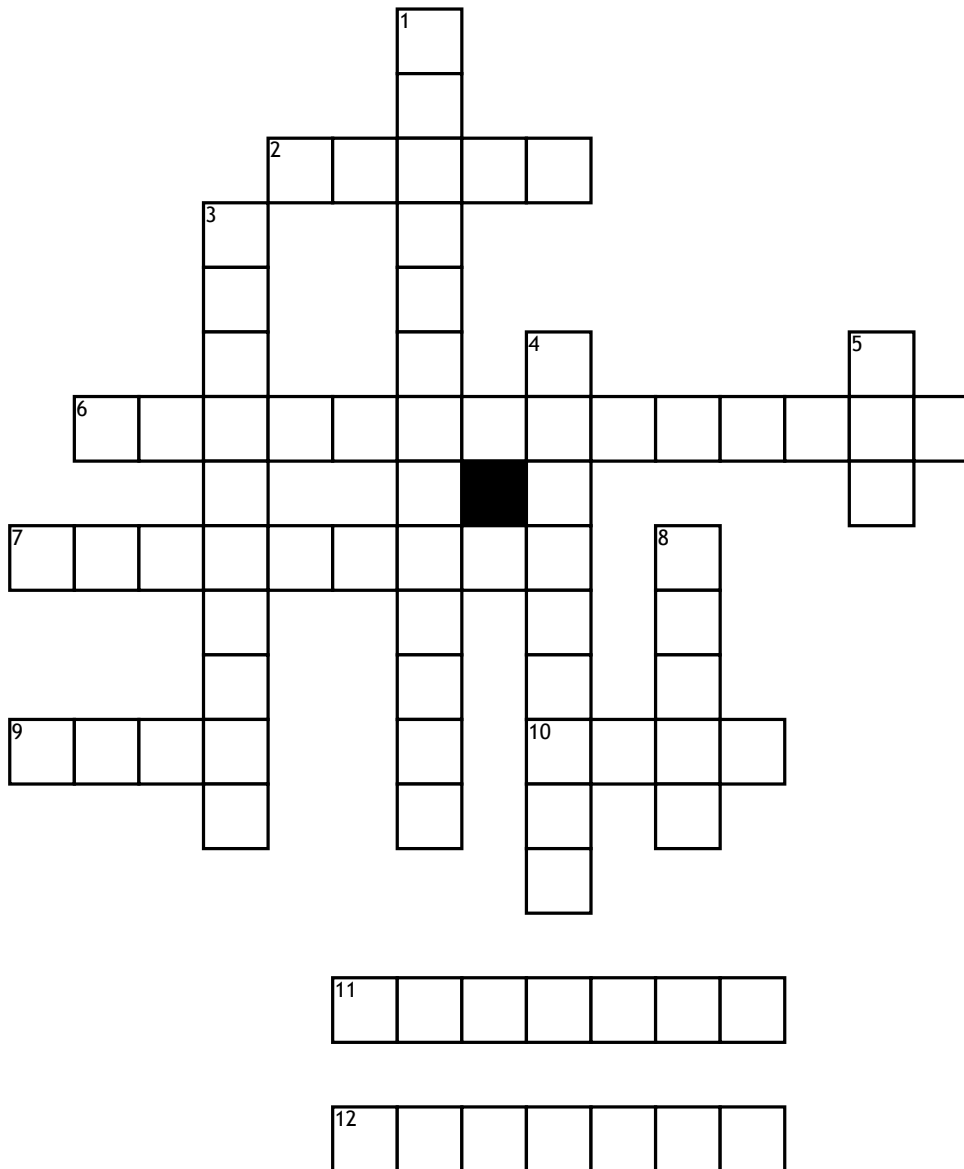


Name: _____

Date: _____

QA Crossword Challenge!



Across

2. Summary of the call that must be stated to the provider every time.
6. If you don't ask these questions you could be violating HIPAA!
7. What you greet the caller with.
9. Should be professional, consistent, and sound interested on every call.

10. Calls or accounts we do not service! We transfer!
11. Self-service utilization tool for participating providers.

12. Putting yourself in someone's shoes.

Down

1. Information of what was discussed on the call left for the next CSR.
3. The plan will pay 75% at the (?) rate?

4. An expectation given to the provider before placing them on a hold.

5. WHO IS THE BEST AGENT?

8. This should be done at the beginning of the call, when returning from hold, and at the end of the call?