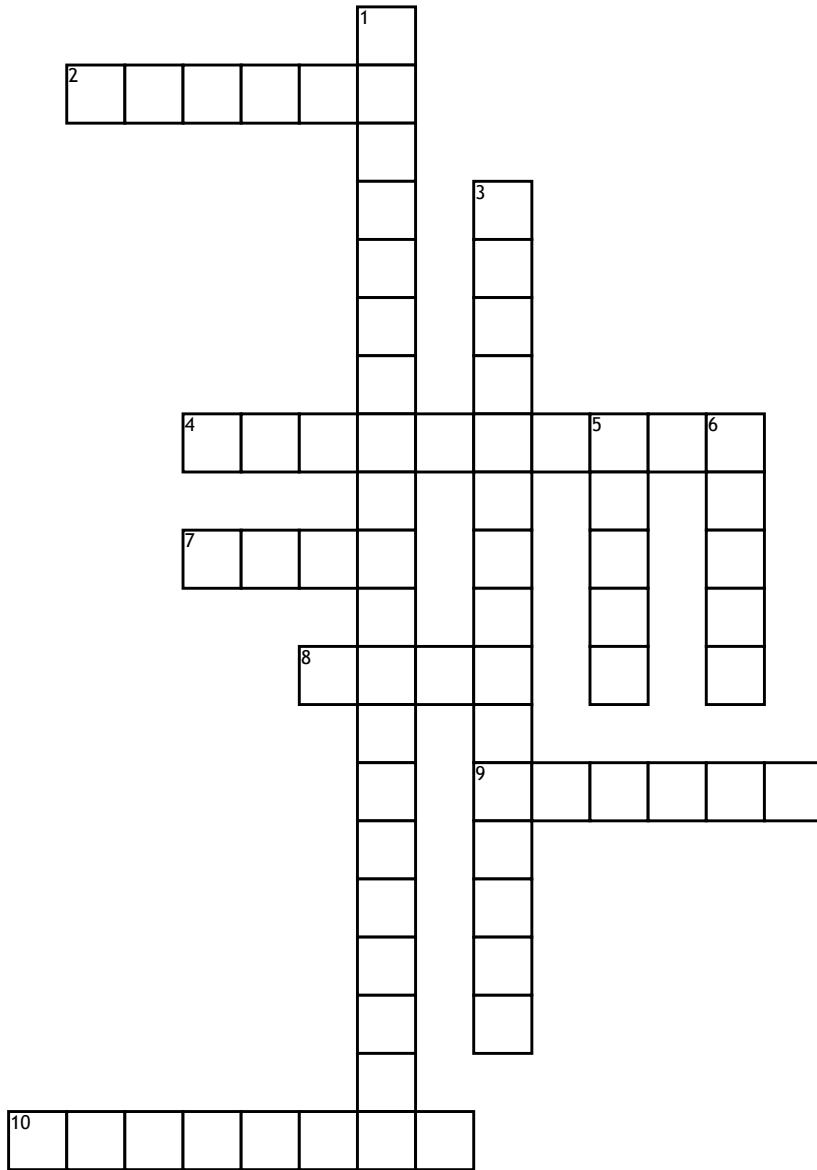


# Account Lookup Crossword



## Across

2. if you are unable to locate an account a good source to check first is the Account \_\_\_\_\_ tool (two words)
4. If account holder's information appears under Optum Health Advantage and/or Optum myCDH, apologize to the customer and let them know they were directed to the wrong \_\_\_\_\_
7. When using the account look up tool, you will need the \_\_\_\_\_ four digits of the SSN and the last name
8. What system would you search if new application forms have been received
9. What bank transferred over to MyCDH (two words)

10. When searching for an account in ITI by the SSN, what format would you use? (two words)

## Down

1. What department belongs to this phone number; 800-243-5543 (three words)
3. What number are we NOT allowed to obtain fully, ever, under any circumstances (three words)
5. When looking up an account, if you fail to ask for the full name and DOB first, and skip to asking for their full SSN this will result in an authentication \_\_\_\_\_
6. What section would you find how to work around technical issues