# MSR Training Orders Week 1 Practice Test (Sample)

## Study Guide

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

**Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.**

# Table of Contents

# 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

1. **A PHI Form is used to designate who can speak on a patient’s behalf.**
   - A. It is used to designate who can speak on the patient's behalf
   - B. It authorizes changes to insurance billing
   - C. It triggers pharmacy inventory updates
   - D. It is used to file a patient complaint

2. **In the workflow, what is ePost primarily used as?**
   - A. A payment gateway
   - B. Software program used as a backup for WellServ/mail order pharmacy
   - C. An inventory tracker
   - D. A customer relationship manager

3. **What are typical prerequisites for Week 1 training?**
   - A. Completion of introductory safety briefing, basic qualification, and enrollment in the training program.
   - B. Completion of a different department's training.
   - C. No prerequisites; enrollment is open to all.
   - D. Approval from the customer.

4. **CAG is an acronym for which of the following expansions?**
   - A. Carrier, Account, Group
   - B. Customer Access Gateway
   - C. Central Administration Group
   - D. Corporate Account Group

5. **Which term is the record of automated texts and emails sent to the member?**
   - A. CMS
   - B. Contact Log
   - C. ePost Email
   - D. Family Orders

6. **Which term is the email used for automated messages in ePost?**
   - A. CMS
   - B. Contact Log
   - C. Order Note
   - D. ePost Email

7. **What term corresponds to the button used in WellServ to generate ServiceNow tickets?**
   - A. CMS
   - B. ePost Email
   - C. Contact Log
   - D. Family Orders

8. **Which term describes the total number of units requested for a prescription in a single order?**
   - A. Line items
   - B. Refill count
   - C. Quantity
   - D. Billing amount

9. **PBM stands for which term?**
   - A. Pharmacy Benefit Memorandum
   - B. Personal Banking Manager
   - C. Pharmacy Benefits Module
   - D. Pharmacy Benefit Manager

10. **Which feature mirrors the member's WellView account to aid navigation?**
    - A. Profile all Rx
    - B. Impersonate
    - C. ADP
    - D. Renew

# Answers

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

# Explanations

## 1. A PHI Form is used to designate who can speak on a patient’s behalf.

**A. It is used to designate who can speak on the patient's behalf**

**B. It authorizes changes to insurance billing**

**C. It triggers pharmacy inventory updates**

**D. It is used to file a patient complaint**

**The main idea here is ensuring who is allowed to access and discuss a patient’s health information. A PHI form is a signed authorization that names specific individuals who may speak on the patient’s behalf and receive information about their care. This protects privacy while letting trusted people, like family members or caregivers, be involved in conversations with providers. Therefore, this option is the best choice because it directly describes the purpose of a PHI form — designate who can speak for the patient. The other options describe actions that aren’t the purpose of this form: changing insurance billing, updating pharmacy inventory, or filing a patient complaint. Those require different processes and authorities.**

## 2. In the workflow, what is ePost primarily used as?

**A. A payment gateway**

**B. Software program used as a backup for WellServ/mail order pharmacy**

**C. An inventory tracker**

**D. A customer relationship manager**

**Redundancy and continuity in a mail-order pharmacy workflow rely on having a backup system ready to take over if the primary platform is unavailable. ePost serves that role as a software program designed to back up WellServ/mail order pharmacy. It acts as a fall-back path so orders can still be received and processed, billing can continue, and communications with patients and pharmacies stay intact even during outages. When WellServ comes back online, data can be reconciled and operations resume with minimal downtime. This distinction matters because a payment gateway handles financial transactions, not the overall workflow continuity. And inventory tracking or customer relationship management are separate functions handled by their respective systems. The primary purpose here is to provide a reliable backup so essential pharmacy operations keep running when the main system is down.**

## 3. What are typical prerequisites for Week 1 training?

A. Completion of introductory safety briefing, basic qualification, and enrollment in the training program.

B. Completion of a different department's training.

C. No prerequisites; enrollment is open to all.

D. Approval from the customer.

**The main idea is to ensure participants are ready and authorized to start by meeting safety, competency, and registration requirements. A safety briefing first introduces the learning environment, hazards, and emergency procedures, which is essential before any hands-on or classroom activity. The basic qualification establishes a minimum level of knowledge or skill so the trainee can engage with Week 1 material safely and effectively. Enrolling in the training program formalizes their place in the course, ensuring access to materials, scheduling, and progress tracking. Together, these prerequisites create a safe, organized start to Week 1. Cross-department training isn’t typically a prerequisite for Week 1, and having no prerequisites would remove important gatekeeping that supports safety and readiness. Customer approval tends to lie outside internal onboarding requirements, which are handled by the organization to manage access and records.**

