

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

Medical Management

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**QUESTION 1**

The paragraph below contains two pairs of terms in parentheses. Determine which term in each pair correctly completes the paragraph. Then select the answer choice containing the two terms that you have chosen.

Health plans use both internal and external standards to assess the quality of the services that they provide. (Internal / External) standards are based on information such as published industry-wide averages or best practices of recognized industry leaders. Health plans primarily rely on (internal / external) standards to evaluate healthcare services.

- A. Internal / internal
- B. Internal / external
- C. External / internal
- D. External / external

Correct Answer: D

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**QUESTION 2**

This agency's accreditation decisions are based on the results of an on-site survey of clinical and administrative systems and processes, as well as the health plan's performance on selected effectiveness of care and member satisfaction measures.

- A. American Accreditation HealthCare Commission/URAC (URAC)
- B. Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
- C. Community Health Accreditation Program (CHAP)
- D. National Committee for Quality Assurance (NCQA)

Correct Answer: D

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**QUESTION 3**

The following statement(s) can correctly be made about the scope of case management:

1. Case management incorporates activities that may fall outside a health plan's typical responsibilities, such as assessing a member's financial situation
2. Case management generally requires a less comprehensive and complex approach to a course of care than does utilization review
3. Case management is currently applicable only to medical conditions that require inpatient hospital care and are categorized as catastrophic in terms of health and/or costs

- A. All of the above
- B. 1 and 2 only

C. 2 and 3 only

D. 1 only

Correct Answer: D

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#### QUESTION 4

The BBA of 1997 allows states to provide Medicaid benefits to children through the State Children's Health Insurance Program (SCHIP). Under the terms of the BBA, states can implement SCHIP as 1.Part of their existing Medicaid programs 2.Separate commercial insurance programs

A. Both 1 and 2

B. 1 only

C. 2 only

D. Neither 1 nor 2

Correct Answer: A

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#### QUESTION 5

Among this agency's accreditation programs are accreditation for preferred provider organizations (PPOs), health plan call centers, and case management organizations. This agency classifies its standards as either "shall" standards or "should" standards.

A. American Accreditation HealthCare Commission/URAC (URAC)

B. Joint Commission on Accreditation of Healthcare Organizations (JCAHO)

C. Community Health Accreditation Program (CHAP)

D. National Committee for Quality Assurance (NCQA)

Correct Answer: A

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