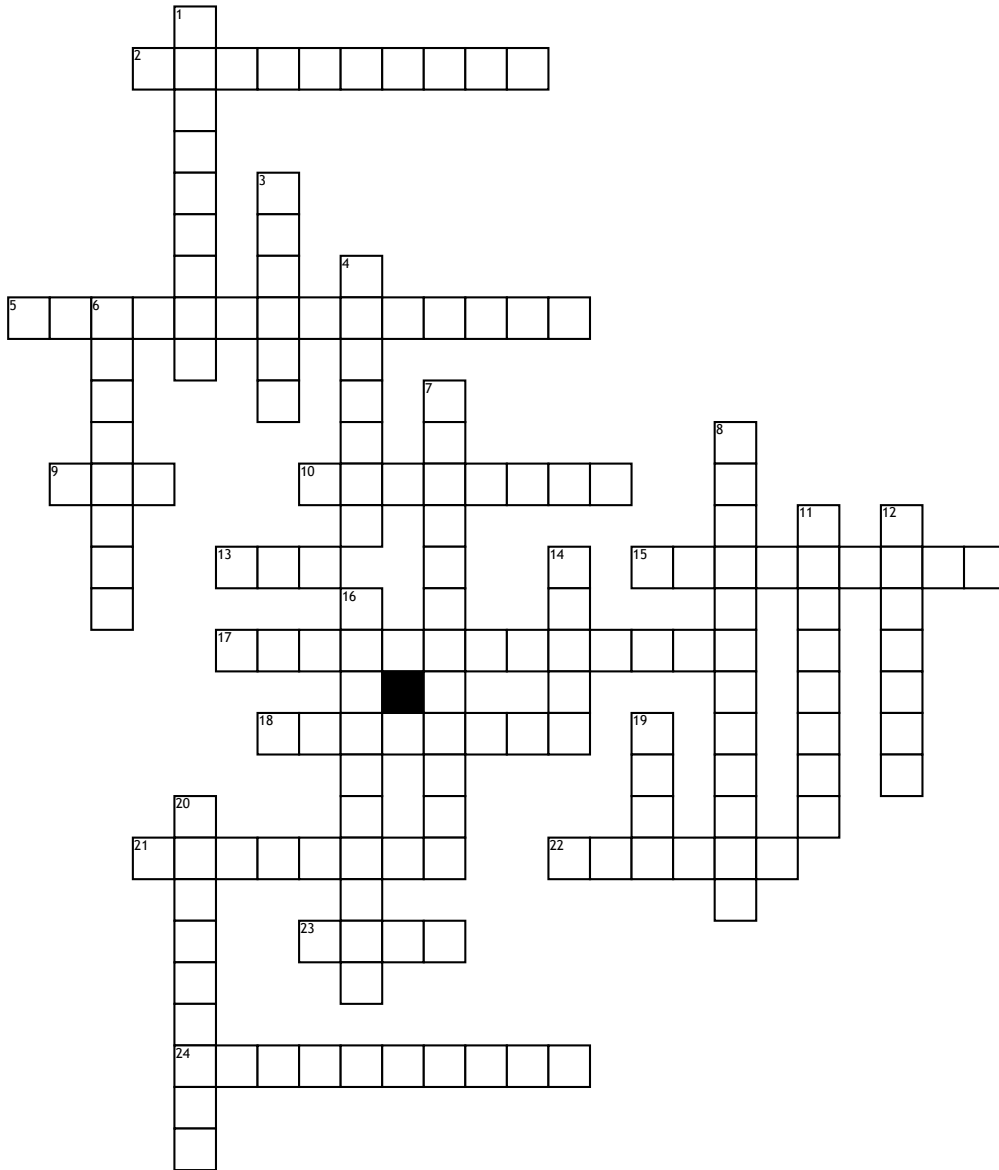


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Crossword FUN



## Across

2. Our main objective starting every call is making sure we find a clear \_\_\_\_\_.

5. Our Team completes Prior \_\_\_\_\_ on a daily basis.

9. A caller can be placed on hold for no longer than \_\_\_\_\_ minutes.

10. Before working a PA you must always read your \_\_\_\_\_ tab.

13. If you have an escalated call regarding a clinical matter you will reach out to the \_\_\_\_\_.

15. This Department we work close with handles non commercial medications. Usually rejects with the phone number 1-866-814-5506.

17. Never leave this out of a PA.

18. We do not work PA's for \_\_\_\_\_ clients.

21. We always use this tone when interacting with a caller.

22. Before working a PA you must always read your \_\_\_\_\_ notes.

23. Always check account for a \_\_\_\_\_ Secondary coverage.

24. Always offer additional \_\_\_\_\_.

## Down

1. We use this to verify which criteria form to complete.

3. If you need assistance this is who you will reach out to.

4. If unable to locate member you must leave a note on what account?

6. When we all work together to reach a common goal.

7. This number belongs to who? 1-800-324-6331

8. FA-PA criteria is dependent on patients to try and fail formulary \_\_\_\_\_.

11. A Key element in our call handling process is always expressing \_\_\_\_\_ to the caller.

12. This tool is used for non urgent issues that you can not resolve without assistance.

14. You must always \_\_\_\_\_ the call before disconnecting.

16. When entering an override we always check our \_\_\_\_\_.

19. Always \_\_\_\_\_ transfer to Customer Care.

20. Each plan has a different \_\_\_\_\_ list of medications.