

# NCCM Program Certification Practice Exam (Sample)

## Study Guide



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

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**SAMPLE**

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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

- 1. What is essential for Contract Managers to succeed in their roles?**
  - A. Commitment to continuous learning**
  - B. Strict adherence to existing policies**
  - C. Prioritizing personal interests over professional growth**
  - D. Delegating all responsibilities**
- 2. What element is crucial for ensuring continuity of care in case management?**
  - A. Regular patient check-ins**
  - B. Limited communication with other professionals**
  - C. Strict adherence to budget constraints**
  - D. Minimizing patient involvement**
- 3. How can case managers improve patient adherence to treatment plans?**
  - A. By reducing communication with patients**
  - B. By providing education and addressing concerns about the treatment**
  - C. By simplifying all treatment processes**
  - D. By limiting patient support services**
- 4. Which of the following is NOT a competency of performing contract management?**
  - A. Ensure quality**
  - B. Administer contract**
  - C. Write new contracts**
  - D. Manage changes**
- 5. What is the goal of examining the buyer's own organization in market research?**
  - A. To identify competitors**
  - B. To learn about past usage of goods and services**
  - C. To assess external suppliers**
  - D. To evaluate potential prices**

- 6. What significant role does 'prepare offer' play in the sales process?**
- A. It establishes buyer preferences**
  - B. It assesses supplier credibility**
  - C. It enhances organizational strengths**
  - D. It determines pricing strategy**
- 7. What does the process of closing a contract ultimately aim to achieve?**
- A. A transition to new business ventures**
  - B. Confirmation of all contractual obligations**
  - C. A reduction in future contracts**
  - D. A longer payment cycle**
- 8. What process is used to analyze the market for acquiring goods and services?**
- A. Market analysis**
  - B. Market segmentation**
  - C. Market research**
  - D. Market forecasting**
- 9. What is a critical aspect of the close-out contract process?**
- A. Initiating new contracts immediately**
  - B. Evaluating contractor performance**
  - C. Negotiating lower payment amounts**
  - D. Creating future contract opportunities**
- 10. What does the post-award contract life cycle phase focus on?**
- A. Composing new contracts**
  - B. Managing contract administration and closeout**
  - C. Collecting payments from clients**
  - D. Negotiating new contract terms**



## **Answers**

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

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## **Explanations**

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**1. What is essential for Contract Managers to succeed in their roles?**

- A. Commitment to continuous learning**
- B. Strict adherence to existing policies**
- C. Prioritizing personal interests over professional growth**
- D. Delegating all responsibilities**

The commitment to continuous learning is essential for Contract Managers to succeed because the field of contract management is dynamic and constantly evolving. Regulations, business practices, and technology change frequently, and staying updated on these developments is crucial for effective contract negotiation, execution, and management. Engaging in ongoing education helps Contract Managers enhance their skills, adapt to new challenges, and implement best practices, ensuring they can navigate complex contracting environments effectively. This continuous professional growth not only improves their performance but also promotes adaptability in an ever-changing marketplace. Emphasizing learning allows contract managers to remain competitive and responsive to client needs, ultimately contributing to the organization's success and their professional advancement. In contrast, focusing solely on existing policies, prioritizing personal interests, or delegating all responsibilities could hinder a Contract Manager's effectiveness and limit their development in this critical role.

**2. What element is crucial for ensuring continuity of care in case management?**

- A. Regular patient check-ins**
- B. Limited communication with other professionals**
- C. Strict adherence to budget constraints**
- D. Minimizing patient involvement**

Regular patient check-ins are essential for ensuring continuity of care in case management because they facilitate ongoing communication between case managers and patients. This continuous interaction allows case managers to monitor the patient's progress, address any emerging concerns, and make necessary adjustments to the care plan. By engaging with patients regularly, case managers can ensure that individuals are receiving the support they need, which helps to maintain a positive trajectory in their health care journey. Additionally, regular check-ins foster a relationship of trust and accountability between the patient and the case manager, empowering patients to actively participate in their own care. This engagement is vital for identifying barriers to care and addressing them promptly, which can significantly enhance health outcomes and patient satisfaction. Other elements, such as communication with professionals and budget constraints, are important in a broader sense but do not directly contribute to creating a supportive and continuous care environment as effectively as regular patient check-ins.

