

# CDC 4A071 HEALTH SERVICES MANAGEMENT (HSM) CRAFTSMAN URE PRACTICE TEST (SAMPLE)

## STUDY GUIDE



*Prepare with structure. Pass with confidence*



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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 an AHLTA system?**

- A. A record-keeping system for financial transactions
- B. Armed Forces Health Longitudinal Technology Application, an electronic health record program
- C. A communication tool for patient interactions
- D. A social media platform for health professionals

**2. Air Force authorizations must be identified to which entity?**

- A. HQ USAF/SG
- B. HQ USAF/CC
- C. HQ USAF/DO
- D. HQ USAF/XP

**3. Who approves the interim use of civilians until military resources can be made available?**

- A. Wing commander
- B. MTF commander
- C. MAJCOM
- D. Provider

**4. In what aspect does the Health Services Manager play a role concerning health data management?**

- A. Data collection for research purposes
- B. Implementation of health information systems
- C. Providing coding for medical billing
- D. Monitoring patient care statistics

**5. How does the health services management field contribute to military family wellness?**

- A. By disregarding family-specific health needs
- B. By providing targeted health initiatives and resources
- C. By limiting access to health services for families
- D. By only focusing on individual service members

- 6. What are contingency plans in health services management?**
- A. Strategies for financial investment in healthcare
  - B. Plans for maintaining operations during emergencies
  - C. Guidelines for patient check-in processes
  - D. Methods for recruiting healthcare staff
- 7. What is typically included in the resource-sharing plan submitted by the contractor?**
- A. Usage guidelines for shared resources
  - B. Detailed account of financial projections
  - C. Prior audit results for verification
  - D. General benefits of resource sharing
- 8. What does the acronym TRICARE represent?**
- A. A program for civilian healthcare providers
  - B. A health care program for uniformed service members, retirees, and their families
  - C. A military training program
  - D. A health benefits initiative for veterans only
- 9. Define the role of a Medical Logistics specialist.**
- A. To conduct medical research for new treatments
  - B. To manage the procurement and distribution of medical supplies and equipment
  - C. To oversee healthcare staff training
  - D. To provide direct patient care
- 10. Which report is critical for understanding appointment no-shows and cancellations?**
- A. Attendance compliance report
  - B. Missed appointment analysis
  - C. Patient follow-up report
  - D. Appointment utilization report

## **Answers**

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

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## **Explanations**

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## 1. What is an AHLTA system?

- A. A record-keeping system for financial transactions
- B. Armed Forces Health Longitudinal Technology Application, an electronic health record program**
- C. A communication tool for patient interactions
- D. A social media platform for health professionals

*The AHLTA system, known as the Armed Forces Health Longitudinal Technology Application, serves as an electronic health record program specifically developed for the military healthcare environment. It is designed to provide a comprehensive system for managing patient health information across various military healthcare facilities, enabling healthcare providers to access and document patient information efficiently and securely. AHLTA supports continuity of care by allowing providers to share health records, manage appointments, and track patient histories, ultimately enhancing the quality of care delivered to military personnel and their families. This integration of medical information is critical in ensuring that patients receive consistent and effective healthcare, especially in a dynamic environment where service members may move between various locations and facilities. While other options describe systems or tools that may relate to health or communication, they do not match the specific function and purpose of AHLTA in managing comprehensive electronic health records within the military healthcare system.*

## 2. Air Force authorizations must be identified to which entity?

- A. HQ USAF/SG
- B. HQ USAF/CC
- C. HQ USAF/DO
- D. HQ USAF/XP**

*The correct choice indicates that Air Force authorizations must be identified to HQ USAF/XP, which refers to the Air Force's Plans and Programs Directorate. This organization is responsible for the development and management of plans and programs related to resource allocation, including manpower and funding. Identifying authorizations to HQ USAF/XP ensures that the Air Force can effectively manage its resources, align them with strategic goals, and provide adequate support to operational and personnel needs. HQ USAF/SG focuses on the Surgeon General's responsibilities and the overall health care policy but does not specifically manage authorizations. HQ USAF/CC represents the Commander's authority, overseeing various aspects without directly handling the granular details of manning or resource authorization. HQ USAF/DO is involved in operational planning and execution but is not the main entity responsible for authorizing resources. By directing authorizations to HQ USAF/XP, the Air Force can streamline the process and ensure authorizations are aligned with broader planning and programming efforts.*

