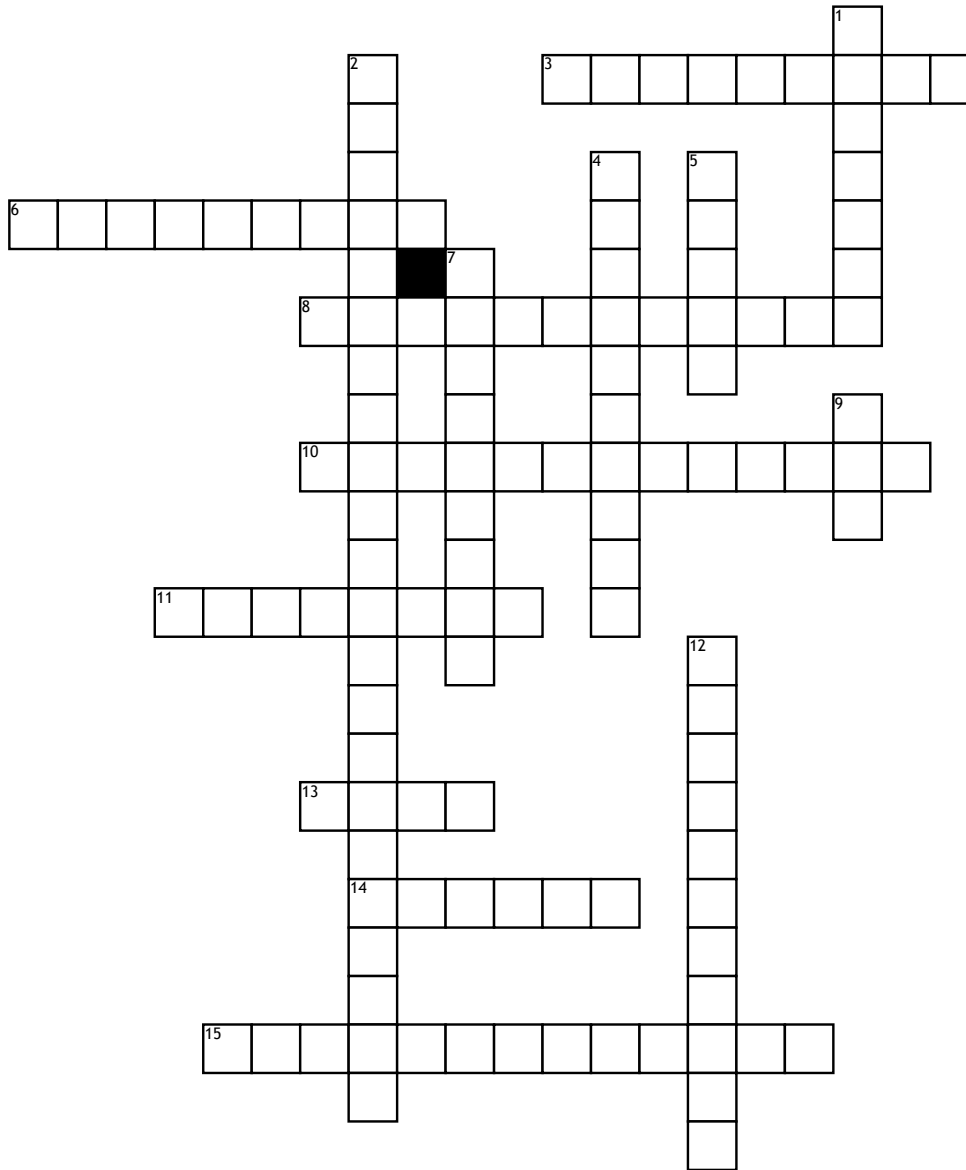


Name: _____

Date: _____

Ways of Working



Across

3. Email and _____ messages should be responded to within at least 48 Hours, but preferably 24 hours.

6. Ongoing reporting issues should be _____.

8. One of GSK's values _____

10. Each Email communication should include, at a minimum, the Gateway _____ ID in order for Gateway to initiate the investigation.

11. Example of time sensitive questions may include: Excessive _____ frustration with acquisition and approval process.

13. If the provider has opted-out of benefit summary _____ counsels, no call will be made.

14. TAT stands for: Turn-_____ - Time

15. When a Provider's Office is _____ to Gateway's attempts to collect missing information.

Down

1. _____ will fax a letter to the provider's office confirming that the enrollment form was received and is in process.

2. PRM stands for: _____.

4. _____ Team will enter basic patient demographic information from the enrollment form into the database.

5. Calls should remain _____; PRM's are asked to keep conversations to no more than 10 minutes.

7. Any patient-specific request must be _____ by the patient or the HCP.

9. The _____ is responsible for following up with the office contact, as appropriate, and until the customer's concern is resolved.

12. PRM's and Site Coordinators will use the Microsoft Outlook _____ feature which sends notifications via an automated reply to emails received during the outage timeframe.