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MULTIPLE CHOICE

1. Understanding what you read is called
   a. application.
   b. comprehension.
   c. communication.
   d. interpretation.

   ANS: B TOP: Required Skills and Interests

2. Sending and receiving information through mutually understood methods is called
   a. application.
   b. comprehension.
   c. communication.
   d. interpretation.

   ANS: C TOP: Required Skills and Interests

3. When you stick with a task until it is completed, you are
   a. diligent.
   b. reticent.
   c. obstinate.
   d. obedient.

   ANS: A TOP: Preparation

4. When you have honest, ethical, and moral principles, you are said to have
   a. objectivity.
   b. practicality.
   c. flexibility.
   d. integrity.

   ANS: D TOP: Preparation

5. If you are not influenced by personal feelings, biases, or prejudice, you have
   a. objectivity.
   b. practicality.
   c. flexibility.
   d. integrity.

   ANS: A TOP: Preparation

6. To write down important lecture facts in one's own words is called
   a. outlining.
   b. plagiarizing.
   c. documenting.
   d. paraphrasing.

   ANS: D TOP: Preparation

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7. Organizing daily responsibilities according to their importance is called
   a. colonizing.
   b. multitasking.
   c. prioritizing.
   d. categorizing.

   ANS: C TOP: Preparation

8. College entry-level skills necessary for success as a health insurance professional include all of the following, except
   a. coding.
   b. basic business math.
   c. English and grammar skills.
   d. keyboarding and computer skills.

   ANS: A TOP: Required Skills and Interests

9. Success in getting the most out of one's education and optimizing career potential facilitates
   a. lifelong learning.
   b. autonomy.
   c. career identity.
   d. individuality.

   ANS: A TOP: Preparation

10. In order to develop effective study skills, it is suggested that students generate a _____ chart.
   a. career objective
   b. time management
   c. professional education
   d. goal-oriented

   ANS: B TOP: Preparation

11. The nationally recognized job title for individuals who specialize in medical insurance claims submission is
   a. insurance billing specialist.
   b. health insurance professional.
   c. health information technician.
   d. none; there is no nationally recognized title.

   ANS: D TOP: Job Duties and Responsibilities

12. One method of enhancing one's career as a health insurance professional is to acquire
   a. certification.
   b. nationalization.
   c. legalization.
   d. specialization.

   ANS: A TOP: Your Future as a Health Insurance Professional

13. Many of those who work in healthcare say the most important reward is

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a. earning a good salary.
b. getting promoted.
c. becoming certified.
d. helping people.

ANS: D TOP: Rewards

14. Career opportunities for a health insurance professional include
a. physician's offices.
b. healthcare organizations.
c. nursing homes.
d. all of the above.

ANS: D TOP: Education

15. In this chapter, experts in generating, submitting, and tracking insurance claims are referred to as
a. medical assistants.
b. health insurance professionals.
c. medical office specialists.
d. physicians' assistants.

ANS: B TOP: Your Future as a Health Insurance Professional

16. The focus of the health insurance professional's career is
a. the insurance claim.
b. becoming certified.
c. patient account collections.
d. medical records documentation.

ANS: A TOP: Career Focus for the Health Insurance Professional

17. The newest version of HIPAA's standard for filing electronic claims is
a. CMS-1500.
b. AXC4.
c. Version 5010.
d. 4010A1.

ANS: C TOP: Electronic Claims

18. The compliance date for all covered entities to convert to the new ICD-10 diagnostic coding system was
a. 2012.
b. 2013.
c. 2015.
d. 2020.

ANS: C TOP: Electronic Claims

19. When a covered entity can clearly demonstrate the ability to successfully create and receive compliant transactions using the new 5010 version, it is said to have
a. preliminary endorsement.
b. appropriate acquisition.

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c. Level I compliance.
d. compatibility.

