

CCM Practice Test Questions and Answers

1. What is the primary role of a Certified Case Manager (CCM) in healthcare?

- A) Providing direct medical treatment
- B) Coordinating patient care across multiple providers
- C) Performing diagnostic procedures
- D) Managing hospital finances

2. Which of the following is a key component of the case management process?

- A) Assessment and planning
- B) Surgical procedures
- C) Laboratory testing
- D) Pharmaceutical research

3. In case management, what does "utilization review" primarily involve?

- A) Reviewing patient satisfaction surveys
- B) Evaluating the appropriateness and necessity of healthcare services
- C) Monitoring staff performance
- D) Auditing medical records for errors

4. Which ethical principle is most important in case management practice?

- A) Cost reduction
- B) Patient advocacy and autonomy
- C) Provider convenience
- D) Insurance company profits

Answers: 1-B 2-A 3-B 4-B

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