

# Front Desk Proficiency Test - General

## INSURANCES

What is specifically required for the proper processing and intake of patients with the following types of payment in order to properly get paid for service. *You need NOT list the standard intake items (ie. Insurance card, referral, etc.)*

1. Liens
  - a. special document(s) required:
  
  - b. any special procedure?
  
2. PPO
  - a. special document(s) required:
  
  - b. any special procedure?
  
  - c. What if you are not participating with that particular plan? (3 points)
  
3. Workers Comp - Standard
  - a. any special procedure?
  
  - b. What if they are a green lien?
  
4. Auto
  - a. special document(s) required:
  
  - b. any special procedure?
  
5. Third Party Auto
  - a. special document(s) required:

b. any special procedure?

6. Medicare

a. document(s) required:

b. any special procedure?

7. POS wanting to use their PPO portion

a. special document(s) required:

b. any special procedure?

8. HMO

a. special document(s) required:

\_\_\_\_\_ /22



- If you decide to reschedule the patient how do you go about saying it? (2)

- If you decide to accommodate, what do you say? (2)

- If it's the patient's first time late, do you consider that? (2)

6. A patient calls to reschedule on the same day of their appointment.

7. A patient comes for their appointment and they "no-showed" their prior appointment.

- What do you say?

8. A patient comes for their appointment but you recognize they are not on the schedule.

- What do you say? What do you do? (2)

9. A Patient requests an earlier appointment even though he/she does not qualify medically.

- What is your immediate response? (2)

- If you accommodate the patient, how do you inform them? (2)

- What if they DEMAND it? How do you respond? What do you do? (2)

10. A patient complains that they left many messages with no return call.

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## SCHEDULING

Describe the main points to each stage during the New Patient Scheduling process. (2 points each)

1. Greeting
2. Injury/Illness
3. Payment
4. Appointment
5. Educate

\_\_\_\_\_ /10

Determine when to schedule the following patients according to their medical necessity. UP = urgent post operative, UI = urgent impaired, N = non-urgent

\_\_\_ 43 y/o male with chronic lower back pain. No mechanism of injury. Pain 4/10. No impairments.

\_\_\_ 22 y/o female with right ankle injury from soccer. Pain is severe at 9/10. Trouble sleeping, walking, standing, sitting.

\_\_\_ 72 y/o female underwent a total knee replacement 4 weeks ago. Pain is 4/10. Limpes when walking.

\_\_\_ 39 y/o male with right shoulder pain. Had surgery on it last year. Pain is 5/10. Unable to throw baseball. Has difficulty taking off his shirt but able. Pain increases when reaching overhead.

\_\_\_ 7 y/o female with lower back pain. No injury. Pain is moderate 6/10. Trouble sleeping.

\_\_\_\_\_ /5

Your name \_\_\_\_\_ Date \_\_\_\_\_

Score \_\_\_\_\_ Grand Total (out of 66 points)