



**POST-TEST for DHA UBO and DQMC Program Webinar:  
Work Queues, Work Items, and Edit Failures**  
[broadcast 27 and 29 January 2026]

**POST-TEST INSTRUCTIONS:** View the recorded Webinar located at [UBO Learning Center Archived Webinars](#) and then complete all of the 10 questions below. Submit your answers via e-mail to [webmeeting@triafed.com](mailto:webmeeting@triafed.com) with “Answers, Post Test “**Work Queues, Work Items, and Edit Failures**” 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 [webmeeting@triafed.com](mailto:webmeeting@triafed.com).

1. Multiple Choice: The Clinically Driven Revenue Cycle (CDRC) integrates patient accounting, coding, registration, and workflows into which system?
  - a. CHCS
  - b. AHLTA
  - c. MHS GENESIS
  - d. Essentris
  
2. Multiple Choice: Which action should be taken when a guarantor is liable for charges in the NDAA 716 Review WI queue?
  - a. Apply D319
  - b. Cancel the claim
  - c. Transfer to self-pay
  - d. Apply D318 Approve NDAA 716 Review action code
  
3. True or False: Test patient encounters may require the D200 Resolve Test Patient Review action code to remove a hold.
  - a. True
  - b. False
  
4. Fill in the Blank: The purpose of the \_\_\_\_\_ queue is to review encounters for accurate Profile & Health Plan and verify whether the encounter qualifies for a patient statement.
  - a. D318
  - b. Encounters
  - c. NDAA 716 Review WI
  - d. None of the above
  
5. True or False: MTFs on the TPC contract are *not* responsible for working non-OHI encounters in applicable queues.
  - a. True
  - b. False
  
6. Multiple Choice: What is an exception-based example for an encounter-level hold?
  - a. One or multiple holds may be resent on a single FIN



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- b.** Prevent claim generation and further progression through Revenue Cycle
  - c.** Encounters may populate within defined work queues for review
  - d.** All of the above
  
- 7.** True or False: The Work Item Workbook represents DHA enterprise guidance for navigating and resolving Edit Failures and pre-billing holds.
  - a.** True
  - b.** False
  
- 8.** Fill in the Blank: The goal to resolve credit balances for billable encounters is within \_\_\_\_ days.
  - a.** 7-10
  - b.** 3-5
  - c.** 6
  - d.** 10-14
  
- 9.** Fill in the Blank: The At-Risk State-Based Queue contains \_\_\_\_ that are associated with claims that have been transmitted but are past the expected adjudication date
  - a.** Registration
  - b.** Payment
  - c.** Insurance balances
  - d.** None of the above
  
- 10.** Multiple Choice: Which queue displays transactions that are not associated with an encounter, claim, or service item and post at the account level?
  - a.** Insurance Queue
  - b.** General Accounts Receivable Queue
  - c.** At Risk Queue
  - d.** Pending Reimbursement Queue