**POST-TEST INSTRUCTIONS**: View the recorded Webinar located at [UBO Learning Center Archived Webinars](http://health.mil/Military-Health-Topics/Business-Support/Uniform-Business-Office/UBO-Learning-Center/Archived-Webinars) and then complete all of the 10 questions below. Submit your answers via e-mail to [UBO.LearningCenter@altarum.org](mailto:UBO.LearningCenter@altarum.org) with “Answers, Post Test **“Denials Management, Establishing Best Practices*”*** in the subject line (a read receipt for your records is recommended). If at least 70% of the questions are answered correctly, you will receive a Certificate of Approval with Index Number via email. If you receive a score of 69% or lower, you will be notified via email and may review the archived Webinar and resubmit the post-test. Results may take up to five business days. If you have any questions, please submit those as well to [UBO.LearningCenter@altarum.org](mailto:UBO.LearningCenter@altarum.org).

1. Name the United States Code section that authorizes the government’s Third Party Collection Program:
2. Which step(s) in the Military Health Revenue Cycle can impact denials?
   1. Registration
   2. Clinical Encounter
   3. Inpatient and Outpatient Coding
   4. Claim generation and submission
   5. All the above
3. Why is denials management so difficult?
4. Fill in the Blank: A(n) \_\_\_\_ is a document issued by the payer stating the status of the claim; whether it is paid, suspended, rejected or denied.
5. Fill in the Blank: An electronic EOB can viewed and printed in \_\_\_\_\_\_\_\_\_\_\_ in ABACUS.
6. A soft denial can be corrected and resubmitted directly to the payer, it does not require an appeal.
   1. True
   2. False
7. Identify 3 steps necessary in establishing a denials management best practice.

\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_

1. List 3 Denial Management features in ABACUS.

\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_

1. List 3 questions to ask when speaking to a payer regarding a denied claim.

\_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_\_\_

1. List 3 recommended criteria for following up on appeals: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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