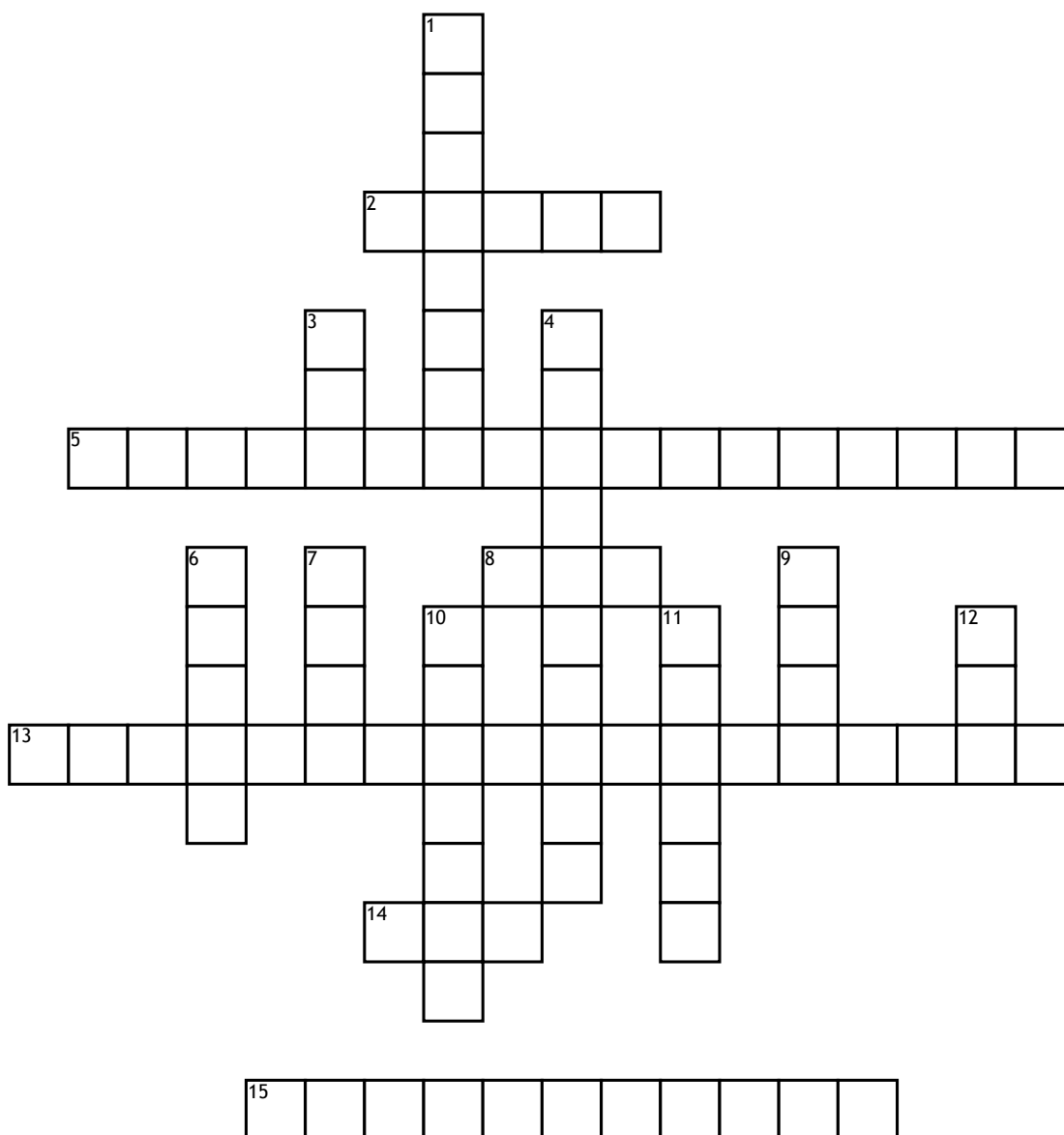


Name: \_\_\_\_\_

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

# Hot Topics: Name the System



## Across

- 2. Find AHT
- 5. Find QA scores
- 8. Genetic Testing Authorization
- 13. Take Calls
- 14. Quote benefits from
- 15. Retail Pharmacy Claims

## Down

- 1. Precertification for Physician Admin Drug
- 3. Review open inquiries
- 4. Refunds
- 6. Share Screen / Send Messages

- 7. Predetermination Review
- 9. Find Medical Policies
- 10. CSD Alerts / Daily Reminder
- 11. Locate language line
- 12. Key time off phone