

MSR Training Orders Week 1 Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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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 does RPh stand for?**
 - A. RPh**
 - B. Inbound Call**
 - C. CSR Log Note**
 - D. ADP**

- 2. Which DAW code matches the meaning: DAW 2 means Patient requested brand?**
 - A. DAW 0: Substitution allowed**
 - B. DAW 1: Brand substitution prohibited**
 - C. DAW 2: Patient requested brand**
 - D. DAW 3: Not used**

- 3. What is a Call Log?**
 - A. A log of all inbound faxes**
 - B. A summary of prescription fill times**
 - C. A list of orders shipped**
 - D. A record of calls between MSRs and a member about a member's account**

- 4. Within the WD organization, which term denotes the department that handles member communication?**
 - A. Member Services**
 - B. CAG**
 - C. Netcard Member**
 - D. Unresolved**

- 5. How many pieces of HIPAA are needed to verify a patient record?**
 - A. 2**
 - B. 4**
 - C. 6**
 - D. 8**

6. What is a CSR Log Note?

- A. Inbound Call**
- B. CSR Log Note**
- C. Renew**
- D. Impersonate**

7. Switch Member is used for?

- A. A feature that automatically switches to another conversation**
- B. A feature used to access multiple unrelated accounts while on the phone with a pharmacy**
- C. A button to log out of the system**
- D. A tool to block customer calls**

8. What are outbound calls?

- A. Calls that come into the pharmacy from Members**
- B. Automated outbound messages to Members**
- C. Outgoing inquiries to Members asking for information**
- D. Calls that go out to Members when we seek information from them**

9. Which term is the button in WellServ to document the call in ePost without going to the site?

- A. CMS**
- B. ePost Email**
- C. ePost Notes**
- D. Contact Log**

10. Which term corresponds to the element you click to refill a prescription in ePost?

- A. CMS**
- B. Family Orders**
- C. Order Note**
- D. ePost Email**

Answers

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

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Explanations

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1. What does RPh stand for?

- A. RPh**
- B. Inbound Call**
- C. CSR Log Note**
- D. ADP**

RPh stands for Registered Pharmacist. This title is used in pharmacy settings to identify the licensed professional who can verify prescriptions, counsel patients, and finalize dispensing. It differentiates the pharmacist from other roles or records in the workflow. The other terms listed refer to things like types of calls, notes in a service log, or unrelated systems, not to the pharmacist's professional designation. So the best interpretation is that RPh denotes the licensed pharmacist.

2. Which DAW code matches the meaning: DAW 2 means Patient requested brand?

- A. DAW 0: Substitution allowed**
- B. DAW 1: Brand substitution prohibited**
- C. DAW 2: Patient requested brand**
- D. DAW 3: Not used**

Dispense As Written (DAW) codes guide how substitutions are handled at fill time. When the patient explicitly asks for the brand-name product, the code signals to dispense the brand and to document the patient's preference. This honors the patient's choice and can influence how the prescription is billed and reimbursed. In contrast, a code that means substitution is allowed allows a generic to be substituted, a code that means brand substitution is prohibited requires dispensing the brand-name only and no substitution, and a code marked as not used does not come into play in practice. Recognizing this mapping helps you understand that the code for patient-requested brand instructs the pharmacist to provide the brand-name medication.

3. What is a Call Log?

- A. A log of all inbound faxes**
- B. A summary of prescription fill times**
- C. A list of orders shipped**
- D. A record of calls between MSRs and a member about a member's account**

A Call Log is a record of direct conversations about a member's account, typically capturing who was contacted, when, what was discussed, and any follow-up actions. It helps the team track interactions, maintain continuity of care, and have a clear history for accountability. It's not about faxes, prescription fills, or orders shipped, which are separate kinds of records.

4. Within the WD organization, which term denotes the department that handles member communication?

- A. Member Services**
- B. CAG**
- C. Netcard Member**
- D. Unresolved**

In many organizations, the team that handles communication with members is called Member Services. This department is the hub for member inquiries, updates, benefits information, and general outreach, making sure members get timely and clear communication. That's why it's the best label for the department responsible for member communication within the WD organization. The other terms don't fit as a department name: CAG typically refers to a committee or advisory group rather than a communications department; Netcard Member sounds like a member type or designation rather than a department; Unresolved isn't a department name at all.

