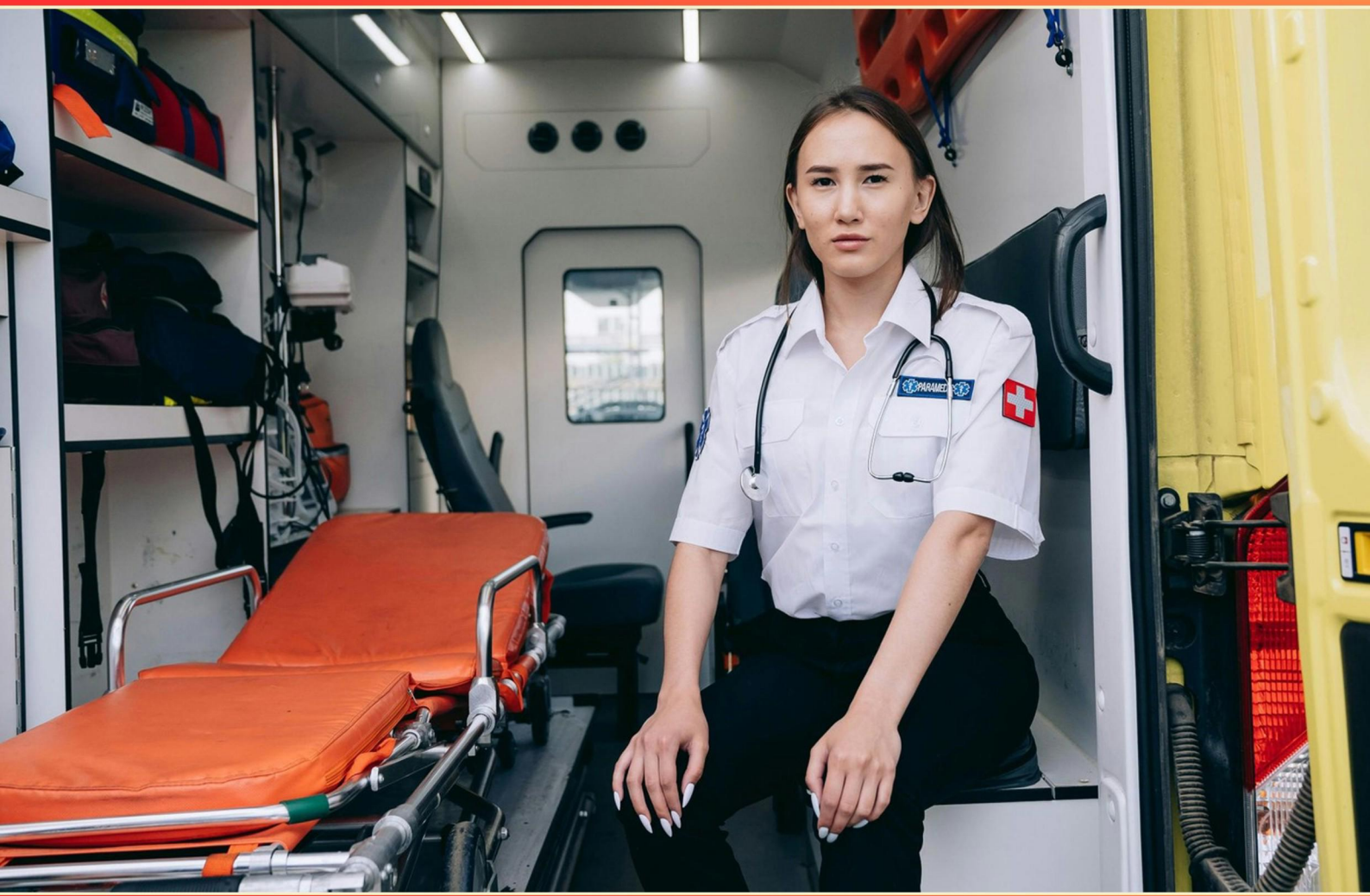
# RELIAS CASE MANAGEMENT ASSESSMENT A PRACTICE TEST (SAMPLE)

## STUDY GUIDE



## SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

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# How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

