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

Customer Service Week

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|  |  |  |  | 1D |  U |  N |  N |  I |  N |  G |  L |  E |  V |  E |  L |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |  |  |  |  | 2D |  |  |  |  |  |  |
|  |  |  | 3T |  |  |  |  |  |  |  |  |  |  I |  |  |  |  |  |  |
|  |  |  |  H |  |  |  | 4P |  | 5M |  |  |  |  R |  |  |  |  |  |  |
|  |  |  |  R |  |  |  |  E |  |  R |  |  |  |  E |  | 6J |  |  |  |  |
|  |  | 7C |  O |  M |  P |  O |  N |  E |  N |  T |  |  |  C |  |  A |  |  |  |  |
|  | 8O |  |  W |  |  |  |  N |  |  |  |  |  |  T |  |  N |  |  | 9A |  |
|  |  U |  |  B |  | 10P |  A |  Y |  M |  E |  N | 11T |  C |  O |  D |  E |  |  |  L |  |
|  |  T |  |  A |  |  |  |  M |  |  |  |  A |  |  R |  |  T |  |  |  T |  |
|  |  C |  |  C |  |  |  |  O |  | 12C |  L |  S |  |  |  |  H |  |  |  A |  |
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|  |  M |  |  T |  |  |  | 13R |  E |  F |  U |  N |  D |  | 14P |  A |  R |  |  X |  |
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|  |  |  |  U |  |  |  |  |  |  |  |  T |  |  |  |  C |  |  |  |  |
|  |  |  |  R |  | 15S |  T |  A |  T |  E |  M |  E |  N |  T |  |  I |  |  |  |  |
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|  |  | 16P |  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 |