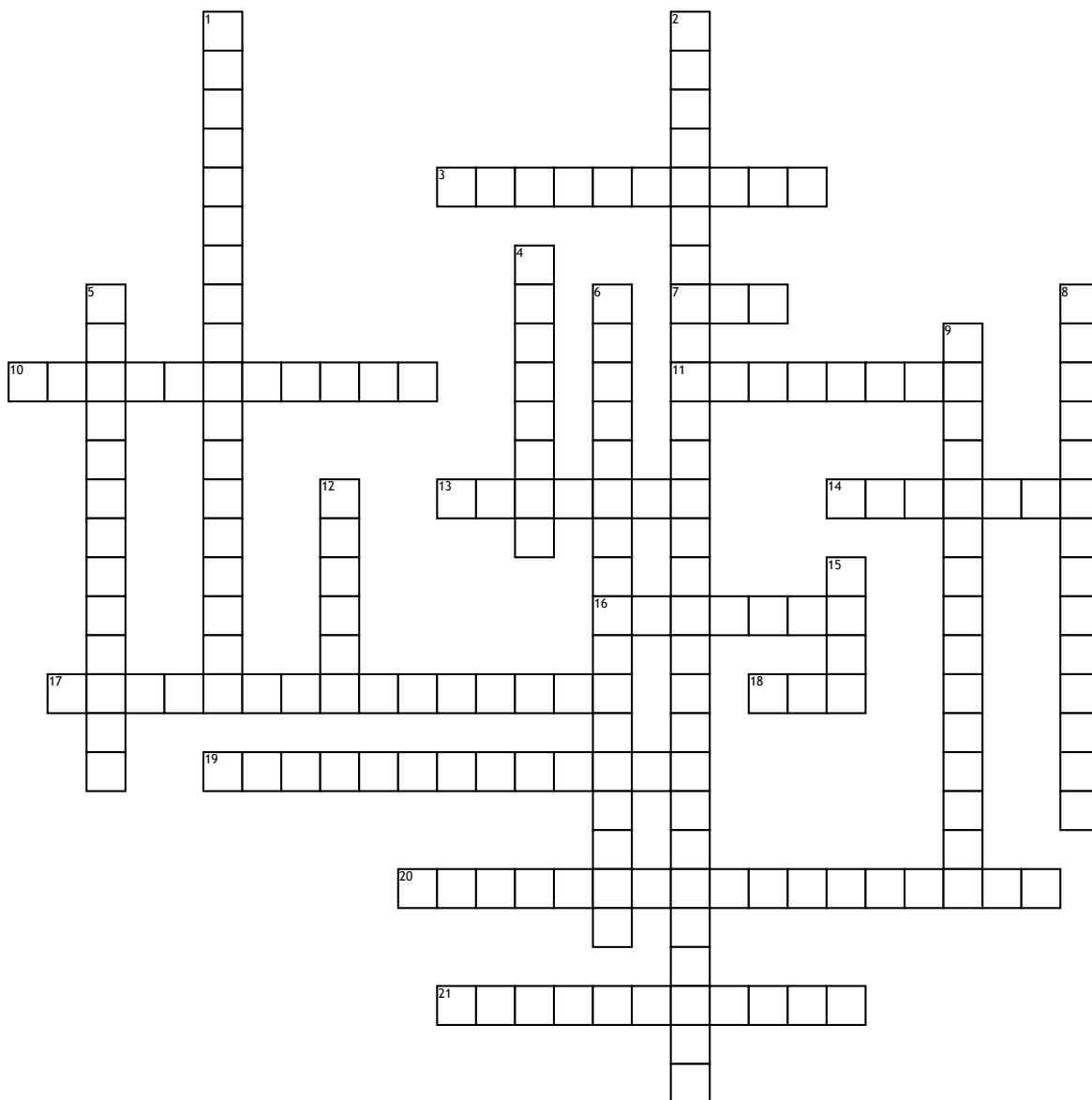


Name: \_\_\_\_\_

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

# DECS Crossword



## Across

3. What should be logged at the beginning of every call?  
 7. Who would we refer someone to if they had a complaint about the process?  
 10. What type of Jobseekers Allowance entitles free dental treatment?  
 11. What age does full time education cover for free dental treatment?  
 13. If a patient has paid at the time of treatment, who do we need an email from with the relevant information?  
 14. What else can a patient send in to show they paid for their dental treatment?  
 16. What do we log if a patient has to pay dental charge before we remove the penalty?

17. Who issues the HC2/HC3 certificates?

18. Are you entitled to free dental care in Wales if you are 23?  
 19. Name evidence a patient can send in to show they paid for their treatment?  
 20. If a direct debit has been blocked, what payment plan can you put them on instead?  
 21. What payment plan a patient set up themselves via the website?

## Down

1. Name a maternity benefit  
 2. What type of benefit entitles elderly patients to free dental treatment?  
 4. What is it called when we remove the penalty charge?

5. Name a benefit that entitles someone to free dental care

6. What type of working tax credit is criteria for a tax credit exemption?  
 8. What is an element of the criteria for a tax credit exemption certificate?  
 9. Name a benefit that would entitle someone to free dental care  
 12. What evidence do we need to see if the patient did not sign at the dentist?  
 15. Who would you email if a patient required a refund for a pcn they have paid but was entitled at the time?