### 1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

### 2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

### 3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

### 4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

### 5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

### 6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

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# Questions

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**1. What is the purpose of referral management in case management?**

A. To oversee patient referrals to ensure timely access to necessary services
B. To monitor financial expenditures on referrals
C. To limit patient choices in specialists
D. To enhance paperwork for referrals

**2. How does case management contribute to patient safety?**

A. By complicating the care process
B. By preventing medical errors
C. By increasing patient confusion
D. By reducing collaboration among providers

**3. What is a key indicator of a successful case management intervention?**

A. Higher administrative costs
B. Improved patient outcomes and satisfaction
C. Increased paperwork burden
D. Reduced interaction with patients

**4. What is a critical component of patient advocacy in case management?**

A. Ensuring the patient's financial stability
B. Ensuring the patient's preferences and values are respected in their care
C. Ensuring the patient receives the most expensive medications
D. Ensuring the patient attends all scheduled appointments

**5. In preparation for a patient's discharge, what is a crucial aspect to re-assess?**

A. The patient's medication adherence
B. The discharge planning and patient education
C. The patient's follow-up appointment schedule
D. The patient's physical therapy needs

**6. What is the difference between primary and secondary case management?**

A. Primary focuses on overall care; secondary on specific services
B. There is no difference between them
C. Secondary is more important than primary
D. Primary is only for hospital settings

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**7. What is a primary objective of the HCAHPS survey?**

A. To assess staff performance

B. To measure patient satisfaction and experiences

C. To evaluate hospital profits

D. To track hospital readmission rates

**8. In case management, what is the significance of outcome evaluation?**

A. To meet provider expectations

B. To ensure compliance with regulatory bodies

C. To assess the effectiveness of the care plan and improve future care

D. To document patient complaints

**9. What is the role of a care coordinator in case management?**

A. To provide direct medical treatment to patients

B. To facilitate communication between all members of the healthcare team

C. To supervise patient activity in healthcare settings

D. To manage the financial aspects of patient care

**10. What does an Individualized Service Plan (ISP) represent in case management?**

A. A general plan for all patients

B. A tailored plan that outlines specific services and supports needed for a patient's unique needs

C. A budget for healthcare services

D. A collaboration between providers and insurance companies

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# Answers

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1. A
2. B
3. B
4. B
5. B
6. A
7. B
8. C
9. B
10. B

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# Explanations

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## 1. What is the purpose of referral management in case management?

A. To oversee patient referrals to ensure timely access to necessary services

B. To monitor financial expenditures on referrals

C. To limit patient choices in specialists

D. To enhance paperwork for referrals

*Referral management in case management plays a critical role in ensuring that patients receive the appropriate and timely access to necessary services. This process involves coordinating and overseeing patient referrals to specialists or other healthcare providers, which is essential for delivering comprehensive care. By managing referrals effectively, case managers can help streamline the process, minimize delays, and ensure that patients are connected with the resources they need for their health concerns. This focus on timely access is paramount in case management, as it directly impacts patient outcomes and satisfaction. When referrals are well-managed, it leads to more efficient healthcare delivery, enabling providers to address patient needs proactively rather than reactively. Furthermore, it fosters a more integrated approach to patient care, where different providers work together to support the patient's overall health journey.*

## 2. How does case management contribute to patient safety?

A. By complicating the care process

B. By preventing medical errors

C. By increasing patient confusion

D. By reducing collaboration among providers

*Case management plays a crucial role in enhancing patient safety primarily by preventing medical errors. This process involves coordinating care across various health services and providers, ensuring that patients receive appropriate, timely, and effective care tailored to their needs. One of the key functions of case management is the meticulous oversight of a patient's care plan, which includes thorough communication among healthcare professionals. This collaboration helps to ensure that all team members are aligned on the patient's treatment goals, medication regimens, and any special considerations that need to be made for the patient's unique circumstances. By focusing on clear communication and comprehensive coordination, case managers can identify potential risks, such as drug interactions or logistical errors, before they lead to adverse events. Furthermore, case managers often act as advocates for patients, ensuring that their voices are heard in the continuum of care. This advocacy role helps to bridge gaps that could otherwise lead to misunderstandings or omissions in treatment, further enhancing safety. Overall, case management minimizes the potential for medical errors through systematic oversight, collaborative planning, and active patient engagement, all of which contribute to a safer healthcare experience.*

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## 3. What is a key indicator of a successful case management intervention?

