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 |