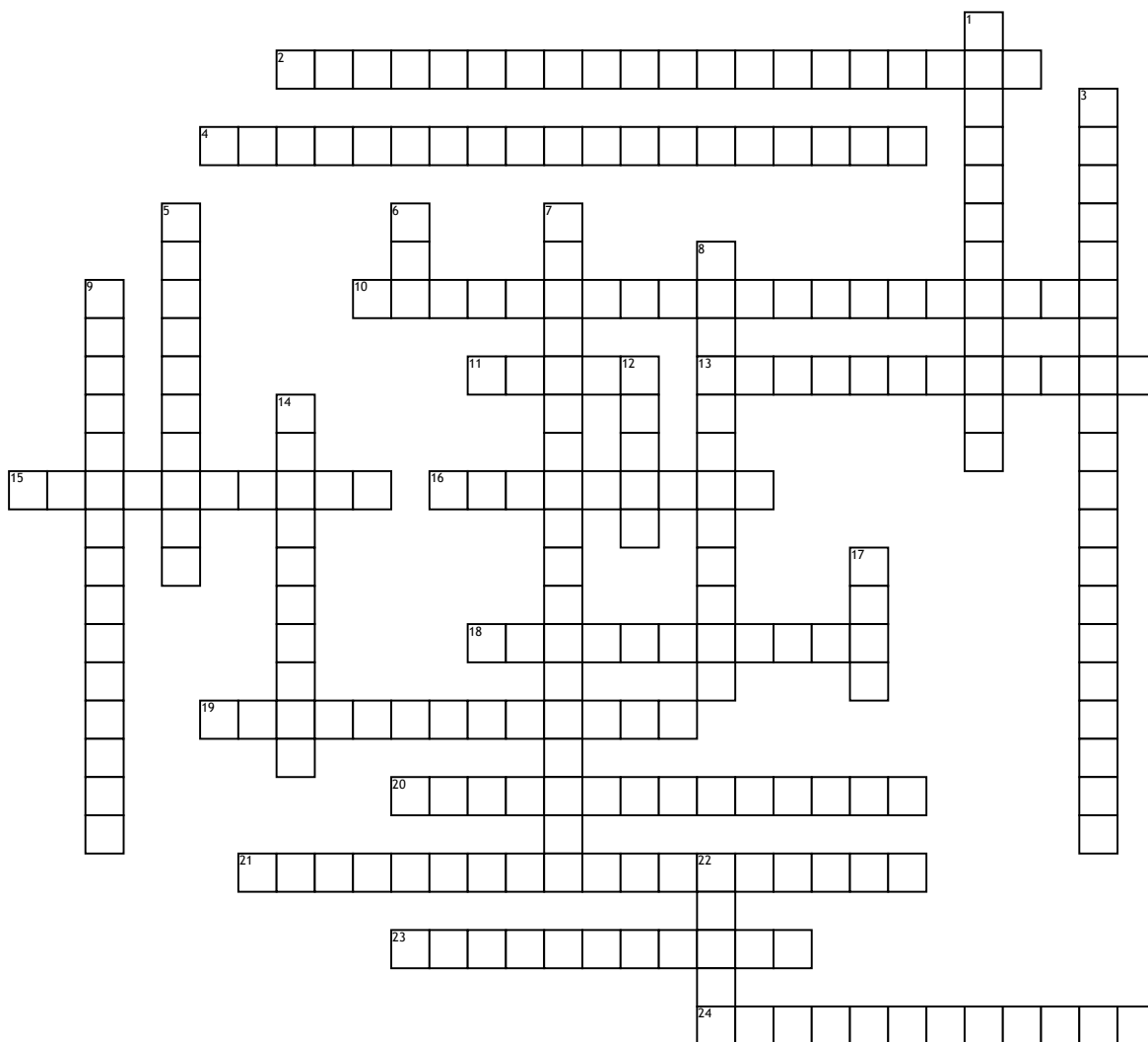


Name: _____

Date: _____

CSU Crossword



Across

2. To find out what has transpired with a request submitted in ahtu we would check this tab?
 4. We would look under this tab to find the reason for patient responsibility?
 10. You can find total charges under this tab?
 11. We use what request to correct a contractual adjustment?
 13. The name of the person who carries the insurance is?
 15. This time frame for insurance to receive and process claims?
 16. This part of Medicare is never billed through the facility?
 18. This type of insurance is used if you are injured due to occupational circumstances?

19. You click this link to find a list of all request submitted on a patients account?
 20. We use this SOP to outline which sites allow documents to be sent for good standing and bad debt accounts?
 21. You can verify the type of visit a patient has had by looking under this tab?
 23. We must use this when collecting full SSN/credit card information?
 24. This unique number is found on an insurance card to identify the patient?

Down

1. You would look here to find a list of insurance payments and adjustments?
 3. You can find patient total charges under this tab?
 5. How long should a patients be on hold before checking in?
 6. We should never provide this without patient consent?

7. If an account is in bad debt that would be listed under what field?
 8. We need to collect this from Attorney's prior to providing any account information?
 9. If we need to verify the hospitals NPI, Tax ID or Ptan we would click what link?
 12. You submit this request when a patient disputes having a particular service?
 14. Our SOP's are housed in what database?
 17. We use this request when entering a Medicare new find?
 22. Our sites uninsured discounts can be found on this SOP?