A. Higher administrative costs

B. Improved patient outcomes and satisfaction

C. Increased paperwork burden

D. Reduced interaction with patients

*A key indicator of a successful case management intervention is improved patient outcomes and satisfaction. This focuses on the core objective of case management, which is to enhance the quality of care and experience for patients. Successful case management should ideally lead to better health results, such as improved symptom management, adherence to treatment plans, and the ability to navigate healthcare services effectively. When patients report higher satisfaction, it also reflects that their needs are being met, their preferences are respected, and they feel supported throughout their care journey. This aspect is critical in evaluating the effectiveness of case management strategies, as it aligns with the goals of promoting health, preventing complications, and ensuring that individuals receive the necessary resources to manage their health effectively. In contrast, options such as higher administrative costs, increased paperwork burden, and reduced interaction with patients reflect inefficiencies or adverse outcomes that do not contribute positively to patient care or satisfaction. These factors can signify problems within the case management process rather than indicators of success.*

## 4. What is a critical component of patient advocacy in case management?

A. Ensuring the patient's financial stability

B. Ensuring the patient's preferences and values are respected in their care

C. Ensuring the patient receives the most expensive medications

D. Ensuring the patient attends all scheduled appointments

*A critical component of patient advocacy in case management is ensuring that the patient's preferences and values are respected in their care. This aspect emphasizes the importance of recognizing the individual needs and desires of patients, which is fundamental for providing patient-centered care. Advocating for a patient's preferences allows for a more personalized approach to treatment, resulting in better patient satisfaction and engagement in their own health care process. By prioritizing the patient's values, case managers not only collaborate more effectively with healthcare providers but also empower patients to be active participants in their health decisions. This aligns with the overall goal of case management, which is to coordinate care that is tailored to the patient's unique situation and promotes the best possible outcomes.*

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## 5. In preparation for a patient's discharge, what is a crucial aspect to re-assess?

A. The patient's medication adherence

B. The discharge planning and patient education

C. The patient's follow-up appointment schedule

D. The patient's physical therapy needs

*Re-assessing the discharge planning and patient education is crucial as it ensures that the patient has a clear understanding of their post-discharge care, instructions, and any ongoing treatment requirements. This step is vital in preventing readmissions and ensuring that patients are adequately prepared to manage their health after leaving the facility. Effective discharge planning not only includes revisiting the patient's education about medications and lifestyle changes but also confirming that they understand the follow-up care needed, any warning signs to watch for, and the resources available to them. Other aspects, such as medication adherence and follow-up appointment schedules, are important but fall under the broader umbrella of discharge planning and patient education. While addressing the patient's physical therapy needs is also relevant, it is part of the overall discharge strategy, which hinges on ensuring that patients receive comprehensive, understandable information about their care plan upon leaving the facility.*

## 6. What is the difference between primary and secondary case management?

A. Primary focuses on overall care; secondary on specific services

B. There is no difference between them

C. Secondary is more important than primary

D. Primary is only for hospital settings

*The distinction between primary and secondary case management is fundamentally rooted in the scope and focus of care provided. Primary case management is dedicated to overseeing the overall care of the individual. This involves comprehensive assessments, creating and implementing treatment plans, and coordinating among various services to ensure that all aspects of a person's needs are met holistically. Essentially, primary case management looks at the entirety of a patient's situation, integrating various healthcare services, emotional support, and social services as needed. On the other hand, secondary case management zeroes in on specific services or tasks that support the broader care plan. This might include specialized services such as rehabilitation therapies, mental health support, or referrals for specific medical needs. Secondary case management typically complements the primary case manager's efforts by focusing on particular areas that require additional attention, thereby enhancing the overall care coordination. In summary, primary case management emphasizes a holistic, overarching view of patient care, while secondary case management is more targeted and service-specific, allowing for the detailed attention that particular circumstances might necessitate. This understanding of the differences helps health professionals effectively collaborate to ensure comprehensive, coherent care for individuals.*

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## 7. What is a primary objective of the HCAHPS survey?

