



AHM-540^{Q&As}

Medical Management

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QUESTION 1

Maxwell Midler's health plan operates a drug formulary that includes a typical three-tier copayment structure with required copayments of \$5, \$10, and \$25. Mr. Midler recently filled a prescription for a \$75 drug that was not included in the formulary. According to the plan's formulary copayment structure, the amount that Mr. Midler was required to pay for his prescription was

- A. \$5
- B. \$10
- C. \$25
- D. \$75

Correct Answer: C

QUESTION 2

The following statements are about health plans' complaint resolution procedures (CRPs). Three of the statements are true and one is false. Select the answer choice containing the FALSE statement.

- A. An health plan's CRPs reduce the likelihood of errors in decision making.
- B. CRPs typically provide for at least two levels of appeal for formal appeals.
- C. CRPs include only formal appeals and do not apply to informal complaints.
- D. Most complaints are resolved without proceeding through the entire CRP process.

Correct Answer: C

QUESTION 3

Many health plans use HRA to target their preventive care programs to the healthcare needs of their members. With regard to HRA, it is correct to say that

- A. Health plans rarely delegate HRA activities to external entities
- B. Health plans typically focus their HRA efforts on newly enrolled members
- C. HRA focuses on clinical data for an entire population and does not include demographic information that might identify individual members
- D. HRA is generally a reliable predictor of medical resource utilization

Correct Answer: B

QUESTION 4



DUR can be conducted prospectively, concurrently, or retrospectively. One true statement about prospective DUR is that it

- A. involves periodic audits of the medical records of a certain group of patients
- B. is based on historical data
- C. focuses on the drug therapy for a single patient rather than overall usage patterns
- D. is conducted by physicians, without input from pharmacists

Correct Answer: C

QUESTION 5

The following statements are about disease management programs. Three of the statements are true and one is false. Select the answer choice containing the FALSE statement.

- A. The focus of disease management is on responding to the needs of individual members for extensive, customized healthcare supervision.
- B. Disease management programs serve to improve both clinical and financial outcomes for healthcare services related to chronic conditions.
- C. Tools such as preventive care, self-care, and decision support programs are used to support both case management and disease management.
- D. Disease management programs apply to both diseases and medical conditions that are not diseases, such as high-risk pregnancy, severe burns, and trauma.

Correct Answer: A

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