TEST YOUR KNOWLEDGE

Designed for Front Office Professionals

1. **Why does a front desk person need to have an understanding of insurance?**
   a. Answer patients' basic questions
   b. Ensure correct demographic capture including payer information
   c. Builds trust with the patient
   d. All of the above

2. **Having a practice financial policy is important to inform patients of their expectations for payment.**
   a. True
   b. False

3. **What percent of patients will pay their bill online when prompted to do so?**
   a. 63%
   b. 70%
   c. 55%
   d. 35%

4. **More than 70% of patients are willing to pay at least some of what they owe at the point of care using a credit card.**
   a. True
   b. False

5. **Name one way to judge a patient's credit worthiness to pay:**
   _____

6. **A best practice for collections is to say, "Do you want to pay today?"**
   a. True
   b. False

7. **Eligibility and Verification of benefits tells the front office staff what?**
   a. Patient's active coverage, current co-pays, balances
   b. Deductibles and co-insurance
   c. Terminated coverage and new coverage
   d. Patient's active coverage, co-pay amounts, deductibles

8. **What percent of patients do not pay their bill because of the lack of financing options?**
   a. 37%
   b. 42%
   c. 55%
   d. 35%

9. **What is the best way to store patient credit card information?**
   a. Locked drawer in the billing office
   b. At the bank who processes your lock box payments
   c. Online in the patient account
   d. A PCI-DSS compliant vendor

10. **Why is using updated technology to help with point of service collections important?**
    a. Patients receive timely statements
    b. Reduces cost of mailing statements
    c. Potentially reduces collection efforts
    d. All of the above

[Answer Key on Next Page]

Answers:

1. d
2. a
3. b
4. b
5. Possible answers: They paid in the past; They are employed; or They have a valid address and phone on file.
6. b
7. d
8. a
9. d
10. d

💻 **5-PART FRONT DESK ONLINE TRAINING SERIES**

This phone etiquette training is the third session in a **5-part series** of front desk online sessions. Each of the upcoming trainings will drill down into a specific aspect of running a successful front desk and walk your team through exactly how to make it happen. Visit us here to learn more: https://healthcare.trainingleader.com/product/front-desk-skills-to-succeed/

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