

Wellcare ACT Centene Certification Exam

Questions and Answers

1. Which of the following statements about completing telephonic enrollments is FALSE? **ANS** Must include most of the required elements necessary to complete the enrollment.

2. Communication of PHI can be (Select all that apply.) **ANS** a.

Written

Electronic

Verbal

None of the above

All of the above

learnexams

3. Verbal permission granted to discuss plan details qualifies an authorized representative to complete an application on behalf of the beneficiary. **ANS** FALSE

4. You can help prevent grievances by (Select all that apply.) **ANS** a.

Always confirming availability of the beneficiary's primary and

specialist providers by using the provider search tool available on the plan's website.

b.

Always using plan materials to clearly explain plan benefits and cost (including medications) and check for understanding.

c.

Always confirming a beneficiary's intent to enroll before accepting their enrollment application.

5. What are some examples of steps that can be taken when safeguarding and securing PHI and PII?

(Select all that apply.) **ANS** a.

Shred documents that contain PHI or PII using appropriate means. b.

Never leave laptops, PHI, or PII in an unattended vehicle. c.

Do not include PHI or PII in the subject line or body of an email. d.

Secure emails that contain PHI or PII.

6. Centene requires all contracted agents to read, understand, and agree to Centene's Business Ethics and Code of Conduct Policy. **ANS** TRUE

7. Once the enrollment is completed, you can save a copy of the application for your reference. **ANS** FALSE