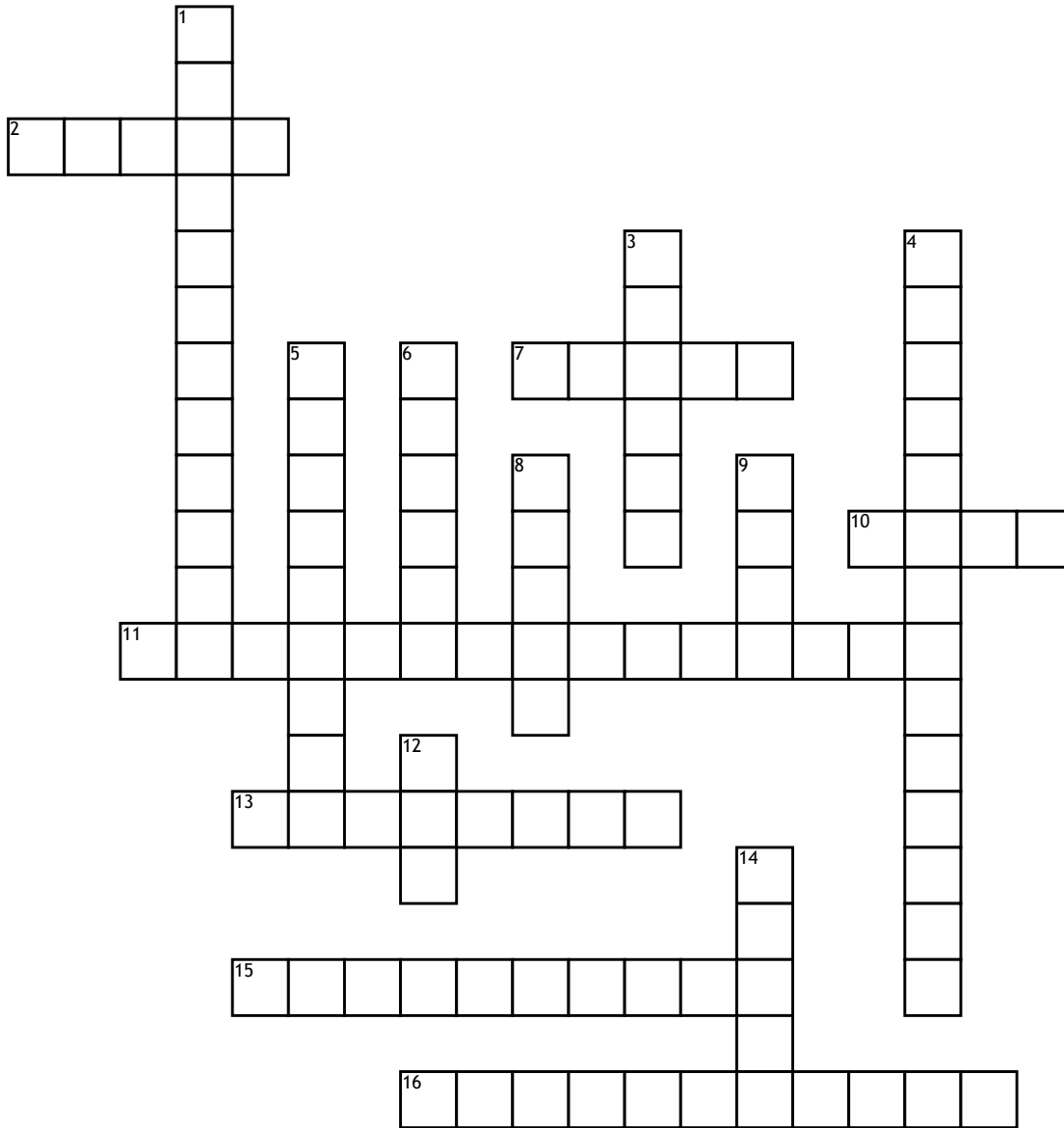


WAPMO AWARENESS WEEK



Across

- 2. Always review the member's benefit before providing a (blank) on a copay or coinsurance.
- 7. Use your (blank) and resources - DO NOT RELY ON MEMORY
- 10. What system do you use to see if a member is setup on recurring credit card method of payment.
- 11. What is the 6th step on the Call flow guide version 7?
- 13. (Blank) Accuracy, formerly known as WAPMO, measures the frequency in which we provide an accurate/complete answer.
- 15. CSR incorrectly advised a member an estimated drug cost could not be provided because they were in the (blank) stage.

- 16. CSR should advise the member the plan will pay up to \$20 for the administration fee. The member is (blank) for any amount of \$20.

Down

- 1. CSR misquoted the member would be responsible for 5% of the medication's cost while in the (blank) stage regardless of brand or generic.
- 3. CSR should have utilized the Drug Cost Estimator to complete a drug (blank) and provide an estimated drug cost.
- 4. CSR misquoted the copay for Zostavax and did not explain the (blank) fee, which occurs when the member obtains a vaccine at the doctor's office or pharmacy.
- 5. How do you spell the Production OM's first name?

- 6. ALWAYS (blank) the member's benefit before quoting drug costs.
- 8. What is the website you should use to locate lower tier alternatives for members?
- 9. All transfers to the Credit Card Processing Team should be complete as (blank) transfers.
- 12. What system is used to send Proof of Coverage letters?
- 14. Do not (blank) - when unsure of the answer or where to find it, reach out for assistance.