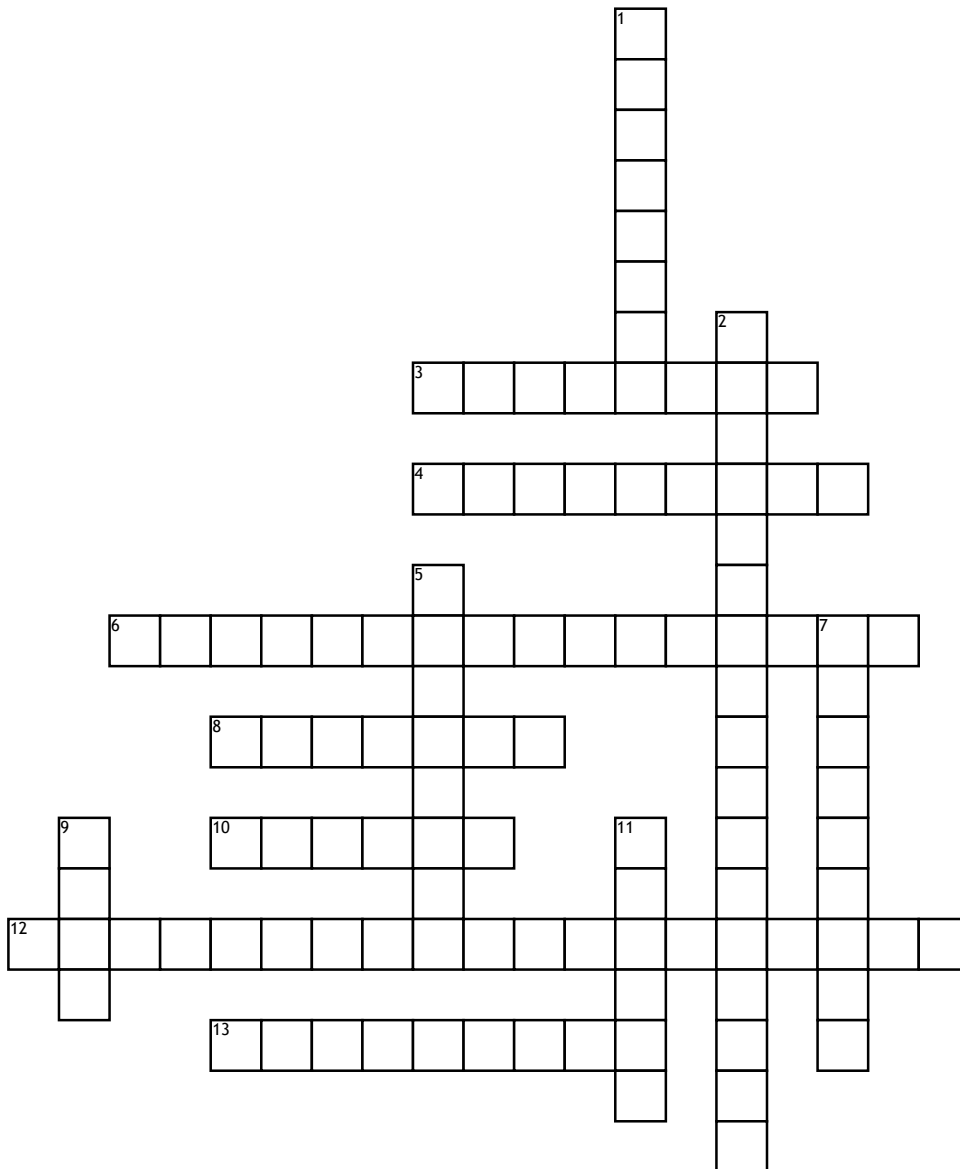


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# CMS Business



## Across

- 3. Plan that automatically comes with medical coverage
- 4. DDS that pars with DD
- 6. Calling the dentist
- 8. No sign of dissatisfaction
- 10. The The member has the right to dispute any out of pocket costs

12. Objection that needs additional research

13. Shows any dissatisfaction

## Down

- 1. Plan that member pays for that allows for additional coverage
- 2. Taking care of the issue in one call

5. A U.S. health insurance program of managed healthcare

7. A grievance or an appeal or both

9. Dual Special Needs Program

11. Owner of the plan