**3. Who approves the interim use of civilians until military resources can be made available?**

- A. Wing commander
- B. MTF commander
- C. MAJCOM**
- D. Provider

*The approval for the interim use of civilians until military resources can be made available lies with the Major Command (MAJCOM). This authority is crucial because MAJCOM plays a significant role in resource management and operational decisions across multiple military treatment facilities (MTFs). When civilian personnel are utilized, it typically indicates that there is a temporary gap in military staffing or resources. MAJCOM's oversight ensures that such decisions align with broader strategic objectives and policies. They take into consideration the availability of resources, the needs of the MTFs, and the overall mission of the military healthcare system. This process involves assessing factors like the urgency of care needed, the qualifications of civilian personnel, and the potential impact on military operations. By approving the use of civilians, MAJCOM ensures that patient care can continue effectively while military personnel are being mobilized or reassigned.*

**4. In what aspect does the Health Services Manager play a role concerning health data management?**

- A. Data collection for research purposes
- B. Implementation of health information systems**
- C. Providing coding for medical billing
- D. Monitoring patient care statistics

*The role of a Health Services Manager in the implementation of health information systems is crucial because it involves overseeing the integration and utilization of technology to manage healthcare data effectively. Health information systems are designed to collect, store, manage, and transmit health-related information, thereby facilitating the delivery of quality care. A Health Services Manager is responsible for ensuring that these systems meet regulatory standards and support the organization's goals. This includes selecting the appropriate systems for the organization, training staff on how to use them, and continuously assessing their effectiveness in improving operations and patient care. Effective implementation of health information systems leads to better data accuracy, enhances patient safety, streamlines administrative processes, and improves overall efficiency in healthcare delivery. Other aspects of health data management mentioned in the options, such as data collection for research, coding for medical billing, and monitoring patient care statistics, while important, are generally more specialized functions that are often influenced by the broader systems and practices established and overseen by health services managers. Their primary focus is on implementing and maintaining the infrastructure that supports the use and management of such data.*

**5. How does the health services management field contribute to military family wellness?**

- A. By disregarding family-specific health needs
- B. By providing targeted health initiatives and resources**
- C. By limiting access to health services for families
- D. By only focusing on individual service members

*The health services management field significantly contributes to military family wellness by providing targeted health initiatives and resources designed to meet the unique needs of military families. This approach recognizes that the well-being of service members is closely linked to the health and wellness of their families. By implementing programs geared towards physical, mental, and social health, such as family counseling, wellness workshops, and preventive care services, health services management creates a supportive environment that addresses specific challenges faced by military families, such as deployment stress, relocation, and access to health care. This strategic emphasis on family-centered care is vital for enhancing the resilience of military families, ensuring they have the necessary support systems in place to thrive, which ultimately contributes to the overall effectiveness and readiness of service members.*

**6. What are contingency plans in health services management?**

- A. Strategies for financial investment in healthcare
- B. Plans for maintaining operations during emergencies**
- C. Guidelines for patient check-in processes
- D. Methods for recruiting healthcare staff

*Contingency plans in health services management refer to structured strategies designed to ensure that healthcare operations can continue effectively during emergencies or unexpected disruptions. These plans typically involve identifying potential risks, outlining the response strategies, and ensuring that resources and personnel are available to maintain essential services. By developing contingency plans, healthcare organizations can minimize the impact of crises—such as natural disasters, pandemics, or system failures—on patient care and operations. This ensures that patient safety and service delivery are prioritized even in challenging circumstances, allowing healthcare facilities to be better prepared to respond and recover. In the context of the provided choices, the focus on maintaining operations during emergencies distinctly captures the essence of contingency planning, while the other options relate to different aspects of health services management that do not pertain directly to emergency preparedness or operational continuity.*

**7. What is typically included in the resource-sharing plan submitted by the contractor?**

- A. Usage guidelines for shared resources**
- B. Detailed account of financial projections
- C. Prior audit results for verification
- D. General benefits of resource sharing

