

Inbound Contact Center

K E T U P S I D G N I L L I B K B C O E T C N F
G N H P A R T I C I P A T I O N H L A Z O L Y K
B O T L P B E L U D E H C S E E F J S Y I K B L
A I E N I Z Y P F U M L T P B B C A S E T Y P E
E T P I K P C Z B C G C Y Z X U T T V Z G N N I
P A Z Z O K R E C R E D E N T I A L I N G I X L
Y M O E T V M I G R E E N L I G H T D D O V S O
T R C T S N N W T V C Q H F H R E D L I G H T G
Y O V A E Y B O A P P L I C A T I O N Y R H L O
A F E D L F S R M U Y B Y U F E K N V O P S E I
R N D P T L V T C I Z T W M S L O L T S S Y Y D
E I X U P N E S E M N D W L L T I S Y E J E E E
R R B C B Z T R F M T A Y M E G C L M S P L D N
C E N I C T A A I U R L T E W A E A V Z I L O T
J D Q H N I L Y W N Z E N I S S R R E L Z O C I
J I Z P I S P W C P F T S E O F H R I K Z W T F
X V W A S A M W J C R O N E E N Y E L V R L N I
Y O J R X N E M L Y B U R M A J N F D Z U I E C
U R N G F L T Q M D M A I M V R C E P F N G I A
V P Q O R H I C E B O T K T A W C R T V V H L T
E F F M Z L R O E W Y X Z U L T W H L T T T C I
L J Z E K V M R F V L M Y K D H I U S E C M X O
I Y W D A L U H T H C L L R V K E O R F C E C N
N O I T A M R O F N I T N E I L C V N N Y H U B

Provider Information
Client Information
Recredentialing
Fee Schedule
Case Number
Nomination
Case Type
Template

Logo Identification
Demographic Update
System Research
Yellow Light
Client Code
Note Entry
Red Light
Type A

Caller Information
Billing Dispute
Participation
Application
Green Light
Timeframes
Referrals
TOR