



# AHM-540<sup>Q&As</sup>

Medical Management

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### QUESTION 1

Determine whether the following statement is true or false:

All health plans participating in the Federal Employee Health Benefits Program (FEHBP) are required to use the Consumer Assessment of Health Plans (CAHPS) to measure customer satisfaction.

- A. True
- B. False

Correct Answer: A

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### QUESTION 2

Vision care is typically separated into two categories: routine eye care and clinical eye care. The standard benefit plans offered by most health plans include coverage for 1.Routine eye care 2.Clinical eye care

- A. Both 1 and 2
- B. 1 only
- C. 2 only
- D. Neither 1 nor 2

Correct Answer: C

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### QUESTION 3

Three general categories of coverage policy--medical policy, benefits administration policy, and administrative policy--are used in conjunction with purchaser contracts to determine a health plan's coverage of healthcare services and supplies. With respect to the characteristics of the three types of coverage policy, it is correct to say that a health plan's

- A. medical policy evaluates clinical services against specific benefits language rather than against scientific evidence
- B. benefits administration policy determines whether a particular service is experimental or investigational
- C. benefits administration policy focuses on both clinical and nonclinical coverage issues
- D. administrative policy contains the guidelines to be followed when handling member and provider complaints and disputes

Correct Answer: D

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### QUESTION 4

Breanna Osborn is a case manager for a regional health plan. One component of Ms. Osborn's job is the collection



and evaluation of medical, financial, social, and psychosocial information about a member's situation. This component of Ms. Osborn's job is known as

- A. case identification
- B. case management planning
- C. healthcare coordination
- D. case assessment

Correct Answer: D

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#### QUESTION 5

For this question, if answer choices (A) through (C) are all correct, select answer choice (D). Otherwise, select the one correct answer choice.

Ways that workers' compensation health plans can help control the costs of job-related injuries and illnesses include

- A. applying strict definitions of medical necessity
- B. developing prevention and recovery programs
- C. applying out-of-network benefit reductions
- D. all of the above

Correct Answer: B

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