Paperless Medical Office for Billers and Coders Using Harris CareTracker 2nd edition Tracker Test Bank

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Name:_____ Class:_____ Date:_____

Chapter 2 - Introduction to Harris CareTracker PM and EMR

True / False

1. The *Home* module contains four applications.
   a. True
   b. False

ANSWER: False
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1A - Application Operation
United States - CEHRS.1B - Practice Management.
DATE CREATED: 2/1/2017 9:33 AM
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2. The *Dashboard* is divided into four tabs.
   a. True
   b. False

ANSWER: False
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1A - Application Operation
United States - CEHRS.1B - Practice Management.
DATE CREATED: 2/1/2017 9:33 AM
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3. An appointment waitlist of patients who would like an appointment with a provider prior to their currently scheduled appointment can be generated by clicking on the *Wait List* link under the *Administration* module of the *Home* page.
   a. True
   b. False

ANSWER: False
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1A - Application Operation
United States - CEHRS.1B - Practice Management.
DATE CREATED: 2/1/2017 9:33 AM
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4. The *Verify Payments* feature can only be used for primary payments and is designed to make you aware of instances when you are paid less than the actual allowed amounts.

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Chapter 2 - Introduction to Harris CareTracker PM and EMR

a. True
b. False

ANSWER: True
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.2E - Generate patient statements.
United States - CEHRS.2F - Post payments to patient accounts at the time of visit.
United States - CEHRS.5D - Generate aging reports by guarantor or carrier.
DATE CREATED: 2/1/2017 9:33 AM
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5. You should use your internet browser's *back* button to navigate to a previous page while in Harris CareTracker PM and EMR.

a. True
b. False

ANSWER: False
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1 - Software Applications and Equipment
DATE CREATED: 2/1/2017 9:33 AM
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6. *Support Knowledge Base* is a repository of constantly updated recorded training in Harris CareTracker PM and EMR.

a. True
b. False

ANSWER: False
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1A9 - Execute software updates.
United States - CEHRS.1B4 - Provide ongoing end-user training of EHR software.
United States - CEHRS.1B5 - Provide end-use technical support of EHR software.
DATE CREATED: 2/1/2017 9:33 AM
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7. It is typical for a practice to have multiple fiscal periods open.

a. True
b. False

ANSWER: True

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POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1 - Software Applications and Equipment
DATE CREATED: 2/1/2017 9:33 AM
DATE MODIFIED: 2/1/2017 9:33 AM

8. For security reasons, it is best practice to keep the idle time set short, such as 5-10 minutes.
   a. True
   b. False
ANSWER: True
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: True / False
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1 - Software Applications and Equipment
United States - CEHRS.4C - Maintain security of Protected Health Information (PHI) in compliance with HIPAA Security Rule and facility policy.
DATE CREATED: 2/1/2017 9:33 AM
DATE MODIFIED: 2/1/2017 9:33 AM

9. "Break the glass" privileges allow an operator unlimited access to a VIP patient's information.
   a. True
   b. False
ANSWER: False
RATIONALE: "Break the glass" allows an operator only limited access to a VIP patient's information.
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: True / False
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.4A - Adhere to professional standards of care as they pertain to medical records.
United States - CEHRS.4B - Maintain confidentiality of Protected Health Information (PHI) in compliance with HIPAA Privacy Rule and facility protocol.
United States - CEHRS.4C - Maintain security of Protected Health Information (PHI) in compliance with HIPAA Security Rule and facility policy.
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Multiple Choice

10. How do you send messages within Harris CareTracker PM and Physician EMR?
    a. through company email

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b. through the *Transaction* function
c. by sending a *ToDo*
d. through inter-office mail

ANSWER: c
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1A2 - Execute EHR workflows within a health care facility (e.g., clinical and administrative protocols).
United States - CEHRS.1A7 - Perform routine EHR clinical and/or administrative tasks within a health care facility per facility protocol.
United States - CEHRS.4A - Adhere to professional standards of care as they pertain to medical records.
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11. How long is your personal password good for?
a. 90 days
b. Three days
c. 60 days
d. As long as you are working in the Harris CareTracker PM and Physician EMR training company

ANSWER: a
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1 - Software Applications and Equipment
United States - CEHRS.4C - Maintain security of Protected Health Information (PHI) in compliance with HIPAA Security Rule and facility policy.
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12. The *Dashboard* represents values that are refreshed overnight. These values are based on the provider and location selected in the batch. Which of the following is not one of the values in the *Dashboard*?
a. The value that depicts total number of patients seen each day
b. The value that indicates all open admissions
c. The value that indicates admissions with missing days
d. None of the above

