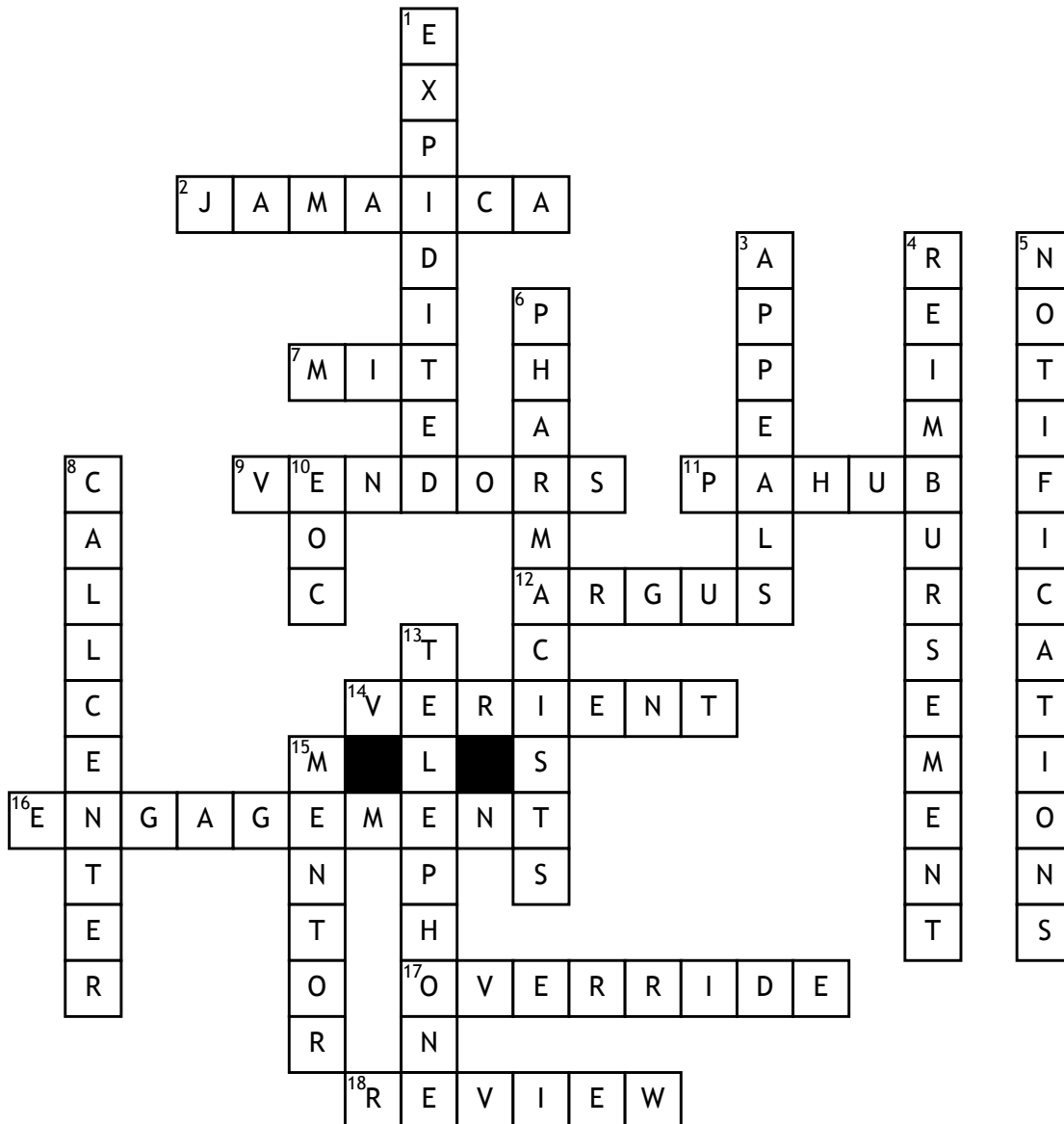


HCPR PEAK OLYMPICS



Across

2. One of our vendor sites.
 7. Team that handles medical claims.
 9. Non Humana associates that assist with members and claims.
 11. The system that we work out of the most.
 12. System used to look up previous claims.
 14. The system that generates daily schedules.
 16. The act of having fun at work.

17. Member calls for this when they need medication before vacation. It is a vacation ...
 18. Action of looking over the claim and determine if it is approved or denied.

Down

1. Means to speed up the process.
 3. Member not happy with the denial and wants the claim reviewed.
 4. Pay members back for their purchase.

5. Queue that generates a decision letter.
 6. Team that approved or denies cases based on clinical rationale, policy and CMS guidelines.
 8. Area where our most recent new hires were hired into.
 10. Case number for prior authorizations.
 13. Tool member uses to contact HCPR.
 15. Area that houses all documents.