

## CRCE

### Revenue Cycle Management

#### Practice Test Questions

1. List a few strategies for improving cash flow.
  
2. What are some typical causes of credit balances? And explain several implications related to both patients and payers for handling them promptly.
  
3. Explain some elements of contract negotiations that impact the revenue cycle.- Specifically what procedures should you put in place to monitor the accuracy of your insurance payments – and what do you do with that information to assist in future contract negotiations?
  
4. What is the formula for each of the following metrics?
  - a. Gross AR days
  
  - b. Net AR days
  
  - c. Days cash on hand
  
5. What are six necessary elements of a legal contract?
  
6. Match the Agency to the correct function
  - a. NLRB -allows employees unpaid leave due to serious conditions/family
  
  - b. ADA

**-law to prevent discrimination based on pregnancy or childbirth**

**c. FMLA**

**-government agency that looks into Unfair labor practices**

**d. PDA**

**-law that requirements employers to reasonable adjustments to work site To accommodate a disabled employee**

**7. Which of the following is NOT a Common Asset Control requirement?**

- a. Specific People are responsible for cash and they are bonded.**
- b. Cashiers have drawer limits and balance them weekly.**
- c. There are functionality limits.**
- d. Cash payments are recorded on numbers receipts and deposited daily.**
- e. A manager performs spot audits.**

**8. Which of these is not one of the correct OIG seven elements of a Compliance plan?**

- a. Implementing verbal policies, procedures and standards of conduct.**
- b. Designating a compliance officer and compliance committee.**
- c. Conducting effective training and education.**
- d. Developing effective lines of communication.**
- e. Conducting internal monitoring and auditing.**
- f. Enforcing standards through well-publicized disciplinary guidelines.**
- g. Responding promptly to detected offenses and undertaking corrective action.**

9. An RFP is a:

- a. Request for Prospects
- b. Request for Proposal
- c. Request for pricing
- d. Request for partner

10. Usually, Pricing is not the only criterion for selecting a vendor. Other important criteria include the ability to meet objectives in a timely manner, financial stability, well-trained personnel, and the presence of a sound compliance plan.

True

False

11. Which of the following management responsibilities involves creating opportunities for employee growth, identifying potential, offering effective feedback, valuing continuing education, coaching, supporting membership in associations and groups etc.?

- a. Hiring and firing of staff
- b. Motivation of staff
- c. Mentoring and training of staff
- d. Planning
- e. Budgeting

12. Similar to RAC audits, ZPIC audits can be performed pre-payment or post-payment.

True

False

13. Which of the following reflects the correct sequence of actions for progressive discipline?
- Probation, Verbal warning, Written warning, suspension, dismissal
  - Written warning, Verbal warning, probation, suspension, dismissal
  - Verbal warning, written warning, probation, suspension, dismissal
  - Verbal warning, written warning, suspension, probation, dismissal
14. A situation where one or more parties to an arrangement have an opportunity to exploit their position for personal or business advantage is a/an:
- Conflict of interest
  - Breach of confidentiality
  - Inappropriate relationship with a subordinate
  - Asset control failure
15. What federal agency is responsible for conducting and supporting medical research?
16. Define Fraud vs. Abuse.
17. Explain the purpose of assignment of a medical record number to a patient, and the impact of what can happen if a patient is assigned the wrong medical record number when they present for treatment.
18. Which of the following is the Main reason for having a three day bill hold?
- To ensure the patient is discharged
  - To allow the weekend to pass
  - To allow time for all charges to post
  - To allow time for the doctor to chart
  - All of the above
19. Which of the following measure how long, on average, it takes to collect revenue (without any allowances deducted) from date of discharge?
- NET AR days
  - Gross AR Days
  - Days cash on hand
  - Gross days receivable outstanding

**20. What are suggested steps for responding to an audit demand letter?**

**21. List and explain possible cause for billing backlogs.**

**22. Calculate the NET AR days with the example provided below:**

- a. Daily Revenue= 30,000,000**
- b. Bad Debt=100,000**
- c. Number of days =30**
- d. Charity=100,000**
- e. Contractual=200,000**
- f. Current AR=45,000,000**