ANSWER: a
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False

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NATIONAL STANDARDS: United States - CEHRS.1A - Application Operation
United States - CEHRS.1B - Practice Management.
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13. An inactive claim would be a claim that not only is unpaid, but has not had any follow-up activity for the last _____ days.

a. seven
b. 14
c. 30
d. 60

ANSWER: c
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.2D - Generate insurance verification reports.
United States - CEHRS.2E - Generate patient statements.
United States - CEHRS.5D - Generate aging reports by guarantor or carrier.
DATE CREATED: 2/1/2017 9:33 AM
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14. In what link can you see the total number of operators who worked in Harris CareTracker PM and EMR for a particular date and drill down to see which operators did what on a specific date?

a. *Inactive Claims*
b. *Batch Deposits*
c. *User Access Audits*
d. *Unbilled Claims*

ANSWER: c
POINTS: 1
DIFFICULTY: Easy
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.4A - Adhere to professional standards of care as they pertain to medical records.
United States - CEHRS.4B - Maintain confidentiality of Protected Health Information (PHI) in compliance with HIPAA Privacy Rule and facility protocol.
United States - CEHRS.4D - Detect threats to the security of electronic information.
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15. The maximum idle time in Harris CareTracker PM and EMR is _____ minutes.

a. 30
b. 60

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c. 120
d. 180

ANSWER: d
POINTS: 1
DIFFICULTY: Moderate
REFERENCES: BYP 2-7
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.4C - Maintain security of Protected Health Information (PHI) in compliance with HIPAA Security Rule and facility policy.
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16. There are system readiness requirements that must be met prior to logging in to Harris CareTracker PM and EMR. Prior to and each time that you log in and work in Harris CareTracker PM and EMR, you must first_____.

a. close all other applications
b. clear your cache
c. send a *ToDo*
d. refresh your screen

ANSWER: b
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1 - Software Applications and Equipment
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17. Where can you find recorded training sessions, live webinars, support documentation, and quick reference tools in Harris CareTracker PM and EMR?

a. *Help*
b. *Documents*
c. *Dashboard*
d. *News*

ANSWER: a
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1 - Software Applications and Equipment
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18. Which application is a communication tool used to manage *ToDo*s, *mail*, and *fax*es?

a. *Dashboard*
b. *News*
c. *Messages*
d. *ToDos*

ANSWER: c
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1 - Software Applications and Equipment
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19. What application is considered "information central" and offers you an at-a-glance summary of the activity that has taken place in the practice and lets you see what indicators need to be addressed?

a. *Dashboard*
b. *Home*
c. *News*
d. *Administration*

ANSWER: a
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1 - Software Applications and Equipment
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20. Which application is included on both the *Practice* and *Management* dashboards, displays sites that are saved as favorites, and enables you to quickly access the frequently used sites?

a. *Administration*
b. *Links*
c. *Dashboard*
d. *Home*

ANSWER: b
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1 - Software Applications and Equipment
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21. Which application is not only a fast and convenient way to keep track of all patients a provider sees during hospital rounds, but will also help boost revenue by ensuring that all services are billed for?

a. *Billing*
b. *Hospital*
c. *SNF*
d. *Admissions*

ANSWER: d
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.2G - Generate encounter forms/super bills.
United States - CEHRS.2H - Generate face/admission sheets.
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22. Claims that an insurance company has determined they will not pay for a specific reason are referred to as_____.

a. past-due accounts
b. open batch
c. denials
d. credit balance

ANSWER: c
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.2D - Generate insurance verification reports.
United States - CEHRS.2E - Generate patient statements.
United States - CEHRS.3H - Document the link between effective charting and reimbursement for procedures performed by clinicians.
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DATE MODIFIED: 2/27/2018 8:09 PM

23. A reminder to the patient to schedule a specific appointment is known as?

a. Recall
b. Open order
c. Open encounter
d. None of the above

ANSWER: a
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice

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HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1B1 - Maintain a provider database for the purpose of continuity of care.
United States - CEHRS.5A - Generate statistical reports for clinical Quality Improvement (QI) measures.
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24. Which of the following is not one of the *Management Dashboard* features?
    a. *Management* application summaries
    b. *Collection Statements*
    c. *Staff Measures*
    d. *Financial* application summaries

