SharePoint Links

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| **Across**  **3.** This is a link to a web-based application that stores copies of correspondence sent from Delta Dental to our members and providers.  **4.** What is the name of the document use to find the correct queue when you are manually workflowing a request?  **5.** This is a handbook that processing policies and procedures have been updated (annually) to comply with the American Dental Association’s Current Dental Terminology (CDT).  **8.** A system used to view and maintain the billing and financial account information for HCR enrollees and their dependents.  **9.** What acronym can be used to access a document that allows you to crosscheck procedure codes?  **10.** Which link in SharePoint can you find an updated article/documents for special group 32BJ? | **Down**  **1.** This document should be used to check the enrollee's group information on every call.  **2.** Human Resources information for Delta Dental employees.  **6.** The main resource used to verify provider information such as address, specialty, participating status, and fees.  **7.** You can type this in your internet browser to take you to a special site for the Contact Center, but there is also a link to it on SharePoint. |