

CMS 10909 - Medicaid.gov Pop-up Survey

Question Number	Current Question Version	Current Answer(s) Version	Future Question Version
Question 1	"Based on my experience on Medicaid.gov, I trust that Medicaid is working in the best interest of the American public. "	Yes/No [single select, required]	"Based on my experience on Medicaid.gov, I trust that Medicaid is working in the best interest of the American public. "
Question 2	"Which of these best describes you?"	Looking for Medicaid Information for Myself Looking for Medicaid Information for Someone Else Healthcare professional or administrative staff Government employee Academic researcher or healthcare policy analyst Other (Please specify) [open text]	"Which of these best describes you?"
Question 3	"What was the main reason you came to Medicaid.gov today? If you came for more than one reason, please pick the main one."	Medicaid eligibility or coverage information Federal policy or regulatory guidance CHIP information Data Resources for states Other (Please specify) [open text]	"What was the main reason you came to Medicaid.gov today? If you came for more than one reason, please pick the main one."
Question 4	"What about today's interaction made the difference? (Select all that apply)" **only shows if "Yes" answer to question 1	I accomplished my task The website was easy to navigate Found what I needed quickly The information was easy to understand Something else [open text]	"What about today's interaction made the difference? (Select all that apply)"

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Question 5	"What could have been better? (Select all that apply)" **only shows if "No" answer to question 1	I did not complete my task The website was difficult to navigate It took too long to do what I needed to do The information was hard to understand Something else	N/A
Question 6	"If you used the Medicaid.gov search feature, did it help you find what you were looking for today?"	Yes No Does not apply	N/A
Question 7	-	-	"How satisfied are you with your overall experience on Medicaid.gov?"
Question 8	"You told us you were dissatisfied with one or more parts of your experience. To help us improve, please tell us why. Please be specific, but protect your privacy - don't include personal information, like your phone number, address, or Social Security number."	[open text]	N/A

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Question 9	"How can we improve your overall experience on Medicaid.gov?" Please be specific, but protect your privacy - don't include personal information, like your phone number, address, or Social Security number."	[open text]	"How can we improve your overall experience on Medicaid.gov?" Please be specific, but protect your privacy - don't include personal information, like your phone number, address, or Social Security number."

Key for Desktop and Mobile			
Future Answer(s) Version	Type of Change(s) from Current to Future Version	Description of Change from Current to Future Version	Burden Implications
Yes/No (single select, required)	No change	No change	No burden implications
I Have or am Applying for Medicaid I am a Caregiver, Friend, or Family Member Healthcare Professional Government Employee Researcher or Policy Analyst None of These Apply (Please specify) [open text]	Revision to future answers	Minor wording changes to existing categories are being made based on user feedback and industry best practices	No burden implications
Medicaid eligibility or coverage information Federal policy or regulatory guidance CHIP information Data Resources for states Other (Please specify) [open text]	No change	No change	No burden implications
Accomplishing my task Website navigation Find what I need Able to understand the information Something else [open text]	Revision to future answers	Minor wording changes to existing categories are being made based on user feedback and industry best practices	No burden implications

ey for Desktop and Mobile			
Future Answer(s) Version	Type of Change(s) from Current to Future Version	Description of Change from Current to Future Version	Burden Implications
N/A	Removal	The revised wording to question 4 eliminates the need for this logic-based alternative question/answer set	No burden implications
N/A	Removal	This question/answer set is no longer necessary	No burden implications
Extremely dissatisfied Slightly dissatisfied Neither satisfied nor dissatisfied Slightly satisfied Extremely satisfied	Addition to survey - consistent with Medicaid.gov Feedback tool	This is a simple 1-5 Likert satisfaction selection, maintaining consistency across all surveys	No burden implications
N/A	Removal	This question/answer set is no longer necessary	No burden implications

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Future Answer(s) Version	Type of Change(s) from Current to Future Version	Description of Change from Current to Future Version	Burden Implications
[open text]	No change	No change	No burden implications