Library of Questions for Palmetto's Webchat Survey

Palmetto's Edited Questions:

1. What's your Medicare enrollment type or your practice or facility's enrollment type?
   - Institutional provider
   - Clinic or group practice
   - Physician
   - Non-physician practitioner
   - Staff of a provider of medical services
   - Staff of a billing service, credentialing agency, or clearinghouse
   - Consultant or attorney
   - Other [open text box] *

   Notes:

   - *CMS required question: asked on every survey*

2. Based on your interaction with our representative, how satisfied or dissatisfied are you with the service you got?
   - Extremely satisfied
   - Somewhat satisfied
   - Neither satisfied nor dissatisfied
   - Somewhat dissatisfied
   - Extremely dissatisfied

   Notes:

   - *CMS required question: asked on every survey*

3. How professional was our representative?
   - Extremely professional
   - Somewhat professional
   - Neither professional nor unprofessional
   - Somewhat unprofessional
   - Extremely unprofessional

   3a*. How can we be more professional?
   - [Open text box]

   Notes:

   - *Displays if "Somewhat unprofessional" or "Extremely unprofessional" is selected for "How professional was our representative?"*

4. How knowledgeable was our representative about the topic you discussed?

- Extremely knowledgeable
- Somewhat knowledgeable
- Neither knowledgeable nor unknowledgeable
- Somewhat unknowledgeable
- Extremely unknowledgeable

4a*. What didn't our representative know?
- [open text box]

Notes:

- *Displays if "Somewhat unknowledgeable" or "Extremely unknowledgeable" is selected for "How knowledgeable was our representative about the topic you discussed?"*

5. Did our representative clearly explain the answer?
- Yes
- No

5a*. How could our representative better explain the answer?

Notes:

- *Displays if "No" is selected for "Did our representative clearly explain the answer"*

6. Is there anything you would like to share that could make your experience better?
- [open text box]

7. If we have questions about your feedback, can we contact you?
- Yes
- No

7a*. Please provide the following contact information:

- Name
- Work email (required):
- Work phone:
- Reference number:
- NPI:
- PTAN:

Notes:

- *Displays if "Yes" is selected for "If we have questions about your feedback, can we contact you?"*

Additional Questions:

Before using webchat, did you try another way to get the information you needed?

- Yes
- No

What did you try before webchat?

- Called Provider Contact Center
- Called IVR
- Searched your website
- Searched CMS.gov
- Searched the internet (Google, etc.)
- Used the MAC portal
- Wrote to the MAC (letter, email, fax)
- Something else (open text)

Notes:

- *Displays if "Yes" is selected for "Before using webchat, did you try another way to get the information you needed?"*

How satisfied are you with how long it took to start the webchat?

- Extremely satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Extremely dissatisfied

How satisfied are you with how long the webchat took?

- Extremely satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Extremely dissatisfied

What was your webchat about?

- Appeal
- Claim denial
- Claim status
- Billing issue
- Other [open text box]

How many times have you contacted us about this exact issue?

- 1
- 2
- 3
- 4+

Did you get the information you needed?

- Yes
- No

Why did you choose to use webchat over our other services?

- [open text box]

Considering all services provided by [MAC Name], overall, how satisfied are you with us?

- Extremely satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Extremely dissatisfied

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