rate the **accuracy of information** on this site.	21 **Satisfaction - Overall**	What is your **overall satisfaction** with this site? *(1=Very Dissatisfied, 10=Very Satisfied)*	24 **Primary Resource**	How likely are you to **use this site as your primary resource** for getting information on Medicare?
2 **Content - Quality**	Please rate the **quality of information** on this site.	22 **Satisfaction - Expectations**	How well does this site **meet your expectations**? *(1=Falls Short, 10=Exceeds)*		**Recommend Site** *(1=Very Unlikely, 10=Very Likely)*
3 **Content - Freshness**	Please rate the **freshness of content** on this site.	23 **Satisfaction - Ideal**	How does this site **compare to your idea of an ideal website**? *(1=Not Very Close, 10=Very Close)*	25 **Recommend Site**	How likely are you to **recommend this site to someone else**?
	Functionality *(1=Poor, 10=Excellent, Don't Know)*				**Return** *(1=Very Unlikely, 10=Very Likely)*
4 **Functionality - Usefulness**	Please rate the **usefulness of the services** provided on this site.			26 **Return**	How likely are you to **return to this site**?
5 **Functionality - Convenient Services**	Please rate the **convenience of the services** on this site.				
6 **Functionality - Accomplish Goal**	Please rate the **ability to accomplish what you wanted** to on this site.				
	Look and Feel *(1=Poor, 10=Excellent, Don't Know)*				
7 **Look and Feel - Readability**	Please rate the **ease of reading** this site.				
8 **Look and Feel - Organization**	Please rate the **clarity of site organization**.				
9 **Look and Feel - Layout**	Please rate the **clean layout** of this site.				
	Navigation *(1=Poor, 10=Excellent, Don't Know)*				
10 **Navigation - Steps**	Please rate the degree to which the **number of steps it took to get where you want** is acceptable.				
11 **Navigation - Find**	Please rate the **ability to find information** you want on this site.				
12 **Navigation - Layout**	Please rate the **clarity of the site map/directory**.				
13 **Navigation - Ease**	Please rate the **ease of navigation** on this site.				
	Search *(1=Poor, 10=Excellent, Don't Know)*				
14 **Search - Usefulness**	Please rate the **usefulness of search results** on this site.				
15 **Search - Comprehensive**	Please rate how this site **provides comprehensive search results**.				
16 **Search - Organization**	Please rate the **organization of search results** on this site.				
17 **Search - Narrow**	Please rate how the **search feature helps you to narrow the results** to find the information you want.				
	Site Performance *(1=Poor, 10=Excellent, Don't Know)*				
18 **Site Performance - Loading**	Please rate the **speed of loading the page** on this site.				
19 **Site Performance - Consistency**	Please rate the **consistency of speed** on this site.				
20 **Site Performance - Reliability**	Please rate the **reliability of site performance** on this site.				

Model Instance Name:
CMS - Novitas JH MAC v2
MID: **F8kAAs51UopAYkNpdMB9tA4C**

Date: **1/27/2017**

CMS - Novitas JH MAC v2 CUSTOM QUESTION LIST

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
HAJ7210Q001		**In the last 30 days,** how many times have you visited this website?		This is my first time		Radio button, one-up vertical	Single	Y		Visit Frequency
				Once or twice						
				Three or four times						
				More than once per week but not every day						
				Every day						
HAJ7210Q002		Which **best describes you**?		Provider of medical services		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Best describes you
				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	A					
HAJ7210Q003	A	Please explain briefly:				Text area, no char limit		N	Skip Logic Group*	Other-Best Describes You
HAJ7210Q004		What is your **primary reason** for visiting this site today?		Download forms		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Reason for visiting
				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						
		d		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	B					
HAJ7210Q005	B	Please explain briefly:				Text area, no char limit		N	Skip Logic Group*	Other-Primary Reason
HAJ7210Q006		What **topics or features did you access** today? (please check all that apply)		Appeals		Checkbox, one-up vertical	Multi	Y	Skip Logic Group*	Features or Topics
				Claims/Eligibility						
				Educational Events						
				Electronic Billing (EDI)						
				Enrollment						
				Fee Schedules						
				Forms Catalog						
				Medical Policy						
				Medicare News & Articles						
				Novitasphere						
				Self-Service Tools (Fee Schedule Search, Enrollment Status, Policy Search)						
				Other	C					
				None of these/Not applicable					Mutually Exclusive	
HAJ7210Q007	C	What other topics or features did you access?				Text area, no char limit		N	Skip Logic Group*	Other Feature
HAJ7210Q008		Did you **use any search features located on the Novitas site** today?		Yes	A, B	Radio Button, one-up vertical	Single	Y	Skip Logic Group	Search Usage
				No						
HAJ7210Q009	A	Which search features did you use?		Regular Entire Site search box (top right corner of pages) using keywords	C, D	Checkbox, one-up vertical	Multi	Y	Skip Logic Group	Type of Search
				Medical Policy/LCDs search tool						
				Fee Schedule Code Search						
				Enrollment Status Tool						
				Other						
HAJ7210Q010	B	Did you try using the site's navigational links before using the search feature today?		Yes, I navigated or browsed the site first		Radio Button, one-up vertical	Single	Y	Skip Logic Group	Search First
				No, I went straight to the search feature						
				Don't recall						
HAJ7210Q011	C	Please tell us which search term(s) you used:				Text field, <100 char		N	Skip Logic Group	Search_Terms
HAJ7210Q012	D	Which best defines your **experience with the site's regular search** feature today (excluding Medical Policy/LCD search)?		Search results were helpful		Checkbox, one-up vertical	Multi	Y	Mutually Exclusive Skip Logic Group	Search Experience
				Results were not relevant/not what I wanted	E					
				Too many results/I needed to refine my search	E					
				Not enough results	E					
				Returned NO results	E					