### 3. How can case managers improve patient adherence to treatment plans?

- A. By reducing communication with patients
- B. By providing education and addressing concerns about the treatment**
- C. By simplifying all treatment processes
- D. By limiting patient support services

Improving patient adherence to treatment plans is crucial for successful outcomes in healthcare, and providing education and addressing concerns about treatment plays a pivotal role in this process. When case managers engage with patients by offering comprehensive education about their treatment, it empowers them with knowledge regarding the benefits, potential side effects, and the importance of following the plan. This understanding can alleviate fears and misconceptions that patients may have, making them more likely to comply with the prescribed regimen. Additionally, addressing individual concerns fosters a supportive environment where patients feel heard and valued. This builds trust between patients and case managers, which is essential for encouraging adherence. When patients are informed and have their questions answered, they are more likely to actively participate in their healthcare decisions and follow through with treatment plans. Enhancing communication and support through education significantly contributes to improved adherence, compared to methods that decrease interaction or restrict resources available to patients.

### 4. Which of the following is NOT a competency of performing contract management?

- A. Ensure quality
- B. Administer contract
- C. Write new contracts**
- D. Manage changes

The task of writing new contracts is typically handled prior to executing the contract management phase. Contract management focuses on overseeing and administering existing contracts rather than creating new ones. This involves ensuring that the terms of the contracts are adhered to, managing any changes that occur during the contract's lifecycle, and ensuring quality to meet the expectations of all parties involved. Competencies such as ensuring quality, administering contracts, and managing changes are essential in contract management as they involve continuous oversight, communication, and adjustment throughout the life of the contract. Each of these competencies contributes to effective contract governance, ensuring that the contract fulfills its intended purpose while supporting the objectives of the involved parties. In contrast, writing new contracts is generally an initial step in the procurement or contracting process and falls outside the scope of contract management competencies. This process involves negotiating terms, drafting clauses, and finalizing the document in a way that aligns with the needs of the organization and the legal requirements, but once the contract is established, the focus shifts to management rather than creation.

**5. What is the goal of examining the buyer's own organization in market research?**

**A. To identify competitors**

**B. To learn about past usage of goods and services**

**C. To assess external suppliers**

**D. To evaluate potential prices**

The goal of examining the buyer's own organization in market research is primarily to learn about past usage of goods and services. This involves understanding how the organization has historically utilized products and services, which can provide valuable insights into purchasing patterns, preferences, and needs. By analyzing past behavior, the organization can make informed decisions about future acquisitions, ensuring that any new purchases align more closely with their actual requirements and expectations. This retrospective analysis allows for identifying trends and possibly uncovering areas where efficiency could be improved or where adjustments to the supply chain might be beneficial. This focus on past usage can also help in evaluating the effectiveness of current suppliers and products, as organizations recognize which items have performed well or fallen short in meeting their needs, thereby informing future market strategies and relationships with suppliers.

**6. What significant role does 'prepare offer' play in the sales process?**

**A. It establishes buyer preferences**

**B. It assesses supplier credibility**

**C. It enhances organizational strengths**

**D. It determines pricing strategy**

The 'prepare offer' stage in the sales process is crucial because it involves creating a tailored proposal that articulates the value of the product or service to the potential buyer. This preparation helps highlight the unique strengths and advantages of the organization, such as its capabilities, experience, and benefits that set it apart from competitors. By effectively showcasing these organizational strengths, the offer can resonate more with the buyer, ultimately influencing their decision-making process. In contrast to the other roles mentioned, establishing buyer preferences is more about understanding customer needs rather than crafting the offer itself. Assessing supplier credibility focuses on evaluating the trustworthiness and reliability of the supplier, which is a different aspect of the sales process. Determining a pricing strategy is typically handled in earlier stages of planning and is not specifically tied to the preparation of the offer, which is more focused on presenting a complete value proposition. Thus, preparing the offer emphasizes the strengths of the organization to effectively engage and persuade the buyer.

