



AHM-250^{Q&As}

Healthcare Management: An Introduction

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QUESTION 1

Which of the following job descriptions best match the job of a telephone triage staff member?

- A. Check patient vitals, write prescriptions, administer drugs.
- B. Greet patients at the door, collect insurance information, schedule appointments, collect payments.
- C. Determine urgency of the condition, notify emergency department, schedule appointments, authorize referrals, provide self-care information.
- D. None of the above.

Correct Answer: C

QUESTION 2

Select the correct statement regarding TRICARE Extra plan options to military personnel's.

- A. Out of pocket expenses are generally high in tricare extra than TRICARE standard
- B. Enrollment is not necessary to participate in TRICARE Extra
- C. TRICARE Extra provides coordinated care managed by primary care case manager

Correct Answer: C

QUESTION 3

One distinguishing characteristic of a health maintenance organization (HMO) is that, typically, an HMO

- A. arranges for the delivery of medical care and provides, or shares in providing, the financing of that care
- B. must be organized on a not-for-profit basis
- C. may be organized as a corporation, a partnership, or any other legal entity
- D. must be federally qualified in order to conduct business in any state

Correct Answer: A

QUESTION 4

One component of information systems used by health plans incorporates membership data and information about provider reimbursement arrangements and analyzes transactions according to contract rules. This information system component is known as

- A. A contract management system



- B. A credentialing system
- C. A legacy system
- D. An interoperable communication system

Correct Answer: A

QUESTION 5

The criteria used to identify and measure healthcare quality are generally divided into three categories: structure, process, and outcomes measures. Structure measures, which relate to the nature and quality of the resources that a health plan has available

- A. length of time patients have to wait at the office to be seen by a provider
- B. percentage of plan physicians who are board-certified
- C. percentage of children receiving immunizations
- D. number of patients contracting an infection in the hospital

Correct Answer: B

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