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

Who Am I

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| **Across**  **2.** I am one of the ways that you search for providers, I am not a system. Who am I?  **4.** I can tell you information regarding Medicare enrollment, I can also show you uncovered months for part D, LIS status, and tell you what Medicare plans the members have had. Who am I?  **8.** I can show you if precert is needed depending on the procedure code, type of service and depending on the state. Who a m I?  **9.** I can show you who the content owner is, provide billing and enrollment information. I can also help you verify benefit coverage. Who am I?  **10.** If you have the diagnosis code and/or procedure code I can tell you what they are. Who am I?  **13.** I can be used to send EOBs to providers and members. I can also be used to send a list of providers, forms from AETNA and other outbound correspondence (both indv and group). Who am I?  **14.** I give you most of the links to the systems that you will use, I also have helpful links and tips. Who am I?  **15.** I hold correspondence that I receive but occasionally I have some that I have sent? Who am I?  **16.** I have a twin, but we are not identical. I can show you correspondence that has been received and in some circumstances some that has been sent? Who am I?  **17.** I can help you take payments, check premiums that are due and make changes to payment methods. Who am I? | **Down**  **1.**  I can help you search by keywords, procedure codes and/or diagnosis codes to determine coverage for a treatment, procedure, or medical equipment. Who am I?  **3.** I help you find claims. I tell you how much members will pay. I can help you make updates. I can also show you who the members spoked with. Who am I?  **5.** 17. If a member needs a new ID card, I can provide a temporary one, I can also help them find providers, facilities and I can also show them claims and EOBs. Who am I?  **6.** I have precerts, I can show you when it was approved or denied. I can tell you what service were requested and who the requestor was. Who am I?  **7.** I have a lot of information from workflows, to policies, phone numbers and links. I am your main resource for information. Who am I?  **11.** I might be old school, but I can still help you find members, make changes to an account, find providers, search claims and many other things. Who am I?  **12.** I get the angry letters from members and providers. You can use me to find appeals and grievances? Who am I? |