**7. What does the process of closing a contract ultimately aim to achieve?**

- A. A transition to new business ventures**
- B. Confirmation of all contractual obligations**
- C. A reduction in future contracts**
- D. A longer payment cycle**

The process of closing a contract ultimately aims to achieve confirmation of all contractual obligations. This phase is crucial as it involves ensuring that all parties have fulfilled their responsibilities as outlined in the agreement. It validates that the contractual terms have been executed correctly, that deliverables have been completed, and that any payments have been processed as stipulated. Closing a contract is not just a formality; it serves to protect the interests of all involved parties. This process often includes a final review of performance, financial settlement, and compiling necessary documentation to confirm compliance with the contract. The confirmation aspect is critical as it helps to avoid disputes and provides clarity moving forward, whether in terms of post-contract obligations, warranties, or potential expansions. In contrast, transitioning to new business ventures involves a shift in strategic focus rather than a reflection of completed obligations. A reduction in future contracts does not relate to the closure of a current contract and is typically a separate strategic decision. Likewise, a longer payment cycle pertains to financial arrangements rather than the overall aim of contract closure. Thus, the correct understanding of the contract-closing process centers around confirming that all contractual obligations have been met, solidifying the conclusion of that business relationship.

**8. What process is used to analyze the market for acquiring goods and services?**

- A. Market analysis**
- B. Market segmentation**
- C. Market research**
- D. Market forecasting**

The correct understanding focuses on the concept of market research, which is a systematic process used to gather, analyze, and interpret information about a market, including both the consumers and the competitors. This process helps businesses understand the dynamics of the market environment, identify needs and preferences of potential customers, assess current trends, and evaluate the potential demand for goods and services. Through market research, organizations can make informed decisions about product development, pricing strategies, and promotional activities. It typically includes surveys, focus groups, interviews, and analysis of secondary data to collect the necessary information that informs strategic planning. While market analysis, market segmentation, and market forecasting are related concepts in understanding market dynamics, they serve different purposes. Market analysis involves examining specific market conditions, market segmentation focuses on dividing a market into distinct groups of consumers with shared characteristics, and market forecasting is about predicting future market conditions based on past and present data. These are all components of the broader market research process but do not encompass the entirety of analyzing the market for acquiring goods and services.

**9. What is a critical aspect of the close-out contract process?**

- A. Initiating new contracts immediately
- B. Evaluating contractor performance**
- C. Negotiating lower payment amounts
- D. Creating future contract opportunities

Evaluating contractor performance is a vital component of the close-out contract process. This phase often involves a thorough assessment of how well the contractor met the project's requirements and objectives as outlined in the contract. Analyzing performance can provide insights into the quality of the work delivered, adherence to deadlines, and compliance with budgetary constraints. This evaluation is essential for several reasons. It helps identify lessons learned for future projects, offers a basis for recommendations for future contracts, and ensures that issues can be addressed proactively. Effective performance evaluation also allows organizations to maintain relationships with contractors based on merit and performance. Other aspects related to contract close-out, like initiating new contracts or negotiating payment amounts, might take place in different contexts and stages of project management but do not constitute a critical aspect of the close-out process itself.

**10. What does the post-award contract life cycle phase focus on?**

- A. Composing new contracts
- B. Managing contract administration and closeout**
- C. Collecting payments from clients
- D. Negotiating new contract terms

The post-award contract life cycle phase primarily concentrates on managing contract administration and closeout. This phase involves overseeing the execution of the contract to ensure that all parties comply with their obligations as outlined in the agreement. Key activities during this phase include monitoring performance, handling any amendments or modifications, addressing any disputes that arise, and ensuring timely completion of the contract. Additionally, this phase addresses the necessary administrative tasks to formally close out the contract once all obligations have been fulfilled. This may include conducting final audits, obtaining necessary documentation, and ensuring that all contract deliverables have been met satisfactorily. Effective management during this phase is critical to mitigate risks, ensure proper compliance, and establish a smooth transition for any final payments, deliveries, or other closing processes. Understanding the dynamics of post-award activities helps ensure that contracts are finalized successfully and all involved parties meet their commitments.



## 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://nccmprogram.examzify.com>**

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