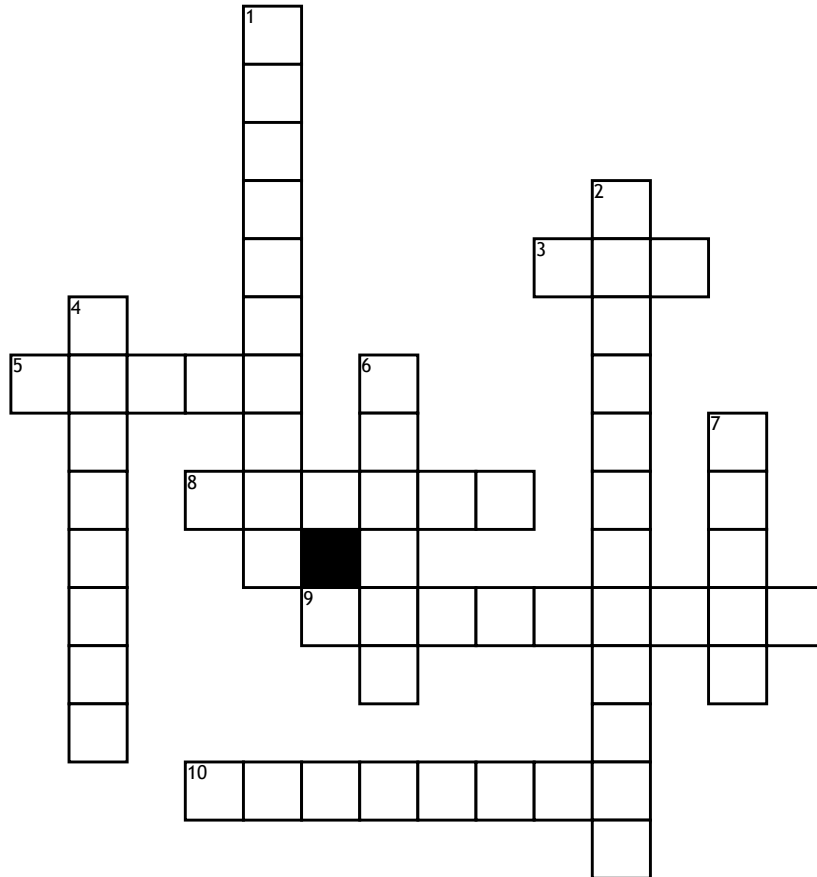


Aetna Medicare MSO



Across

3. When a member has other insurance

5. Deny the claims originally paid correctly with _____ code D04 and use rework code NQ

8. Virtual lady who's here to help if you just Ask

9. CEO

10. When a processor uses remit codes P95 (special project adjudication) and D04 (special project denial), _____ must be added to the claim for documenting the claim reprocessing.

Down

1. responds to member and provider inquires on claims already processed

2. August 21, 2017

4. SPOC for troubleshooting complex claim issues

6. A _____ has 180 days from the initial claim determination to submit a rework request

7. Your Employer