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QPP Customer Effort Questionnaire: 2020 Online Survey (Draft 1)

This survey is being conducted by Intelligents on behalf of the Quality Payment Program (QPP). The QPP team has asked us to contact a select group of customers for a short survey about your recent experience in working with the Quality Payment Program. Your answers will be confidential and will help QPP to improve service to clients like you. The survey should only take about 5-6 minutes of your time. Please click below to begin. THANK YOU FOR YOUR HELP!

(BEGIN SURVEY)

Q1 For each item below, please think back to your most recent contact with QPP and rate the service you received.

	Very Satisfied 5	4	3	2	Very Dissatisfied 1	Not Applicable or No Opinion 0
1 Ease in navigating and finding your way around the QPP website or portal	()	()	()	()	()	()
2 Performance of the QPP website or portal in providing the information you were looking for	()	()	()	()	()	()
3 Ease in finding the right phone number to contact the QPP Service Center	()	()	()	()	()	()
4 Quickness in reaching a QPP customer service representative	()	()	()	()	()	()
5 Courtesy and friendliness of the customer service representative	()	()	()	()	()	()
6 Taking time to listen carefully to your questions or concerns	()	()	()	()	()	()
7 Providing clear and knowledgeable answers to your questions	()	()	()	()	()	()
8 Effectiveness in resolving your question	()	()	()	()	()	()
9 Your general satisfaction with this particular call						

10 (FOR ANY 101 TO 109 RATED 2 OR LOWER) Comments or suggestions for improvement	(open end)
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Q2 Overall, how many contacts with the Quality Payment Program, whether website visits, phone calls or emails, were needed to resolve your question?

- (1) 1
- (2) 2
- (3) 3
- (4) 4 or more
- (9) Not yet resolved (ANSWER Q2A)

Q2A How many contacts have you had so far?

- (1) 1
- (2) 2
- (3) 3
- (4) 4 or more

Q3 Overall, how much effort did you personally have to put forth to handle your request?

- (5) Very Low Effort
- (4) Low Effort
- (3) Moderate Effort
- (2) High Effort*
- (1) Very High Effort*

*(FOR ALL Q3 RATED 2 OR 1) Q3com Can you comment about what took more effort on your part than it should have? (Open end)

Q4 Please rate your overall satisfaction with the service you received from the Quality Payment Program on this particular question or issue.

- (5) Very Satisfied
- (4) Satisfied
- (3) Neutral
- (2) Dissatisfied
- (1) Very Dissatisfied

Thank you for your time and your help today!