

# ANCC Case Management Certification Practice Test (Sample)

## Study Guide



**Everything you need from our exam experts!**

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# Table of Contents

<b>Copyright</b> .....	<b>1</b>
<b>Table of Contents</b> .....	<b>2</b>
<b>Introduction</b> .....	<b>3</b>
<b>How to Use This Guide</b> .....	<b>4</b>
<b>Questions</b> .....	<b>5</b>
<b>Answers</b> .....	<b>8</b>
<b>Explanations</b> .....	<b>10</b>
<b>Next Steps</b> .....	<b>16</b>

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

**This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:**

## 1. Start with a Diagnostic Review

**Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.**

## 2. Study in Short, Focused Sessions

**Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.**

## 3. Learn from the Explanations

**After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.**

## 4. Track Your Progress

**Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.**

## 5. Simulate the Real Exam

**Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.**

## 6. Repeat and Review

**Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.**

**There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!**

## **Questions**

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- 1. What is the main purpose of an assessment scale in healthcare?**
  - A. To measure patient satisfaction**
  - B. To evaluate healthcare provider performance**
  - C. To assess patient needs systematically**
  - D. To determine the cost of treatment**
  
- 2. What does the FACT method in documentation stand for?**
  - A. Factual, Accurate, Complete, Timely**
  - B. Feedback, Assessment, Clarity, Timeliness**
  - C. Formal, Accurate, Correct, Timely**
  - D. Factual, Averaged, Clear, Thoughtful**
  
- 3. What is the primary purpose of Medicare Part D?**
  - A. To provide free health care to all citizens**
  - B. To offer a voluntary prescription drug benefit**
  - C. To assist with long-term care services**
  - D. To cover all medical expenses for seniors**
  
- 4. In motivational interviewing, listening with empathy is related to which part of the RULE mnemonic?**
  - A. U**
  - B. L**
  - C. R**
  - D. E**
  
- 5. What is the main task individuals face during the Intimacy vs. Isolation stage?**
  - A. Creating a stable career**
  - B. Establishing intimacy in relationships**
  - C. Becoming self-sufficient**
  - D. Experiencing personal growth**

**6. According to provision 1 of the ANA Code of Ethics, what should a nurse practice with?**

- A. Compassion and respect for dignity**
- B. Assertiveness and authority**
- C. Composure and control**
- D. Competence and efficiency**

**7. In risk assessment, what distinguishes qualitative risk assessment from other types?**

- A. Uses complex mathematical models**
- B. Quantitative data analysis**
- C. Subjective categorization of risk levels**
- D. Visual representation of risks**

**8. What does the 'F' in the FACT documentation acronym stand for?**

- A. Fictional**
- B. Factual**
- C. Flexible**
- D. Fundamental**

**9. What term describes the willful neglect by a caregiver towards a patient?**

- A. Abandonment of care**
- B. Medical malpractice**
- C. Patient negligence**
- D. Caregiver malpractice**

**10. What is the primary role of a negotiator in case management?**

- A. To handle administrative tasks**
- B. To manage health plan benefits**
- C. To advocate for patients**
- D. To conduct research on treatment methods**

## **Answers**

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1. C
2. A
3. B
4. B
5. B
6. A
7. C
8. B
9. A
10. B

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## **Explanations**

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## 1. What is the main purpose of an assessment scale in healthcare?

- A. To measure patient satisfaction**
- B. To evaluate healthcare provider performance**
- C. To assess patient needs systematically**
- D. To determine the cost of treatment**

The main purpose of an assessment scale in healthcare is to systematically assess patient needs. This approach allows healthcare providers to gather important information about a patient's health status, functioning, and any challenges they may face in their care. Through the use of a standardized scale, practitioners can ensure a thorough evaluation that covers various dimensions of a patient's well-being, facilitating the development of an individualized care plan tailored to address specific needs. In this context, systematic assessment is crucial for identifying issues that may not be immediately evident, tracking changes over time, and ensuring that all relevant factors are considered in patient management. This comprehensive assessment lays the groundwork for effective case management, ensuring resources and interventions are directed appropriately. While measuring patient satisfaction, evaluating provider performance, and determining treatment costs are important aspects of healthcare, they do not encompass the primary objective of an assessment scale, which is focused on understanding and addressing the needs of the patient.

