

Answering Service Practice Test Questions and Answers

1. What does HIPAA stand for?

- A) Health Insurance Portability and Accountability Act
- B) Hospital Information Privacy and Access Act
- C) Health Inpatient Privacy Assurance Agreement
- D) Healthcare Industry Protocols and Audit Act

2. What does 'after-hours answering service' mean?

- A) A service that only operates on weekends
- B) Answering calls on behalf of a client when their office is closed
- C) A premium rate call center service
- D) A service that answers calls in multiple time zones simultaneously

3. What does the ATSI Award of Excellence recognize?

- A) The highest revenue-generating answering service in a region
- B) Answering service companies that meet rigorous standards of quality and professionalism through a mystery caller evaluation
- C) Operators with the most calls handled in a year
- D) Companies with the most clients in a geographic area

4. What does the HIPAA Security Rule specifically protect?

- A) All forms of patient health information
- B) Electronic Protected Health Information (ePHI)
- C) Verbal communications between providers only
- D) Printed medical records only

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

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