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| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Customer Service Week

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|  |  |  |  |  |  |  |  |  |  |  |  |  | 2  D |  |  |  |  |  |  |
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|  |  |  | H |  |  |  | 4  P |  | 5  M |  |  |  | R |  |  |  |  |  |  |
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|  |  | 7  C | O | M | P | O | N | E | N | T |  |  | C |  | A |  |  |  |  |
|  | 8  O |  | W |  |  |  | N |  |  |  |  |  | T |  | N |  |  | 9  A |  |
|  | U |  | B |  | 10  P | A | Y | M | E | N | 11  T | C | O | D | E |  |  | L |  |
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|  | C |  | C |  |  |  | O |  | 12  C | L | S |  |  |  | H |  |  | A |  |
|  | O |  | K |  |  |  | O |  |  |  | K |  |  |  | G |  |  | O |  |
|  | M |  | T |  |  |  | 13  R | E | F | U | N | D |  | 14  P | A | R |  | X |  |
|  | E |  | H |  |  |  | E |  |  |  | O |  |  |  | R |  |  | C |  |
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|  |  |  | R |  | 15  S | T | A | T | E | M | E | N | T |  | I |  |  |  |  |
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|  |  | 16  P | A | T | H | G | R | O | U | P | L | A | B | S |  |  |  |  |  |
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| **Across**  **1.** To reset the statement cycle, change the  **7.** Z  **10.** 525  **12.** 3rd statement mailed to the patient  **13.** A credit balance most often results in this  **14.** Patient Account Rep  **15.** Mailed to patient once a month  **16.** Group 7 | **Down**  **2.** Diane Lauder  **3.** Weekly team updates emailed to the team  **4.** CSC  **5.** Medical Record Number  **6.** Customer Service Coordinator  **8.** Entered at the end of every completed call  **9.** Series of letters used to attach insurance to an invoice  **11.** Where calls are documented |