5. How many pieces of HIPAA are needed to verify a patient record?

- A. 2**
- B. 4**
- C. 6**
- D. 8**

Verifying a patient record relies on using multiple identifiers to confirm the patient's identity before accessing or updating their information. Using four pieces of information provides a reliable check that helps ensure you're looking at the correct record and not exposing another person's data. This level of verification reduces the chance of mixing up records in busy environments where names and dates of birth can be similar or identical. A typical four-identifier approach might include the patient's full name, date of birth, a second piece such as gender, and a unique patient identifier like a medical record number. Relying on only two identifiers can be risky if there are common names or shared birth dates, while using many more than four tends to slow down workflows without yielding proportionally greater safety.

6. What is a CSR Log Note?

- A. Inbound Call**
- B. CSR Log Note**
- C. Renew**
- D. Impersonate**

A CSR Log Note is a written record created by a customer service representative to document what happened during a customer interaction. It captures the reason for the contact, important details the customer shared, actions taken by the CSR (updates, changes, approvals), the outcome, and any follow-up needed. This note stays in the customer's file so other agents can understand the history and continue work without repeating steps. It's the right answer because it specifically refers to the documented entry a CSR makes, not the event of receiving a call (inbound call), not a renewal action, and not impersonation.

7. Switch Member is used for?

- A. A feature that automatically switches to another conversation
- B. A feature used to access multiple unrelated accounts while on the phone with a pharmacy**
- C. A button to log out of the system
- D. A tool to block customer calls

Switch Member is about managing multiple member profiles within a single pharmacy call. It lets you switch between unrelated accounts without leaving the current interaction, so you can quickly pull up the correct member's medication history, prescriptions, or order details even if the caller represents different people. This is especially useful when a caller is assisting a family member or caretaker who needs access to separate accounts, keeping information separate and reducing time spent logging in and out of profiles. It's not about automatically moving the call to another conversation, nor is it a logout button or a tool to block calls. It's specifically for accessing different member profiles within one session to support fast, accurate service.

8. What are outbound calls?

- A. Calls that come into the pharmacy from Members
- B. Automated outbound messages to Members
- C. Outgoing inquiries to Members asking for information
- D. Calls that go out to Members when we seek information from them**

Outbound calls are phone calls initiated by us to contact Members to obtain information. This is different from inbound calls, which come from Members to us, and from automated outbound messages, which are not live calls. The idea is that we actively reach out to Members when we need information from them, making this description the best fit. For example, a staff member might call a Member to verify contact details or update prescription information.

9. Which term is the button in WellServ to document the call in ePost without going to the site?

- A. CMS
- B. ePost Email
- C. ePost Notes**
- D. Contact Log

The key idea is using a quick-entry notes feature that lets you attach details directly to ePost without opening the full site. The button labeled ePost Notes is designed for just that—capturing call details as a note inside the ePost context from wherever you are in WellServ. This makes logging fast and keeps the information tied to the correct ePost record without navigating away. Other options refer to different functions: CMS is a general content management tool, not a fast log for calls; ePost Email is for sending messages through ePost, not logging a call; and Contact Log is a broader log of interactions, not the specific quick-note entry within ePost. So the ePost Notes button is the one you'd use to document the call in ePost without going to the site.

10. Which term corresponds to the element you click to refill a prescription in ePost?

A. CMS

B. Family Orders

C. Order Note

D. ePost Email

In ePost, refilling a prescription is done by accessing the Family Orders section. This area is designed for managing prescriptions across all members of a family under one account, so clicking Family Orders lets you view the active prescriptions and select the one you want to refill. The other options don't serve that navigation: an Order Note is only for adding comments to an order, ePost Email is for messaging, and CMS isn't part of the refill workflow. So the element you click to initiate a refill is the Family Orders section.

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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.

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

<https://msrtrainingordersweek1.examzify.com>

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

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