## 2. What does the FACT method in documentation stand for?

- A. Factual, Accurate, Complete, Timely**
- B. Feedback, Assessment, Clarity, Timeliness**
- C. Formal, Accurate, Correct, Timely**
- D. Factual, Averaged, Clear, Thoughtful**

The FACT method in documentation stands for Factual, Accurate, Complete, and Timely. This framework is essential in case management and healthcare documentation as it emphasizes the importance of creating records that are not only factual but also reflective of the actual conditions and events. Being factual means that the documentation must capture what's true and verifiable rather than subjective interpretations. Accuracy ensures that all details are correct, reducing the likelihood of misunderstandings or errors in patient care. Completeness indicates that all necessary information is included, providing a holistic view of the patient's status and needs. Lastly, timeliness refers to the importance of documenting information promptly, which is critical for effective communication among healthcare team members and for facilitating immediate care actions. The other options do not align with the established FACT documentation standard. For instance, the second option introduces "Feedback" and "Clarity," which, while important concepts, do not capture the essence of what the FACT method specifically entails. The third and fourth choices introduce terms that do not reflect the standardized framework known in the healthcare environment. Therefore, the correct descriptor of the FACT method—Factual, Accurate, Complete, Timely—captures the necessary qualities that effective documentation must possess in the context of case management.

### 3. What is the primary purpose of Medicare Part D?

- A. To provide free health care to all citizens
- B. To offer a voluntary prescription drug benefit**
- C. To assist with long-term care services
- D. To cover all medical expenses for seniors

The primary purpose of Medicare Part D is to offer a voluntary prescription drug benefit for individuals enrolled in Medicare. This component of the Medicare program was established to help beneficiaries access necessary medications at reduced costs. It allows seniors and eligible individuals to enroll in plans that provide coverage for a wide range of prescription drugs, which can significantly lower out-of-pocket expenses related to medication. Medicare Part D is designed to address the high costs of pharmaceuticals, improving access to necessary treatments for chronic conditions, acute illnesses, and other health issues. Participation in Part D is optional, which differentiates it from other parts of Medicare that are mandatory, and it allows beneficiaries to choose from various private insurance plans that offer different coverage benefits. Other options do not accurately reflect the purpose of Medicare Part D. For instance, providing free health care to all citizens is not the aim of any part of Medicare, which is primarily a program for older adults and some individuals with disabilities. Assistance with long-term care services is more related to Medicaid rather than Medicare Part D. Finally, covering all medical expenses for seniors is also not feasible under Medicare, which has specific limitations and excludes certain types of care and services.

### 4. In motivational interviewing, listening with empathy is related to which part of the RULE mnemonic?

- A. U
- B. L**
- C. R
- D. E

In the context of motivational interviewing, listening with empathy aligns with the "L" in the RULE mnemonic, which stands for "Listen" or "Listen with Empathy." This emphasizes the importance of actively listening to the individual and understanding their perspective without judgment. Empathetic listening fosters a supportive environment where clients feel heard and valued, which is crucial for building trust and facilitating change. Motivational interviewing is a client-centered approach that encourages individuals to explore and resolve their ambivalence about behavior change. By listening empathetically, clinicians can help clients articulate their own motivations and barriers, ultimately empowering them to take ownership of their health decisions. In this mnemonic, "R" represents "Resist the Righting Reflex," which is about avoiding the impulse to impose solutions. "U" stands for "Understand the Client's Motivations," focusing on recognizing the client's intrinsic motivations for change. "E" signifies "Empower the Client," which involves supporting the client in finding their own solutions and enhancing their confidence in making changes. Each component of RULE works together, but listening with empathy is central in establishing rapport and fostering a connection essential for effective motivational interviewing.

**5. What is the main task individuals face during the Intimacy vs. Isolation stage?**

- A. Creating a stable career**
- B. Establishing intimacy in relationships**
- C. Becoming self-sufficient**
- D. Experiencing personal growth**

During the Intimacy vs. Isolation stage, which is a critical period in Erik Erikson's theory of psychosocial development, the primary task individuals face is establishing intimacy in relationships. This phase typically occurs in young adulthood, where individuals seek to form deep, meaningful connections with others, such as romantic partners or close friends. Successfully navigating this stage leads to the development of strong, healthy relationships, which are essential for emotional well-being and stability. Establishing intimacy involves not only forming romantic attachments but also the ability to share oneself openly and genuinely with another person, which is pivotal for fostering trust and emotional support. When individuals succeed in creating these intimate relationships, they experience a sense of belonging and fulfillment. Conversely, failure in this area can lead to feelings of isolation and loneliness, highlighting the significance of intimacy during this developmental stage. Other options, such as creating a stable career, becoming self-sufficient, or experiencing personal growth, are indeed important in an individual's overall development but are not the central focus of this particular stage. While these aspects can contribute to one's sense of self and can support intimate relationships, the key developmental challenge at this stage is primarily centered around forming deep connections with others.

