

1. <b>A \$15 unapplied balance remains after applying payments from a remittance advice (RA) Which of the following is the medical administrative assistant first step in reconciling the balance</b>	review the detail of line item application	12. <b>If a provider fails to report patient information regarding child abuse, the provider may be charged with which of the following</b>	misdemeanor
2. <b>The 15 year old daughter of a patient requests an HIV test. Which of the following forms of consent ensures the minors privacy</b>	informed	13. <b>In addition to a witness and the adult patient, which of the following individuals must be present for an informed consent signature</b>	provider
3. <b>After opening a report from a previous provider, which of the following is the medical administrative assistant's next step</b>	give the report to the patients current provider to review	14. <b>The individual record of the amounts owed and paid by each patient is found in which of the following</b>	patient ledger
4. <b>Before adding medical records to a patients chart, the medical administrative assistant should take which of the following actions</b>	ensure the provider has initialed reports	15. <b>Informed consent is required in which of the following situations</b>	when suturing a wound
5. <b>Before scheduling a patient for surgery, a medical administrative assistant must verify which of the following</b>	completion of pre-surgery laboratory values	16. <b>In order for a medical office to develop and maintain a current list of community resources related to patient healthcare needs, the medical administrative assistant must determine which of the following</b>	anticipated patient demographics
6. <b>A collected specimen needs to be sent to an outside laboratory. Which of the following should a medical administrative assistant take</b>	process the requisition for shipment	17. <b>In order to maintain an accurate record of medical practice payments, medical administrative assistants should enter all payments made by the facility into</b>	a disbursement journal
7. <b>A dentist office increases the cost of routine teeth cleaning. The medical administrative assistant should take which of the following action</b>	update the fee schedule	18. <b>In which of the following locations should a medical administrative assistant store valued office items, such as checkbooks, prescription pads, and access keys</b>	in a locked box
8. <b>During the patient check out procedure, a medical administrative assistant should take which of the following actions</b>	schedule a follow up appointment	19. <b>A medical administrative assistant created an invoice for the remaining percentage of an encounter fee after receiving a copayment. This portion is considered to be which of the following</b>	coinsurance
9. <b>During which of the following processes is a medical administrative assistant relieved from gaining authorization from a patient</b>	release of information for Treatment, Payment and Health Care Operations (TPO)	20. <b>A medical administrative assistant should include which of the following in the compliance plan when training new administrative assistants</b>	HIPAA compliance
10. <b>Fee schedules are based on which of the following</b>	RBRVS	21. <b>A medical administrative assistant should take which of the following actions when auditing payments made through petty cash</b>	maintain a pad of vouchers for petty cash disbursement
11. <b>For medical billing purposes, which of the following is a good practice for a medical administrative assistant to update information from established patients</b>	request verification of current patient information at each visit	22. <b>A medical administrative assistant should take which of the following actions when documenting a prescription refill</b>	date and initial the prescription refill in the patients medical record

