

Wellcare ACT Centene Exam

Questions and Answers (Verified Answers)

1. A grievance request, or any evidence concerning a grievance, must be filed orally or in writing no later than _____ calendar days from the date of the event or the date the member is made aware of the issue.

ANS 60

2. When completing an application, you should ensure that you enter the provider ID of a specialist and not a Primary Care Physician (PCP).

ANS False

3. Which of the following statements about completing telephonic enrollments is FALSE?

ANS Must include most of the required elements necessary to complete the enrollment

4. A passing score of or higher must be achieved to successfully complete this course

ANS 85%

5. To ensure accurate data entry, you should repeat the Medicare ID back to the beneficiary.

ANS True

6. Steps to take when safeguarding and securing PHI and PII include

ANS All of the Above

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7. An agent may be terminated for cause if they fail to comply with a compliance investigation, encourage others to avoid the compliance interview process, or fail to provide truthful or complete information

ANS True

8. For 2022, will no longer be a preferred pharmacy

ANS Walmart