

Name _____ Site/Dept: _____ Manager/Supervisor: _____

Workers' Compensation Quiz

1. What appointment type would you select for a new Workers' Compensation visit?
 - a. CON
 - b. IWC
 - c. WCV
 - d. ICW

2. If a referral authorization expires prior to when the patient can be scheduled, who would you contact to obtain an extension?
 - a. The Business Service Representative
 - b. The insurance department
 - c. The referring physician
 - d. The referral coordinator in the Occupational Medicine Department

3. What is the most important piece of information needed when scheduling an initial Workers' Comp visit?
 - a. Patient name
 - b. Provider name
 - c. Case number
 - d. All the above

4. It is important to include the _____ and the _____ when scheduling the Initial Workers' Compensation appointment.
 - a. Date and time
 - b. Diagnosis and expiration date of the referral
 - c. Pay type and copay amount
 - d. Private insurance information and date of birth

5. When scheduling an appointment for a follow up visit for Occupational Medicine, what information should you double check in the case?
 - a. The correct body part
 - b. The adjuster's name
 - c. The visit authorization expiration date
 - d. A and C

6. When a provider gives work restrictions for the patient, they are considered placed on _____.
 - a. Vacation
 - b. Full duty
 - c. Temporary total disability
 - d. Modified duty

7. The Authorization Field may have which of the following placed in it?

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- a. Special characters, including phone numbers
 - b. The private insurance information
 - c. The words PASSPORT or PREAUTH, the adjuster's name, or the authorization with any special characters removed.
 - d. The claim number
8. To access information in the Case screen in Advanced Web, you would:
- a. Select Patient Services and then choose Case List
 - b. Choose Schedule to access and select a Provider
 - c. Find under Tasks and select the patient
 - d. Look in Chart under the HIE
9. If possible, the _____ should be entered into the computer before the patient leaves the office.
- a. Appointment card
 - b. The opinion survey
 - c. Work status
 - d. Follow up appointment
10. When entering the status in the case screen, you must _____.
- a. Jump up and down
 - b. Enter username and location
 - c. Answer the phone
 - d. Send a bill