ANSWER: b
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1 - Software Applications and Equipment
DATE CREATED: 2/1/2017 9:33 AM
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25. Where is the *Quick Reference Guide* located?
    a. The *Admin* tab
    b. *Help*→Contents
    c. The *News* application
    d. *Help→Support*

ANSWER: b
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1B4 - Provide ongoing end-user training of EHR software.
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26. There is a *Glossary* of Harris CareTracker PM and EMR terms located in _____.
    a. *Help*
    b. *Admin*
    c. *Documents*
    d. *Training*

ANSWER: a
POINTS: 1

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DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1A12 - Access clinical vocabularies in a health information system when appropriate.
United States - CEHRS.1B4 - Provide ongoing end-user training of EHR software.
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27. Where do you go to access PDF files of all training sessions?
    a. *Help > Training > Web Training*
    b. *Help > Training > Recorded Training*
    c. *Help > Support > Support Knowledge Base*
    d. *Help > Contents*

ANSWER: c
POINTS: 1
DIFFICULTY: Difficult
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1B4 - Provide ongoing end-user training of EHR software.
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28. The *Meaningful Use* Dashboard is designed to assist providers who are participating in which incentive programs?
    a. Medicare only
    b. Medicaid only
    c. Blue Cross/Blue Shield
    d. Medicare and Medicaid

ANSWER: d
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.3A - Monitor the provider documentation for completeness and accuracy.
United States - CEHRS.3H - Document the link between effective charting and reimbursement for procedures performed by clinicians.
United States - CEHRS.5A - Generate statistical reports for clinical Quality Improvement (QI) measures.
United States - CEHRS.5C - Generate statistical reports for financial Quality Improvement (QI) measures.
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29. To access a VIP patient account you must have what type of privilege?
    a. *VIP Patient Access*
    b. *VIP Patient Access Break the Glass*
    c. a and b
    d. *Security Logs*

ANSWER: c
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.4A - Adhere to professional standards of care as they pertain to medical records.
United States - CEHRS.4B - Maintain confidentiality of Protected Health Information (PHI) in compliance with HIPAA Privacy Rule and facility protocol.
United States - CEHRS.4C - Maintain security of Protected Health Information (PHI) in compliance with HIPAA Security Rule and facility policy.
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30. From the *Operators & Roles* application you can:
    a. Add an operator
    b. Monitor operator activities
    c. Edit an existing operator's roles/override
    d. All of the above

ANSWER: d
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1 - Software Applications and Equipment
United States - CEHRS.4C - Maintain security of Protected Health Information (PHI) in compliance with HIPAA Security Rule and facility policy.
United States - CEHRS.4F - Audit compliance and report to proper enforcement officer.
DATE CREATED: 2/1/2017 9:33 AM
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31. The amount charged for each CPT® code entered into Harris CareTracker PM and EMR is determined by the_____.
    a. revenue code
    b. fee schedule
    c. HCPCS code
    d. ICD-10 code

ANSWER: b

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POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.2A - Enter coding and billing information in the EHR.
United States - CEHRS.2C - Enter diagnoses and procedural descriptions from the medical record into the EHR.
United States - CEHRS.2I - Find codes in the ICD, CPT®, and HCPCS manuals.
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32. In Harris CareTracker PM and EMR, *Resources* can be which of the following?
    a. Providers
    b. An exam room that requires a schedule
    c. A bone density scanner that requires a schedule
    d. All of the above

ANSWER: d
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1B1 - Maintain a provider database for the purpose of continuity of care.
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33. The _____is used to organize *ToDos*, *mail*, and *faxes* in the *Message Center*.
    a. *Inbox*
    b. *News* module
    c. *Queue*(s)
    d. macros

ANSWER: c
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1A7 - Perform routine EHR clinical and/or administrative tasks within a health care facility per facility protocol.
DATE CREATED: 2/1/2017 9:33 AM
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34. The _____ is a secure web-based portal that allows patients to track and manage their personal health information online.
    a. Messages application

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b. ToDos
c. Patient Portal
d. Personal Health Record

ANSWER: c
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.4A - Adhere to professional standards of care as they pertain to medical records.
United States - CEHRS.4B - Maintain confidentiality of Protected Health Information (PHI) in compliance with HIPAA Privacy Rule and facility protocol.
United States - CEHRS.4C - Maintain security of Protected Health Information (PHI) in compliance with HIPAA Security Rule and facility policy.
DATE CREATED: 10/4/2017 2:22 AM
DATE MODIFIED: 2/27/2018 8:14 PM