23. <b>A new patient leaves the office because the practice does not accept his insurance. Which of the following should the medical administrative assistant take to prevent this scenario</b>	verify insurance eligibility prior to scheduling new patients	33. <b>A physician is called out of the office for an emergency while patients are in the waiting room, after informing patients, which of the following is the most appropriate way for a medical administrative assistant to manage the patients</b>	try to reschedule the patients before they leave
24. <b>An older adult patient presents to the physicians office with his adult daughter to clarify when to take his new medication. Which of the following actions should the medical administrative assistant take</b>	advise the daughter and patient that the physician will speak to them about the prescription	34. <b>A provider is running 30 minutes behind schedule because of an early morning emergency. Which of the following actions should the medical administrative assistant take to maintain effective scheduling in the office</b>	inform waiting patients that an emergency has caused a delay in the schedule and they can wait or reschedule
25. <b>Once a physician signs an advanced directive, the medical administrative assistant should have which of the following witness the signature</b>	non-affiliated individual	35. <b>A provider leaves town without leaving a contact number and coverage for patients he is treating. He is at risk for being accused of which of the following</b>	abandonment
26. <b>A patient calls and has a question about her prescription dosage and it relates to her condition. Which of the following actions is most appropriate for a medical administrative assistant to take</b>	direct the call to the triage assistant	36. <b>A providers office receives a remittance advice showing a denial code. The medical administrative assistant creates a formal written request for review of the rejected claim. The assistant should use which of the following formats</b>	claim appeal
27. <b>A patient calls into the physician's office complaining of chest pains. Which of the following is the most appropriate action for the medical administrative assistant to take</b>	advise the patient to call emergency services	37. <b>Providers should use which of the following when a procedure is excluded from the Medicare fee schedule</b>	advanced beneficiary notice (ABN)
28. <b>A patient calls the physician office and asks for her test results. Which of the following is the appropriate action for the medical administrative assistant to take</b>	set up an appointment with the physician for a medical record consult	38. <b>Several patients cancel their appointment for the day. Which of the following is the first action for the medical administrative assistant to take</b>	contact patients who are on the waiting list
29. <b>A patient presents to the physicians office with flu like symptoms. Which of the following actions should the medical administrative assistant take first</b>	ask for the patient demographic information	39. <b>A third party payer is requesting documentation to support billed services. Which of the following is the appropriate document the medical administrative assistant should forward to the third party payer</b>	notice of privacy practices (NPP)
30. <b>A patient requests a follow-up visit for an unavailable time slot. Which of the following actions is most appropriate for the medical administrative assistant to take</b>	schedule an appointment closest to the requested time slot	40. <b>When a medical administrative assistant communicates information that contains PHI which of the following means is most appropriate</b>	letter
31. <b>A patient wants to update his medical record to include medication sensitivity information he failed to provide. Which of the following actions should a medical administrative assistant take</b>	make a new entry to update the previous information	41. <b>When a medical administrative assistant makes arrangements for a staff member to attend a conference, which of the following is the most important step for keeping the office informed</b>	distribute the travel itinerary
32. <b>A physician abruptly terminates a physician-patient contract. This can lead to which of the following</b>	abandonment of the patient	42. <b>When a medical administrative assistant transmits a medical record, which of the following documents is required</b>	release of information authorization form

43. <b>When a patient requires a diagnostic procedure, which of the following is required</b>	written order from the provider	56. <b>Which of the following actions should a medical administrative assistant take to reconcile a bank deposit at the end of the day</b>	make sure the total of checks and cash equal the deposit slip amounts
44. <b>When a provider requests a patient to have a diagnostic test at a hospital, which of the following actions should the medical administrative assistant take</b>	schedule the test with the hospital	57. <b>Which of the following actions should a medical administrative assistant take when monies owed by a patient</b>	clarify the patients financial responsibility policy
45. <b>When creating a retention schedule for patient medical records, a medical administrative assistant should consult which of the following</b>	state guidelines	58. <b>Which of the following allows employees to access information regarding workplace safety</b>	right to know law
46. <b>When is it appropriate for a medical administrative assistant to use a speaker phone when listening to office voicemail</b>	when the assistant confirms patients have left the office for the day	59. <b>Which of the following describes the birthday rule</b>	the parent whose day of birth occurs earlier in the calendar year holds the primary policy for dependent children
47. <b>When is it appropriate for medical administrative assistant to release test results to a family member</b>	when the patient provides a signed release of information that identifies the family member	60. <b>Which of the following documents must a medical administrative assistant provide for a patient to submit for reimbursement</b>	encounter form
48. <b>When reviewing laboratory results a medical administrative assistant should take which of the following actions after pulling the patients chart and flagging abnormal results</b>	place the results on the provider's desk for review	61. <b>Which of the following forms is required to ensure a clean claim for an established patient</b>	encounter form
49. <b>When scheduling inpatient admission, which of the following steps should a medical administrative assistant take first</b>	obtain the physician's order	62. <b>Which of the following is a court order to mandate appearance and produce medical records for a trial</b>	subpoena duces tecum
50. <b>When should a medical administrative assistant verify third-party benefits</b>	patient ledger	63. <b>Which of the following is a data security measure to limit viewing of a patients record</b>	role-based access
51. <b>When submitting claims to third party payers, the medical administrative assistant should retrieve information from which of the following</b>	encounter form	64. <b>Which of the following is a financial report that is generated by a practice management system</b>	practice analysis
52. <b>Which is the most efficient way for a medical administrative assistant to collect payment for services</b>	collect patient due amount at the time of visit	65. <b>Which of the following is a function of a business associate under HITECH</b>	collecting delinquent accounts
53. <b>Which of the following actions is a medical administrative assistant required to take when providing PHI to authorized recipients</b>	maintain a disclosure log	66. <b>Which of the following is a medical administrative assistant's function in the audit process</b>	maintaining day sheets
54. <b>Which of the following actions is required by a patient when requesting a copy of his medical record</b>	complete a record release authorization	67. <b>Which of the following is an example of incidental disclosure</b>	having a sign in sheet detailing the reason for each patient's visit at check in
55. <b>Which of the following actions should a medical administrative assistant take if a patient has an existing workers compensation case</b>	obtain a carrier case number		