ANS: C TOP: Electronic Claims

MULTIPLE RESPONSE

1. Select the types of business entities that typically hire health insurance professionals. (*Select all that apply.*)
   a. Physician's or dentist's offices
   b. Law firms
   c. Nursing homes
   d. Fitness Centers
   e. Physical therapy and rehabilitation centers
   f. Insurance companies
   g. Health maintenance organizations (HMOs)
   h. Restaurants

   ANS: A, C, E, F, G TOP: What to Expect as a Health Insurance Professional

2. Select the typical job responsibilities of a health insurance specialist. (*Select all that apply.*)
   a. Scheduling appointments
   b. Performing bookkeeping and other administrative duties
   c. Explaining insurance benefits to patients
   d. Collecting laboratory specimens
   e. Adhering to each insurance carrier's guidelines
   f. Documenting all activities using correct techniques and medical terminology
   g. Keeping current on coding and compliance
   h. Assisting with procedures

   ANS: A, B, C, E, F, G TOP: Job Duties and Responsibilities

3. Name the areas of certification available to the health insurance professional. (*Select all that apply.*)
   a. Certified Medical Assistant
   b. Registered Medical Assistant
   c. Professional Association of Healthcare Coding Specialists
   d. American Academy of Professional Coders (AAPC)
   e. Certified Professional Coder (CPC)
   f. Certified Professional Coder for Hospitals (CPC-H)
   g. American Health Information Management Association (AHIMA)
   h. Certified Coding Specialist (CCS)

   ANS: A, B, C, D, E, F, G, H TOP: Certification Possibilities

4. Select the on-the-job skills that a health insurance professional should possess. (*Select all that apply.*)
   a. Pay attention to detail
   b. Be able to perform a venipuncture
   c. Work independently without supervision
   d. Understand the need for and possess a strong sense of professional ethics

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e. Understand the need for and possess strong people skills
f. Demonstrate patience and an even temperament
g. Be able to accurately perform a blood pressure
h. Be organized but flexible

ANS: A, C, D, E, F, G, H TOP: Preparation

5. Select the recommended steps listed in this chapter for pursuing and becoming successful in a career as a health insurance professional. (*Select all that apply.*)
   a. Research duties and responsibilities
   b. Enroll in a formal training program
   c. Become certified
   d. Obtain employment
   e. Learn and perform your job duties
   f. Post payments
   g. Report denied charges to coding specialist
   h. Generate and maintain an insurance log

   ANS: A, B, C, D, E, F, G, H TOP: What to Expect as a Health Insurance Professional

TRUE/FALSE

1. The ability to effectively perform one's job without direct supervision is called autonomy.

   ANS: T TOP: Job Duties and Responsibilities

2. Professional ethics are moral principles that are associated with a specific vocation.

   ANS: T TOP: Preparation

3. Advancement opportunities as a health insurance professional are relatively limited.

   ANS: F TOP: Occupational Trends and Future Outlook

4. Health insurance professionals can enhance their career by becoming certified.

   ANS: T TOP: Your Future as a Health Insurance Professional

5. The basic goal of a health insurance professional is to ensure that providers and patients get paid correctly in a timely manner.

   ANS: T TOP: Your Future as a Health Insurance Professional

6. There are as many different insurance claim forms as there are insurance companies.

   ANS: F TOP: CMS-1500 (02/12) Universal Paper Form

7. Certification is the culmination of a process of formal recognition of the competence possessed by an individual in a specific area.

   ANS: T TOP: Certification Possibilities

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8. One can typically expect to perform various duties when one becomes a health insurance professional.

   ANS: T TOP: Job Duties and Responsibilities

9. The nationally recognized title for a health insurance professional is “insurance biller/coder.”

   ANS: F TOP: Job Duties and Responsibilities

10. Computers have dramatically changed the face of health insurance.

    ANS: T TOP: Certification Possibilities

11. Health insurance professionals are currently in high demand in the United States.

    ANS: T TOP: Your Future as a Health Insurance Professional

12. HIPAA has created an opportunity for the healthcare industry to move from paper claim transactions to electronic transactions using one national standard format.

    ANS: T TOP: Occupational Trends and Future Outlook

13. Healthcare providers in this country rely heavily on health insurance professionals.

    ANS: T TOP: Occupational Trends and Future Outlook

14. CMS mandates that insurance claims be submitted electronically using a specific format; however, there are exceptions to this rule.

    ANS: T TOP: Electronic Claims

15. The change to the HIPAA transaction standards was made to better accommodate the ICD-9-CM codes.

    ANS: F TOP: Electronic Claims

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