## 4. CAG is an acronym for which of the following expansions?

A. Carrier, Account, Group

B. Customer Access Gateway

C. Central Administration Group

D. Corporate Account Group

**Understanding how an acronym is used in this context helps you see why Carrier, Account, Group is the chosen expansion. The term is built from the initials C, A, and G, which are mapped to three related components in this domain: Carrier represents the service or provider layer, Account denotes the individual user or customer identity within that carrier, and Group is a collective used for organizing accounts and applying shared rules or permissions. This exact trio is the naming convention presented in the material, so it aligns naturally with how the system is described and operated. Other plausible phrases with the same initials refer to different concepts in other contexts, so they don’t match the specific structure and usage taught here. For example, arrangements like administration-focused or gateway-focused terms describe unrelated ideas, whereas this course uses Carrier, Account, Group to capture the intended model.**

## 5. Which term is the record of automated texts and emails sent to the member?

A. CMS

B. Contact Log

C. ePost Email

D. Family Orders

The idea here is how we document all outreach to a member. A contact log is the record that captures every message sent to the member, including automated texts and emails, with dates and times and often the status of each contact. This creates a single, chronological history you can review to know what was sent, when, and through which channel, which is essential for follow-up, accountability, and preventing duplicate communications. Other terms don't describe a per-member communications history: a CMS manages overall content rather than individual outreach records; ePost Email sounds like a specific email tool rather than a log of contacts; Family Orders are unrelated documents.

## 6. Which term is the email used for automated messages in ePost?

A. CMS

B. Contact Log

C. Order Note

D. ePost Email

In ePost, automated communications are sent through a dedicated email channel designed for system-generated messages. This is called ePost Email, because it's the specific path the platform uses to create, send, and track automated notices. The other options refer to different features: CMS is about managing website content, not sending automated emails; a contact log is a record of past communications; and an order note is a comment attached to an order, not a delivery method for automated messages. So the term used for automated messages is ePost Email.

## 7. What term corresponds to the button used in WellServ to generate ServiceNow tickets?

A. CMS

B. ePost Email

C. Contact Log

D. Family Orders

In WellServ, the control used to push an issue into ServiceNow as a ticket is labeled CMS. Clicking this button kicks off the ticket creation process, taking details from the WellServ record (like customer info and issue description) and turning them into a new ServiceNow ticket for standard tracking and workflow. The other options serve different functions: ePost Email is for sending or linking emails, a Contact Log records interactions, and Family Orders handles a separate workflow, none of which create ServiceNow tickets. So the CMS button is the one that generates ServiceNow tickets.

## 8. Which term describes the total number of units requested for a prescription in a single order?

A. Line items

B. Refill count

C. Quantity

D. Billing amount

This question focuses on how medication amounts are recorded in an order. The total number of units requested for a prescription in a single order is described by the quantity field—the numeric count of units to be dispensed (for example, tablets, capsules, or milliliters) for that line item. It isn’t about how many different items are on the order (that would be line items), how many times the prescription can be refilled (refill count), or how much money is billed (billing amount). Therefore, quantity is the term that best fits.

## 9. PBM stands for which term?

A. Pharmacy Benefit Memorandum

B. Personal Banking Manager

C. Pharmacy Benefits Module

D. Pharmacy Benefit Manager

PBM stands for Pharmacy Benefit Manager, the organization that administers a health plan's prescription drug benefits. They negotiate prices and rebates with drug manufacturers, design formularies and tiered copay structures, run the pharmacy network, and process drug claims. They also use utilization management tools like prior authorization, step therapy, and quantity limits to control costs and ensure appropriate use. While a pharmacy benefits module could be a software component that manages benefits, the common meaning of the acronym in healthcare is the manager/administrator role. The other options describe documents, a banking role, or a software module rather than the entity responsible for managing prescription drug benefits.

## 10. Which feature mirrors the member's WellView account to aid navigation?

A. Profile all Rx

B. Impersonate

C. ADP

D. Renew

Impersonate is the feature that mirrors the member’s WellView account to aid navigation. By using impersonation, you can view the exact interface the member sees, follow their current path, and understand how they would interact with the system. This makes it much easier to diagnose issues, guide them through steps, and ensure you’re seeing the same data and options they’re using. It’s different from viewing prescribed medications, payroll data, or renewal tasks, which don’t provide the mirrored navigation experience. Remember to use impersonation with proper authorization and keep a record of its use.

# 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!**