A. To assess staff performance

B. To measure patient satisfaction and experiences

C. To evaluate hospital profits

D. To track hospital readmission rates

*The primary objective of the HCAHPS survey is to measure patient satisfaction and experiences during their hospital stay. This standardized survey captures the patient's perspective on various aspects of their care, including communication with nurses and doctors, responsiveness of hospital staff, the cleanliness and quietness of the hospital environment, and the overall experience with the hospital. By focusing on patient experiences, the HCAHPS survey helps hospitals identify areas for improvement, enhance the quality of care, and ultimately improve patient outcomes. This patient-centered approach also facilitates comparisons between hospitals, as the data collected is standardized across different institutions.*

## 8. In case management, what is the significance of outcome evaluation?

A. To meet provider expectations

B. To ensure compliance with regulatory bodies

C. To assess the effectiveness of the care plan and improve future care

D. To document patient complaints

*Outcome evaluation plays a crucial role in case management by assessing the effectiveness of the care plan and identifying opportunities for improvement in future care. This process involves measuring the results of interventions and services provided to clients to determine whether the desired outcomes have been achieved. By evaluating these outcomes, case managers can gain insights into what works well and what may need adjustment, thereby enhancing the overall quality of care. This process also fosters a culture of continuous improvement, enabling case managers to adapt their strategies based on evidence and feedback. It ensures that clients receive care that is not only appropriate but also effective, ultimately leading to better health outcomes and more efficient use of resources. This assessment process goes beyond simply meeting regulatory requirements or documenting complaints; it focuses on delivering the best possible care based on the specific needs and circumstances of each client.*

## 9. What is the role of a care coordinator in case management?

A. To provide direct medical treatment to patients

B. To facilitate communication between all members of the healthcare team

C. To supervise patient activity in healthcare settings

D. To manage the financial aspects of patient care

*The role of a care coordinator in case management is primarily to facilitate communication among all members of the healthcare team. This includes connecting healthcare providers, patients, and their families to ensure that everyone is informed and aligned in terms of the patient's care plan. Effective communication is essential for coordinated care, as it helps in the smooth transition of information, reduces the likelihood of errors, and ensures that all aspects of a patient's care are integrated. By serving as a liaison, the care coordinator can help identify the needs of the patient, monitor progress, and address any barriers to care. This collaborative approach enhances the overall efficiency of healthcare delivery, supports patient engagement, and improves health outcomes. While the other options relate to important aspects of healthcare, they do not capture the primary function of a care coordinator. Providing direct medical treatment is typically performed by healthcare providers like doctors and nurses, supervising patient activity pertains more to clinical staff and management roles, and managing financial aspects involves financial coordinators or billing departments. Each of these roles plays a part in the healthcare system, yet the core responsibility of a care coordinator is centered around facilitating communication to create a cohesive care experience for the patient.*

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**10. What does an Individualized Service Plan (ISP) represent in case management?**

A. A general plan for all patients

B. A tailored plan that outlines specific services and supports needed for a patient's unique needs

C. A budget for healthcare services

D. A collaboration between providers and insurance companies

*An Individualized Service Plan (ISP) is designed to be a tailored plan that outlines specific services and supports required to meet a patient's unique needs. This personalization is essential in case management because it takes into account the individual's circumstances, preferences, and goals, ensuring that the services provided are relevant and effective for that particular person. In developing an ISP, case managers assess the individual's strengths, areas of need, and challenges, and then work collaboratively with the client and possibly their family or support network to create a plan that is actionable and focused on achieving desired outcomes. This approach enhances engagement and empowers the individual, as it reflects their voice and choices in the planning process. The other choices do not accurately capture the essence of an ISP. A general plan for all patients lacks the customization necessary for effective care. A budget for healthcare services focuses solely on financial aspects, without addressing the personal needs of the individual. Collaboration between providers and insurance companies, while important, does not sufficiently describe the patient-centered nature of an ISP.*

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# Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://reliascasemgmtassmt.examzify.com

We wish you the very best on your exam journey. You've got this!

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