**6. According to provision 1 of the ANA Code of Ethics, what should a nurse practice with?**

- A. Compassion and respect for dignity**
- B. Assertiveness and authority**
- C. Composure and control**
- D. Competence and efficiency**

The correct answer emphasizes that nurses should practice with compassion and respect for the dignity of every individual. Provision 1 of the ANA Code of Ethics highlights the fundamental principle that nurses must recognize and uphold the inherent worth and unique attributes of each patient. This means that caregivers should treat all patients with kindness and empathy, acknowledging their rights and needs while providing high-quality care. This principle underlines the therapeutic relationship between nurses and patients, fostering an environment where trust and understanding can flourish. Compassion aids in humanizing healthcare and encourages a holistic approach to patient care, positively impacting health outcomes. While other options mention important attributes for nursing practice, such as assertiveness, composure, control, competence, and efficiency, they do not directly capture the essence of treating all individuals with compassion and respect, which is foundational in nursing ethics and practice.

**7. In risk assessment, what distinguishes qualitative risk assessment from other types?**

- A. Uses complex mathematical models**
- B. Quantitative data analysis**
- C. Subjective categorization of risk levels**
- D. Visual representation of risks**

Qualitative risk assessment is characterized by its focus on subjective evaluation of risks rather than relying on numerical data or mathematical models. This approach involves categorizing risks based on opinions, experiences, and expert judgments, which allows for a more nuanced understanding of potential risks and their implications. It emphasizes the importance of human insight and contextual understanding, making it an effective tool in situations where quantitative data may be limited or difficult to obtain. The other options describe elements associated with different methods of risk assessment. For instance, using complex mathematical models and quantitative data analysis are hallmarks of quantitative risk assessment, which relies on numerical data to estimate risks and measure probabilities. Visual representation of risks can occur in both qualitative and quantitative assessments, but it is not exclusive to qualitative methods. Therefore, the identification of qualitative risk assessment lies in its subjective categorization of risk levels, which allows for a broad interpretation of risks and a focus on potential impacts rather than just statistical likelihoods.

**8. What does the 'F' in the FACT documentation acronym stand for?**

- A. Fictional**
- B. Factual**
- C. Flexible**
- D. Fundamental**

In the context of FACT documentation, the 'F' stands for "Factual." This aspect emphasizes the importance of recording information in a way that reflects objective reality, avoiding subjective opinions or interpretations. Using factual data ensures that the documentation is reliable, accurate, and can be substantiated if needed. This practice encourages clear communication among healthcare professionals and serves as a legal safeguard by creating a verifiable record of an individual's care and progress. Factual documentation supports effective decision-making and clinical outcomes since it relies on observable and measurable actions and results rather than assumptions. This helps in maintaining the integrity of the case management process by ensuring that all entries in the patient's record are based on solid evidence.

**9. What term describes the willful neglect by a caregiver towards a patient?**

- A. Abandonment of care**
- B. Medical malpractice**
- C. Patient negligence**
- D. Caregiver malpractice**

The term that best describes the willful neglect by a caregiver towards a patient is abandonment of care. This term specifically refers to a situation where a caregiver intentionally leaves a patient without necessary medical care or support, which is a serious violation of their duties towards that patient. Abandonment can result in harm or discomfort to the patient, reflecting a failure to fulfill the caregiver's responsibilities. In contrast, medical malpractice typically involves negligence by a healthcare provider in providing care, but it does not specifically address the willful neglect aspect inherent in abandonment. Patient negligence refers to a situation where the patient may fail to follow their own treatment plan or act against medical advice, which does not pertain to the actions of a caregiver. Caregiver malpractice would imply a legal action taken against a caregiver for negligence, but the specific act of abandoning a patient is more accurately captured by the term abandonment of care.

**10. What is the primary role of a negotiator in case management?**

- A. To handle administrative tasks**
- B. To manage health plan benefits**
- C. To advocate for patients**
- D. To conduct research on treatment methods**

In case management, the primary role of a negotiator is to advocate for patients, which is reflected in the focus on patient-centered care and ensuring that individuals receive the necessary resources and services. A negotiator in this context works to bridge the gap between patients and the healthcare system, ensuring that patients' needs and preferences are heard and addressed. This role involves communicating with various stakeholders, such as healthcare providers, insurance companies, and other members of the healthcare team, to negotiate terms that optimize a patient's care and support. An effective negotiator must understand the intricacies of health plans and the benefits they provide but must primarily prioritize the well-being of the patient. Although handling administrative tasks, managing health plan benefits, and conducting research on treatment methods are important activities within a case management framework, these functions do not define the core role of a negotiator, which centers on advocating for the patient's best interests through effective communication and negotiation strategies. In essence, advocating for patients ensures that their needs are met while navigating the complexities of the healthcare system.

# Next Steps

**Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.**

**As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.**

**If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).**

**Or visit your dedicated course page for more study tools and resources:**

**<https://ancccasemgmt.examzify.com>**

**We wish you the very best on your exam journey. You've got this!**

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