

Model Instance Name:  
CMS - Novitas JH MAC  
MID: dpR1JAY4hBEwNgJdhdM4xg4C  
Date: 5/13/2016

## Welcome and Thank You

USE ALTERNATE TEXT FOR WELCOME, STANDARD FOR THANK YOU

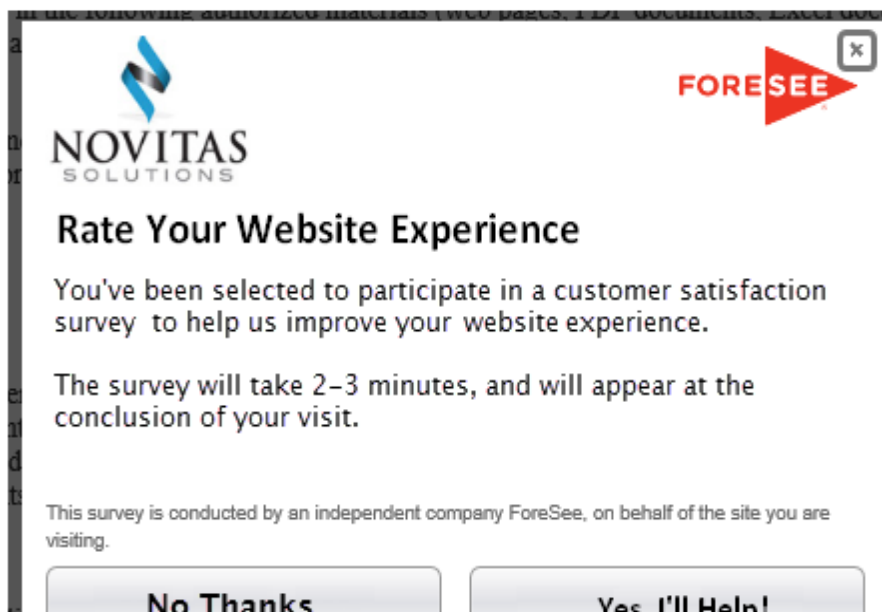
### Welcome Text

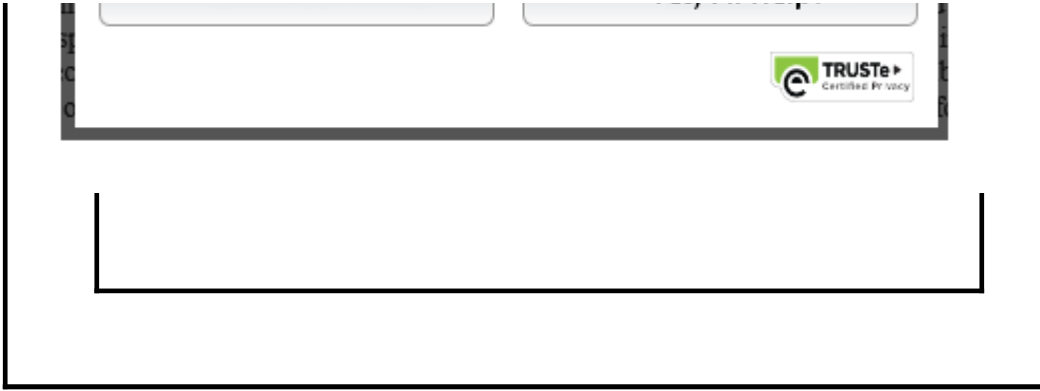
~~We'd welcome your feedback! (return) Thank you for visiting the Novitas Solutions, Inc. You have been selected to participate in a brief customer satisfaction survey to let us know how we can improve your experience. The feedback you provide will help Novitas Solutions enhance its Web site and serve 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)





Red & Strike-Through: Delete

Pink: Addition

Blue: Reword

## Thank 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)

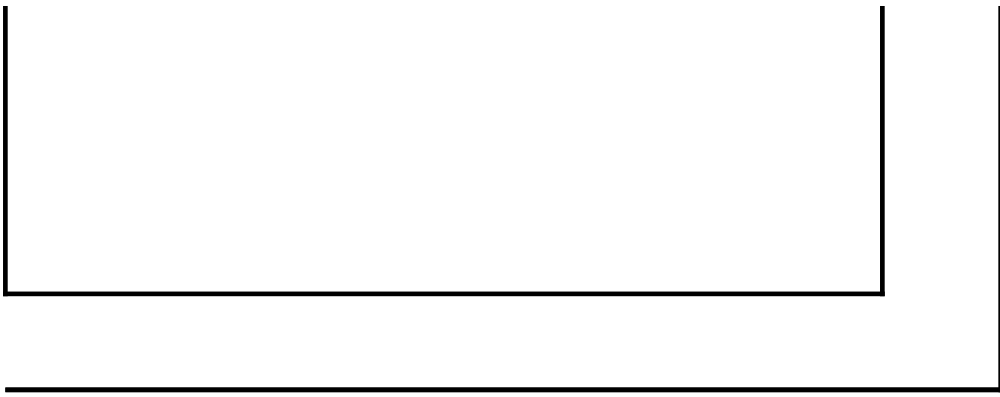
#### Rate Your Website Experience

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!





**Model Instance Name:**  
*CMS - Novitas JL MAC v2*  
**MID:** dpR1JAY4hBEwNgJdhdM4xg4  
**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

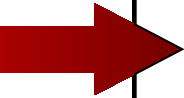
ELEMENTS (drivers of satisfaction)		MQ Label
<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		
Please rate the <b>visual appeal</b> of this site.	21	Satisfaction - Overall
Please rate the <b>balance of graphics and text</b> on this site.	22	Satisfaction - Expectations
Please rate the <b>legibility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





**s JL MAC v2**  
**ology to determine scores and impacts**

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





**FUTURE BEHAVIORS**

**Primary Resource**

*(1=Not Very Likely, 10=Very Likely)*

How likely are you to use this site as your **primary resource** for getting information on Medicare?

**Recommend**

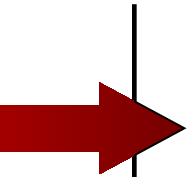
*(1=Not Very Likely, 10=Very Likely)*

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

**Likelihood to Return**

*(1=Not Very Likely, 10=Very Likely)*

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





Model Instance Name:  
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 Date: 1/24/2018

CMS - Novitas JL 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
HAJ7172Q001		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					
HAJ7172Q002		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					

<b>CQ Label</b>
Visit Frequency
Best describes you

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<b>CQ Label</b>
Visit Frequency
Best describes you

Model Instance Name:  
 CMS - Novitas JL MAC v2  
 MID: dpR1JAY4hBEwNgJdhdM4xg4C  
 Date: 1/27/2017

CMS - Novitas JL 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
HAJ7172Q001		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					
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HAJ7172Q002		Which best describes you?	Provider of medical services		Radio button, one-up vertical	Single	Y	Skip Logic Group*
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