68. Which of the following is an inappropriate use of an office memo	to communicate directly with an individual	80. Which of the following is the most appropriate statement by the medical administrative assistant if a patient is unable to pay her balance	we require a payment arrangement before continuing with your care
69. Which of the following is an OSHA regulation that must be reviewed yearly to ensure compliance	bloodborne pathogen standard	81. Which of the following is the most efficient way for a medical administrative assistant to reduce the number of no-show appointments	call patients 1-2 days before a scheduled appointment
70. Which of the following is appropriate of a tickler file	to remind staff of date specific tasks	82. Which of the following is the primary reason for a medical administrative assistant to document no-shows and cancellations with less than 24 hr notice	to maintain scheduling integrity
71. Which of the following is a step in the annotation process	highlighting text	83. Which of the following is the priority action for a medical administrative assistant to take when making a financial policy change	notify all patient of the fee schedule policy change
72. Which of the following is correct about continuing education units (CEUs)	CEUs keep health professionals current with certification and renewal requirements	84. Which of the following is the purpose of a matrix	to indicate when the provider is unavailable to treat patients
73. Which of the following is required to establish medical necessity on the patient encounter form	diagnosis code	85. Which of the following is the purpose of an encounter form	to save time and improve accuracy in data entry
74. Which of the following is the appropriate procedure for a medical administrative assistant when handling a rejected health insurance claim	verify coding compliance and resubmit the claim for adjudication	86. Which of the following items indicates the improper release of PHI	breach of confidentiality
75. Which of the following is the best financial approach for a medical administrative assistant to take to minimize collection accounts	maintain current patient information	87. Which of the following letter styles is most efficient	block
76. Which of the following is the best way for a medical administrative assistant to address collection of copayment	"how would you like to pay today"	88. Which of the following must be provided to a patient on a first visit as required by HIPAA	notice of privacy practices
77. Which of the following is the best way for a medical administrative assistant to greet an established patient when entering the physicians office for an appointment	"good afternoon, Mrs. Johnson"	89. Which of the following oversees workplace safety	OSHA
78. Which of the following is the correct amount the medical administrative assistant should submit to the secondary insurance company if the encounter balance is \$360 and the patient has two plans with an 80/20 split	\$72	90. Which of the following procedures is best for a medical administrative assistant to track unpaid vendor invoices	create one file folder and mark it as unpaid invoices
79. Which of the following is the main purpose of a day sheet	to ensure accurate accounting	91. Which of the following procedures is outside the scope of practice for a medical administrative assistant	signing for court ordered subpoena issued for the office
		92. Which of the following reports is produced using practice management software	patient by procedure
		93. Which of the following should a medical administrative assistant complete if a Medicare provider believes a procedure may not be covered by Medicare	advanced beneficiary notice (ABN)

94. Which of the following should a medical administrative assistant consult to find the proper method of scheduling an appointment for a particular office	practice policy manual
95. Which of the following should a medical administrative assistant explain to new patients prior to an initial visit	the procedure to cancel re schedule and appointments
96. Which of the following should a medical administrative assistant give to a patient when scheduling a routine return visit	an appointment reminder
97. Which of the following should a referring provider verify when giving referrals	payer approval
98. Which of the following types of files should a medical administrative assistant maintain in order to remind patient of future appointments or procedures	tickler
99. Which of the following types of referrals is used in an emergent situation	stat
100. Who is responsible for obtaining preauthorization for inpatient hospitalizations	the provider performing the procedure