Customer Interface

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| **Across**  **2.** Unique Member Identification Number  **4.** Demographic update  **7.** Agent of record  **11.** Payment method (not cc)  **12.** Replies received from CMS  **14.** Low Income Subsidy Codes  **15.** See comments on page for POA  **18.** Home Screen  **19.** Document control # & see the paper application  **20.** Search for member by name | **Down**  **1.** Check for other insurance  **3.** View enrollment & was member auto assigned by medicare  **5.** Task Screen  **6.** ID Card issue date  **8.** Check LEP dates  **9.** ID Card request  **10.** Annual enrollment information  **13.** Change PCP  **16.** Address history screen  **17.** Select specific plan |