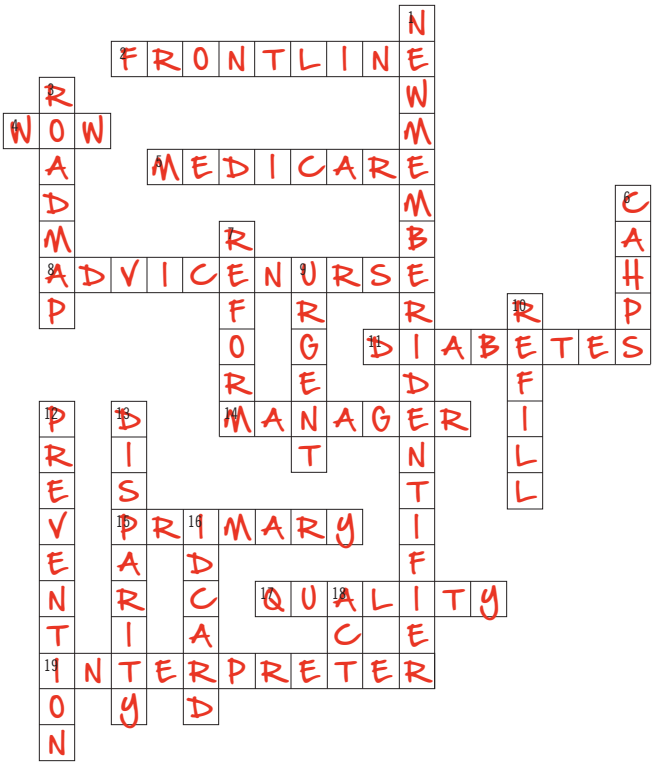
HANK 36: ANSWER KEY TO PUZZLES AND GAMES

CROSSWORD: Welcoming new members

DIRECTIONS: Do you know your new member terms? Find out by working this puzzle.



DOWN

1 KP HealthConnect™ flag for newbies (3 words)
3 LMP tool to help welcome new members (2 words)
6 Surveys that ask consumers and patients to evaluate their health plan and care
7 Reshaping health care in this country
9 Care services for non-threatening symptoms and chronic illnesses
10 What you can do on kp.org
12 How KP keeps members focused on staying well
13 Lack of equality that can lead to poorer health
16 What a KP member should carry at all times (2 words)
18 Affordable Care _____

ACROSS

2 Workers who collaborate on performance improvement
4 _____ experience
5 Federal health insurance for people over age 65
8 They answer routine and urgent questions (2 words)
11 Chronic disease that needs managing
14 My Health _____
15 These physicians come first
17 What everyone in health care is striving toward
19 24/7 help for speaking the same language

TRIVIA QUESTION

How much saliva does the average human produce daily?

One quart

WHO'S THAT PERSON?

In each issue of *Hank*, we will feature someone prominent from Kaiser Permanente on the front cover.

CAN YOU NAME THIS PERSON?

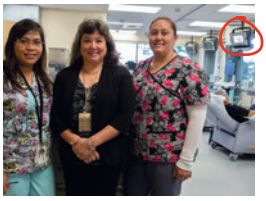
Mitchell Spellman

WHERE'S THE MISTAKE?

In each issue of *Hank*, there will be a purposeful mistake hidden somewhere in the pages. Can you find it?

YOUR ANSWER FOR THIS ISSUE:

Spider web on the TV, page 12



HEALTH CARE REFORM JEOPARDY

DIRECTIONS: Test your health care reform knowledge and have some fun, too!

1. **The term "health care reform" refers to…**
   A. The Health Care Reform Act
   B. The Affordable Care Act
   C. The Health Care Accessibility Act
   D. The Health Care Choice Act

2. **These state- or federal-run organizations are where many people can buy health care coverage:**
   A. Wellness shops
   B. Insurance portals
   C. E-care coverage shops
   D. Health insurance marketplaces (also called exchanges)

3. **Many health care reform changes that affect health plans are already in place. Other big changes are coming during this month.**
   A. January 2014
   B. February 2014
   C. November 2013
   D. December 2013

4. **Members can learn more about health care reform and how it might affect them by visiting this site.**
   A. kp.org/reform
   B. kp.org/healthcarereform
   C. kp.org/exchanges
   D. kp.org/answers

5. **As employees, we should let people know that our members get doctors, facilities, and health plans that have this unique benefit.**
   A. That can earn double reward points
   B. That have a coffee shop
   C. That offer an indoor pool
   D. That can work together as one