*The inclusion of usage guidelines for shared resources in the resource-sharing plan is crucial because it outlines how the resources will be utilized effectively and responsibly. These guidelines help to ensure that all parties involved understand the terms of usage, which promotes accountability and minimizes conflicts. By specifying how the shared resources can be accessed and utilized, the plan facilitates smoother collaboration among different stakeholders. Such guidelines are essential for maintaining the integrity and availability of resources, ensuring that they are used in a manner that meets the needs of all parties involved. Other options, while relevant in different contexts, do not directly pertain to the essence of a resource-sharing plan. Financial projections, audit results, and general benefits are important in a contractual context but do not address the specific operational aspect of how shared resources will be governed. The emphasis on usage guidelines directly targets the day-to-day management and utilization of shared resources, making it a key component of a resource-sharing plan.*

**8. What does the acronym TRICARE represent?**

- A. A program for civilian healthcare providers
- B. A health care program for uniformed service members, retirees, and their families**
- C. A military training program
- D. A health benefits initiative for veterans only

*TRICARE stands for a health care program specifically designed for uniformed service members, retirees, and their families. It provides a comprehensive range of health care benefits and services to ensure that eligible individuals have access to necessary medical care. This program plays a crucial role in maintaining the health and well-being of military personnel and their families, offering coverage that includes hospital care, outpatient services, preventative care, and mental health services. The other options presented do not accurately capture the purpose of TRICARE. For example, although civilian healthcare providers may engage with TRICARE, the program itself is not solely designed for them; rather, it focuses on military families. The mention of a military training program is unrelated to the TRICARE health benefits, and a health benefits initiative exclusively for veterans misrepresents TRICARE, as it serves active duty service members, retirees, and their families, not just veterans. This understanding is vital for recognizing the role of TRICARE within the broader context of military health services.*

## 9. Define the role of a Medical Logistics specialist.

- A. To conduct medical research for new treatments
- B. To manage the procurement and distribution of medical supplies and equipment**
- C. To oversee healthcare staff training
- D. To provide direct patient care

*The role of a Medical Logistics specialist primarily involves managing the procurement and distribution of medical supplies and equipment. This function is crucial in ensuring that healthcare facilities have the necessary resources to deliver effective patient care. The logistician is responsible for coordinating the acquisition of medical items, maintaining inventory control, and ensuring timely delivery to various departments. Their work directly impacts the efficiency and effectiveness of healthcare operations by ensuring that medical professionals have access to the equipment and supplies they need to treat patients accurately and promptly. The other roles mentioned, such as conducting medical research for new treatments, overseeing healthcare staff training, or providing direct patient care, are related to different specialties within the healthcare field and do not pertain to the focus of a Medical Logistics specialist. These specialties, while important, fall outside the logistical duties that are essential for supporting the infrastructure in health services management.*

## 10. Which report is critical for understanding appointment no-shows and cancellations?

- A. Attendance compliance report
- B. Missed appointment analysis**
- C. Patient follow-up report
- D. Appointment utilization report

*The missed appointment analysis report is essential for comprehensively understanding appointment no-shows and cancellations. This report specifically focuses on identifying patterns and reasons for missed appointments, providing valuable insights into patient behaviors and potential barriers to attendance. By analyzing the data in this report, health services managers can pinpoint trends over time, assess the impact of various factors on patient compliance, and implement targeted strategies to reduce no-shows and cancellations, such as reminder calls or patient education initiatives. In contrast, other reports may provide supplementary information but do not address missed appointments as directly. For instance, the attendance compliance report might summarize overall attendance rates without delving into specifics about cancellations or no-shows. The patient follow-up report typically focuses on ongoing patient care rather than appointment metrics. Lastly, the appointment utilization report may present data on how many appointments are booked relative to available slots, but it doesn't specifically examine the causes or details of missed appointments. Thus, the missed appointment analysis report is uniquely suited for gaining insights necessary to tackle the issue of no-shows and cancellations effectively.*

## 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://cdc4a071hsmcraftsmanure.examzify.com>

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

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