35. Which of the following is the way to access the *Message Center*?
a. Click on the *ToDo* icon on the name bar.
b. Click the *Home* module and then click the *Messages* tab.
c. Click the *Clinical Today* module and then click *ToDos* in the *Quick Tasks* menu.
d. All of the above

ANSWER: d
POINTS: 1
DIFFICULTY: Moderate
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1 - Software Applications and Equipment
United States - CEHRS.4A - Adhere to professional standards of care as they pertain to medical records.
DATE CREATED: 10/4/2017 2:27 AM
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Matching

Match the following activities with the definition.
a. *Operators Audit Log*
b. *Operators Log*

DIFFICULTY: Moderate
QUESTION TYPE: Matching
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.4A - Adhere to professional standards of care as they pertain to medical records.
United States - CEHRS.4C - Maintain security of Protected Health Information (PHI) in compliance with HIPAA Security Rule and facility policy.

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	United States - CEHRS.4D - Detect threats to the security of electronic information. United States - CEHRS.4E - Reconcile threats to the security of electronic information. United States - CEHRS.4F - Audit compliance and report to proper enforcement officer. United States - CEHRS.4H - Participate in internal audits of medical records (e.g., consent forms, Release of Information (ROI), signature on file).
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36. Maintains an audit trail of all actions performed in Harris CareTracker PM and EMR by each operator.
ANSWER: a
POINTS: 1

37. Tracks the number of operators that log in to Harris CareTracker PM and EMR each day.
ANSWER: b
POINTS: 1

Match the Front Office Application with its description.
a. Eligibility
b. Wait List
c. Missing Encounters
d. Visits on Hold
e. Charges on Hold

DIFFICULTY:	Moderate
QUESTION TYPE:	Matching
HAS VARIABLES:	False
NATIONAL STANDARDS:	United States - CEHRS.4A - Adhere to professional standards of care as they pertain to medical records. United States - CEHRS.4B - Maintain confidentiality of Protected Health Information (PHI) in compliance with HIPAA Privacy Rule and facility protocol. United States - CEHRS.4C - Maintain security of Protected Health Information (PHI) in compliance with HIPAA Security Rule and facility policy.
DATE CREATED:	10/4/2017 1:35 AM
DATE MODIFIED:	2/27/2018 8:15 PM

38. An appointment list of patients who would like an appointment with a provider prior to their currently scheduled appointment
ANSWER: b
POINTS: 1

39. This application displays all visits in the "Hold" status. This enables you to work and save the held visits. Held visits do not display in the *Bulk Charges* application and therefore are not billable until the *Claims Manager* screening is passed.
ANSWER: d
POINTS: 1

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40. This link ensures that all appointments scheduled in Harris CareTracker PM and EMR have a visit saved for them and that all visits saved have been turned into charges.
ANSWER: c
POINTS: 1

41. Displays all charges in the "Hold" status, making it easy to work the list to send out claims.
ANSWER: e
POINTS: 1

42. Every evening Harris CareTracker PM and EMR will automatically batch check patient eligibility for the primary insurance saved on each patient's *Demographic* record.
ANSWER: a
POINTS: 1

Match the *Application* with its description.
a. Batch level rejections
b. Open Orders
c. Batch Deposits
d. User Access Audit
e. Claims Worklist
DIFFICULTY: Moderate
QUESTION TYPE: Matching
HAS VARIABLES: False
NATIONAL STANDARDS: United States - CEHRS.1 - Software Applications and Equipment
DATE CREATED: 10/4/2017 2:35 AM
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43. In this link, you can see the total number of operators who worked in Harris CareTracker PM and EMR for a particular date, and can drill down to see which operators did what on a specific date.
ANSWER: d
POINTS: 1

44. Tests that the provider has ordered for a patient, but the practice has not received the results for.

ANSWER: b
POINTS: 1

45. This link contains all claims identified by Harris CareTracker PM and EMR as those with missing or incorrect information and will not be forwarded to the respective insurance companies until they are corrected accordingly and rebilled.
ANSWER: e
POINTS: 1

46. The total number of bank deposits made for the current month thus far displays next to this link.
ANSWER: c
POINTS: 1

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47. Application that allows you to view batch level claim rejections received from the Clearinghouse/EDI Services®.
ANSWER: a
POINTS: 1

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