



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

Medical Management

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### QUESTION 1

Access to services is an important issue for both fee-for-service (FFS) Medicaid and managed Medicaid programs. Access to services under managed Medicaid is affected by the

- A. lack of qualified providers in provider networks
- B. lack of resources necessary to establish case management programs for patients with complex conditions
- C. unstable eligibility status of Medicaid recipients
- D. inability of Medicaid recipients to change health plans or PCPs

Correct Answer: C

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### QUESTION 2

Comparing the quality of managed Medicare programs with the quality of FFS Medicare programs is often difficult. Unlike FFS Medicare, managed Medicare programs

- A. can measure and report quality only at the provider level
- B. use a single system to deliver services to all plan members
- C. provide an organizational focus for accountability
- D. can use the same performance measures for all products and plans

Correct Answer: C

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### QUESTION 3

The following statement(s) can correctly be made about utilization guidelines:

1. When developing utilization guidelines, health plans balance evidence-based criteria with experience-based criteria
2. Utilization guidelines indicate when a UR nurse should refer a decision to a physician reviewer

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

Correct Answer: A

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### QUESTION 4



To measure performance for quality management, health plans collect and analyze three types of data: financial data, clinical data, and customer satisfaction data. The following statement(s) can correctly be made about the sources of clinical data:

1. Patient surveys are the most widely used source of disease-specific clinical information
  2. Outcomes research studies sponsored by academic institutions and professional organizations have limited usefulness for particular health plans or individual providers
  3. The SF-36 and the HSQ-39 (Health Status Questionnaire) surveys address both physical and mental health status
- A. All of the above
- B. 1 and 2 only
- C. 2 and 3 only
- D. 3 only

Correct Answer: C

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#### QUESTION 5

Determine whether the following statement is true or false:

The utilization review (UR) process produces the greatest number of case management referrals.

- A. True
- B. False

Correct Answer: A

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