

Attribute	Value
Channel	Web
Touchpoint Name	Browse
Hierarchy	No
Model Type	Desktop Browse
Journey Phase	Consideration
Touchpoint Type	Standard
Partner Involved	No
Replay	Yes
Version Number of Model Template	17.3.Y

## Welcome and Thank You Text

### Welcome Text

Thank you for visiting Palmetto GBA JM. You have been randomly selected to take part in this survey that is being conducted by ForeSee Results on behalf of Palmetto GBA JM. Please take a minute or two to give us your opinions. The feedback you provide will help Palmetto GBA JM enhance its site and serve you better in the future. All results are strictly confidential.

### Thank You Text - Alternate

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.



### Customer Satisfaction Survey

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.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank you for taking our survey - and for helping us serve you better.

Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.

Cancel

Submit

Copyright 2014 - all rights reserved

[ForeSee](#) [ForeSee Privacy Policy](#) [Survey Support](#)

**Model Name** CMS - Palmetto GBA JJ MAC v2  
**Model ID** 5M08o4lg1sBjk8N1IVphBw4C  
**Partitioned** 2MQ  
**Date** 1/8/2018

Red & Strike-Through: Delete  
 Underlined & Italicized: Re-order  
 Pink: Addition  
 Blue: Reword



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b>		<b>Satisfaction</b>		<b>Primary Resource (1=Very Unlikely, 10=Very Likely)</b>
1 Look and Feel - Appeal	Please rate the <b>visual appeal</b> of this site.	21 Satisfaction - Overall	What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	24 Primary Resource	How likely are you to use this site as your <b>primary resource</b> for getting information on Medicare?
2 Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> on this site.	22 Satisfaction - Expectations	How well does this site <b>meet your expectations</b> ? (1=Falls Short, 10=Exceeds)		<b>Recommend Site (1=Very Unlikely, 10=Very Likely)</b>
3 Look and Feel - Legibility	Please rate the <b>legibility of the pages</b> on this site.	23 Satisfaction - Ideal	How does this site <b>compare to your idea of an ideal site</b> ? (1=Not Very Close, 10=Very Close)	25 Recommend Site	How likely are you to <b>recommend this site to someone else</b> ?
	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b>				<b>Likelihood to Return (1=Very Unlikely, 10=Very Likely)</b>
4 Site Performance - Loading	Please rate how <b>quickly pages load</b> on this site.			26 Return	How likely are you to <b>return to this site</b> ?
5 Site Performance - Consistency	Please rate the <b>consistency of speed from page to page</b> on this site.				
6 Site Performance - Completeness	Please rate how <b>completely the page content loads</b> on this site.				
	<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b>				
7 Navigation - Organized	Please rate how <b>well this site is organized</b> .				
8 Navigation - Options	Please rate the <b>options available for navigating</b> this site.				
9 Navigation - Layout	Please rate how <b>well the site layout helps you find what you need</b> .				
	<b>Information Browsing (1=Poor, 10=Excellent, Don't Know)</b>				
10 Information Browsing - Sort	Please rate the ability to <b>sort information by criteria that are important to you on this site</b> .				
11 Information Browsing - Narrow	Please rate the ability to <b>narrow choices to find the information you are looking for</b> on this site.				
12 Information Browsing - Features	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>				
14 Site Information - Thoroughness	Please rate the <b>thoroughness of information</b> provided on this site.				
15 Site Information - Relevant	Please rate how <b>relevant</b> this site's information is.				
16 Site Information - Answers	Please rate how well the site's information <b>provides answers to your questions</b> .				

Model Name CMS - Palmetto GBA JJ MAC v2

Red & Strike-Through: Delete

Underlined & Italicized: Re-order

Pink: Addition

Blue: Reword



Partitioned 2MQ  
Date 1/8/2018

QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions	CQ Label
LBT7788Q001	Role: Healthcare		Which best describes you?  <b>X</b>	Provider of medical services Supplier of medical equipment or supplies Staff of a 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		Y	Radio button, one-up vertical	Skip Logic Group*	Best Describes You
LBT7788Q002		A	Please explain briefly your role in visiting this site.		A	N	Text area, no char limit	Skip Logic Group*	OE_Best Describes You
LBT7788Q003	Primary Reason: Healthcare		What is your primary reason for visiting this site today?	Download forms Learn of, or register for, workshops, seminars or other training events Find contact information Find general Medicare program information Research a specific question on Medicare policy or billing Access claim status and/or beneficiary eligibility 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		Y	Radio button, one-up vertical	Skip Logic Group*	Visit Reason
LBT7788Q004		B	Please explain briefly your primary reason for visiting this site.		B	N	Text area, no char limit	Skip Logic Group*	OE_Visit Reason
LBT7788Q005	Accomplish		Did you find what you were looking for?	Yes No		Y	Radio button, one-up vertical	Skip Logic Group*	Looking For
LBT7788Q006		C	No, I was looking for:			Y	Text area, no char limit	Skip Logic Group*	OE_Didn't Find
LBT7788Q007			Did you use the site-wide search feature on this site?	Yes No		Y	Radio button, one-up vertical		Use Search
LBT7788Q008			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		Y	Radio button, one-up vertical		Visit Frequency
LBT7788Q009			Please select your contract. (Select all that apply)	Part A Part B Home Health and Hospice Not applicable		Y	Checkbox, oneup vertical	Mutually Exclusive	Location
LBT7788Q010			If you would like to be contacted by Palmetto GBA regarding your feedback, please provide your email address and/or phone number.			N	Text area, no char limit		OE_Contact Me
LBT7788Q011			If you could change anything about our site, what would it be?			N	Text area, no char limit		OE_Change One Thing

<b>Types</b>	<b>Instructions</b>	<b>Custom Text</b>
Checkbox, one-up vertical	Anchor Answer Choice	Yes
Checkbox, two-up vertical	EPP	No
Checkbox, three-up vertical	Multiple Lists Group*	Unsure
Drop down, select one	Mutually Exclusive	
Radio button, one-up vertical	OPS Group*	
Radio button, two-up vertical	Randomize	
Radio button, three-up vertical	Rank Group*	
Radio button, scale, has don't know	Skip Logic Group*	
Radio button, scale, no don't know	True Conversion	
Text area, no char limit		
Text field, <100 char		