Model Instance Name:
CMS - Novitas JH MAC v2
MID: **F8kAAs51UopAYkNpdMB9tA4C**

Date: **1/27/2017**

QID	Skip Logic Label	Question Text		Answer Choices (limited to 50 characters)	Skip to	Type (select from list)	Single or Multi	Required Y/N	Special Instructions	CQ Label
HAJ7210Q013	E	Please briefly describe your search experience.				Text area, no char limit		N	Skip Logic Group	Search OE Experience
HAJ7210Q014		Were you **able to accomplish your goal** by visiting our website today?		Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Accomplish Goal
				No	J					
HAJ7210Q015	J	Please explain what you were unable to accomplish on the website:				Text area, no char limit		N	Skip Logic Group*	Reason for Visit
HAJ7210Q016		Do you have any suggestions to help us make our web site better?				Text area, no char limit		N		Improvement
HAJ7210Q017		Did you **use Novitasphere** (our web-based access portal for claims and eligibility) today?		Yes	Q, K, R	Radio button, one-up vertical	Single	Y	Skip Logic Group*	Portal Usage
				No						
HAJ7210Q018	Q	What is your **primary reason for coming to the Novitasphere portal** today?		Retrieve benefits and eligibility information		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Portal Reason
				View Claim Summary information						
				Retrieve claims status information						
				Submit claims						
				Perform a Claim Correction/Reopening						
				Obtain a duplicate remittance advice						
				Access my Novitasphere mailbox						
				Download reports (999, 277CA, 835)						
				Other						
HAJ7210Q019	K	**How often do you use Novitasphere?**		Daily		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Portal Visits
				Weekly						
				Monthly or less often						
HAJ7210Q020	R	Did you **accomplish what you wanted to do in Novitasphere**?		Yes		Radio button, one-up vertical	Single	Y	Skip Logic Group*	Portal Accomplish
				No	Y					
HAJ7210Q021	Y	What were you unable to accomplish in Novitasphere?				Text area, no char limit		Y	Skip Logic Group*	Portal Unable
HAJ7210Q022		If you are over the age of 18 and were unable to accomplish your goal today, may we contact you to offer further assistance?		Yes	C	Radio button, one-up vertical	Single	N	Skip Logic Group*	Contactable
				No						
HAJ7210Q023	C	Please provide us with your full name along with an e-mail address and telephone number where you can be reached:				Text area, no char limit		Y	Skip Logic Group*	Contact Info

Model Instance Name:									
CMS - Novitas JH MAC v2									
MID:	**F8kAAs51UopAYkNpdMB9tA4C**								
Date:	**1/27/2017**								

			CMS - Novitas JH MAC v2 CUSTOM QUESTION LIST						
QID	**Skip Logic Label**	**Question Text**		**Answer Choices (limited to 50 characters)**	**Skip to**	**Type (select from list)**	**Single or Multi**	**Required Y/N**	**Special Instructions**
HAJ7210Q001		**In the last 30 days,** how many times have you visited this website?		This is my first time		Radio button, one-up vertical	Single	Y	
				Once or twice					
				Three or four times					
				More than once per week but not every day					
				Every day					
HAJ7210Q002		Which **best describes you**?		Provider of medical services		Radio button, one-up vertical	Single	Y	Skip Logic Group*
				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					

CQ Label

Visit Frequency

Best describes you