

My Online Services – Unmoderated Usability Test Results

Total Participants: 5

Demographics: Medicare (2), Medicaid (1), Small Group (2)

Task 1: Log in and find your claims

Participant	Success?	Time	Notes
P1	■	1:45	Needed to enlarge text size; login screen was readable.
P2	■	1:10	Found claims from dashboard easily.
P3	■	0:50	Smooth experience.
P4	■	—	Couldn't find claims; confused by icons and terminology.
P5	■	0:55	Assumed claims would be under 'Billing.'

Task 2: View details of a specific claim

- Most users could view details easily.
- Confusion around deductible info and explanation of benefits.
- Older users wanted zoom or bigger font options.

Task 3: Search for a past claim

- Only 3 of 5 users could find and use the filter.
- Participants wanted keyword or provider search.
- Date filters were unclear to some.

Task 4: Explore additional features

- Most explored ID Card, Profile, or Coverage features.
- P4 did not explore due to earlier frustration.
- Users expected to see prescription info or benefit summaries.

Final Impressions

Participant	Satisfaction (1–5)	Quote
P1	3	Good start but not easy for seniors.
P2	4	Clean layout, just want more clarity in language.
P3	4	Would use it to check claims quickly.
P4	2	Not for someone like me unless it's simplified.

P5	5	Faster than calling anyone.
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Key Findings & Recommendations

- Terminology around claims navigation was unclear to some users.
- Filtering and search features were not intuitive or visible.
- Accessibility issues: small text and poor contrast for older users.
- Users appreciated fast access to claims and digital ID card.
- Recommend clearer labels, stronger search/filter UX, and better support for accessibility.