TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Assistant Reimbursement Officer** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. OFFICE PRACTICES AND PROCEDURES (12 Questions)

Employees in this position must be able to check records to determine compliance with legal requirements, process administrative and legal forms for reimbursement, receive and distribute mail and letters, index and file reimbursement records, and maintain a tickler system for reference information on patients. Thus, this exam section is designed to test your knowledge of office practices and procedures. Specific test question topics include:

- Disseminating information;
- Mail procedures;
- Business letter preparation;
- Filing procedures.

II. COMMUNICATION SKILLS (20 Questions)

A person in this position must be able to explain schedules of changes, policies and procedures to relatives and agencies, answer non-technical questions, conduct interviews with patients and agencies to release and/or obtain reimbursement information, screen potential applicants for eligibility for state and federal benefits, and assist patients in completing required reimbursement forms. This section of the exam tests communication skills which are necessary to use to perform these critical tasks. Specific test question topics include:

- Handle individuals who are upset or hostile;
- Interviewing techniques;
- Telephone etiquette.

III. BASIC REPORT WRITING SKILLS (20 Questions)

Employees are required to prepare various types of correspondence relevant to reimbursement, review correspondence for accuracy and compliance with instructions and established practices, and complete insurance claims. The purpose of this exam section is to test your skill in basic report writing. Specific test question topics include:

- Report writing methods;
- Word definitions and spelling;
- Using correct grammar.

IV. BASIC ARITHMETRIC REASONING SKILLS (10 Questions)

Employees are expected to prepare forms indicating the appropriate adjustments made to patient's accounts. This section of the exam presents questions to test your arithmetic reasoning skills as applied to critical job tasks. Specific test question topics include

- Solving word problems;
- Calculating percentages, averages and fractions;
- Addition and subtraction.